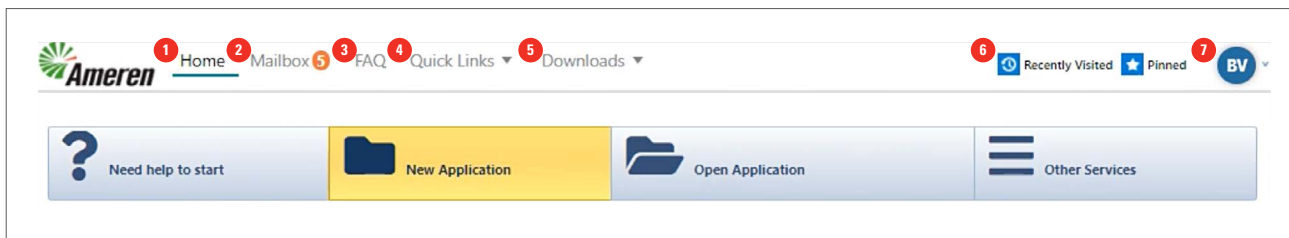


# HOMEOWNER PERMIT INSTRUCTIONS



After creating an account, the account holder may log in to Ameren Missouri's online permitting system at <https://ameren.flairdocs.com/prod/login.aspx> to request a transfer of existing permit(s), shoreline permits and a pre-application review of proposals such as seawalls and dredging. The account holder may also associate a certified dock builder and/or realtor to their account to request the aforementioned permits on their behalf.



When logged into the Ameren Missouri's online permit system, the ribbon at the top of the page will have the following features:

1. **Home Tab:** Use this tab to navigate to the main menu.
2. **Mailbox:** Receive notifications and updates from Ameren representatives.
3. **FAQ:** A list of commonly asked questions and answers.
4. **Quick links:** Link to billings & invoices, contact information and request for a permit extension.
5. **Form Downloads:** Reference application forms, sample drawings, fire district maps and permit guidelines.
6. **Recently Visited:** Access recently visited accounts and files.
7. **Profile Icon:** Manage profile settings, submit a ticket for review or log out of profile.

If you would like a certified dock builder or realtor to request a permit on your behalf, click **Quick links** and **Contact Info**. Scroll down to Manage Users and click **Select a contact** under Associated Contacts. In the pop-up window, use the drop-down menu to select the category (Certified Dock Builder or Realtor).

To request a permit, navigate to the Home tab at the top of the page. The selected tab will be underlined.


From the main menu under the Home tab, select the **New Application** tab.

Before choosing one of the three application options below, the applicant must acknowledge the existing permit(s) issued to the applicant's property must be transferred into the applicant's name.


**Transfer Existing Permit** [X]

If there is an existing permit(s) at this location that is not in your name, you first need to complete a permit transfer to proceed.


**Acknowledge**



**Permit Transfer**













**Shoreline Permit**



**Pre-application Request**

If the **Shoreline Permit** icon was selected, additional icons for specific permit types will be added. The applicant may select one or multiple permits to either modify or add to the property.

 <p><b>Accessory Structure</b> Deck, Patio, Pier, Steps</p>	 <p><b>Bank Stabilization</b> Rip Rap, Seawall, Stacked Ston...</p>	 <p><b>Boat Ramp</b></p>	 <p><b>Breakwater</b></p>	 <p><b>Dock</b></p>	 <p><b>Dredging</b></p>
 <p><b>Heat Exchange Coil</b></p>	 <p><b>Lake Water Pump</b></p>	 <p><b>Other</b></p>	 <p><b>Utility</b></p>		

Select the green **Start** button at the bottom of the page to proceed.

**Start**

\* Please disable any pop-up blocker prior to continuing.

Please read and acknowledge the acceptance agreement by clicking the green **Acknowledge** button in the pop up screen.


Ameren Missouri's Shoreline Management Plan, specifically Appendix B (permit requirements). This information is available at Ameren Missouri's Shoreline Management Office or online at: [www.amerenmissouri.com/lake](http://www.amerenmissouri.com/lake). Please complete all items below. If necessary information and/or the appropriate fee(s) are not provided, the permit application cannot be processed, nor can a permit be issued.' Below the text are two buttons: 'Acknowledge' (highlighted in green) and 'Cancel'. At the bottom, a note states: 'The information provided on this screen represents requirements for the type of Permit you selected. Upon acknowledging that you have read and understand the requirement, your Application will be started, with the status of "Application Started". Please complete the application and submit for further processing.'"/>

Review the instructions for the permit type(s) you selected under the Instructions tab. Additional guidance can be found in the permitting guidelines on the website.

Under the Application tab you will need to provide the required information as requested in the six chevrons shown below.

**Location Chevron:** Scroll down to the location aerial photo. Find your property on the aerial photo by either typing the property address in the search field or zooming to the property location.

Latitude:  Longitude:



\*\*\*Please clear browser's cache if map is not showing up.

**Physical Address:**

State:

**County:**

City/Town/Village:

Fire District:


Is the dock located on the common ground or subdivision easement? If yes, additional information required.  Yes  No

**Parcel#**

**Lake Mile:**

Cove Name:

Associated Parcel #:

After you locate your property, click the **Point** button located in the upper right corner of the aerial photo. The cursor will display a prompt that states "Click to add a point." Once you select a point near the shoreline on your property, a red icon  will be displayed on the aerial photo.

Latitude:  Longitude:

Search Parcel Address

\*\*\*Please clear browser's cache if map is not showing up.

**Physical Address:**

State:

**County:**

City/Town/Village:

Fire District:

Parcel#:

Lake Mile:

Cove Name:

Associated Parcel #:

Is the dock located on the common ground or subdivision easement? If yes, additional information required.  Yes  No

Click the red icon to open an action box. Click on the **Copy Location** button to auto-fill the property information requested below the aerial photo. Please verify the auto-filled information is correct for your property. Note: You will not be able to submit your application unless all bolded items are provided. Bolded items include:

- **Physical Address:** Provide the lake address for your property. Provide the road name if no address currently exists.
- **County:** Provide the county from the available options in the drop down list.
- **Parcel #:** Provide the tax identification number created by the county for your property.
- **Lake Mile:** Provide the mile marker closest to your property by water. You may need to pan and/or zoom to the centerline of the nearest channel or large cove to obtain this information.

Answer the question regarding common ground or subdivision easement.

Click the green **Save** button before proceeding.

Click the drop-down arrow in the Legal Description panel below the aforementioned **Save** button. Verify the auto-filled information is correct for your property. Add any known missing information if possible.

Legal Description ▼

Township:  Lot#:

Block #:  Subdivision Name:

Range:  Section:

Description:

Click the green **Save** button in this section before proceeding.

**Contact Info Chevron:** The contact information will be auto-filled based on the information supplied during the account creation portion of the process. Click a specific contact to highlight the ribbon and show the auto-filled information. If necessary, the auto-filled information of the contact(s) can be updated and then saved by clicking the green **Save** button.

[Add New](#)

Name	Business/Agency Name	Position	Contact Type	Contact	Actions
John Doe		N/A	Permit Applicant	applicant@email.com	Delete
Steve Smith	ABC Docks	N/A	Certified Dock Builder	info@ABCDocks.com	Delete

Contact Type:

Contact Information

SAME AS:

First Name:  Last Name:

Business/Agency Name:  DBA (doing business as):

Contact

Work Phone:  Ext:

Cell Phone:

Email:

Additional contacts may be added to this account by clicking the **Add New** button above the contact list then selecting the Contact Type from the drop-down menu such as Realtor or Certified Dock Builder. To pick your contact, you will need to click the blue text **"Click to Select."** If your Certified Dock Builder or Realtor is not shown in the drop-down list, then their account has not been created.

[Add New](#)

Name	Business/Agency Name	Position	Contact Type	Contact	Actions
John Doe		N/A	Permit Applicant	applicant@email.com	Delete
Steve Smith	ABC Docks	N/A	Certified Dock Builder	info@ABCDocks.com	Delete

Contact Type:

- Select One
- Authorized Agent
- Permit Applicant
- Landowner
- Realtor
- Certified Dock Builder**
- Volunteer

[Click to select](#)

A pop-up screen will appear where you can search by name for your preferred contact. You will need to click “**Select**” in the column to the far right to choose this contact.

In order for your dock builder or realtor to assist with future applications, you will need to follow the procedures outlined in the Contact Management section of this document.

**Details Chevron:** Enter the information for each specific permit you are requesting. Dock screens are shown below for examples.

**Permit Is:**  New  Modification to Permit#

**Dock Is:**  Proposed (new to location, or a proposed change to existing dock)  
 Existing (no proposed changes to existing dock)

**Enclosed Storage Sq Ft:**

Dock Size

[Add New](#)

Type	Length (ft)	Width (ft)	Spec Sq Ft	Slips
Dock	<input type="text" value="40"/>	<input type="text" value="40"/>	<input type="text" value="1600"/>	<input type="text" value="0"/>
Walkway	<input type="text" value="40"/>	<input type="text" value="4"/>	<input type="text" value="160"/>	<input type="text" value="0"/>

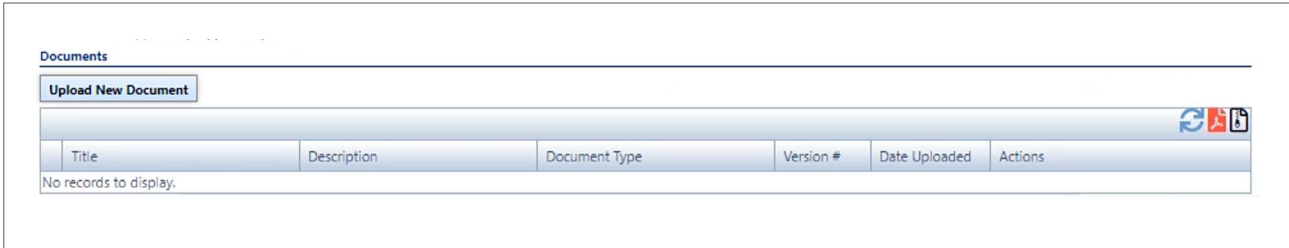
Total Spec SqFt:  Total No. of Slips:

**Permit Is:** Select **New** if no existing permit has been issued for the permit type at this property. Select **Modification to Permit #** if an existing permit has been issued to the property and enter the existing permit number to be modified.

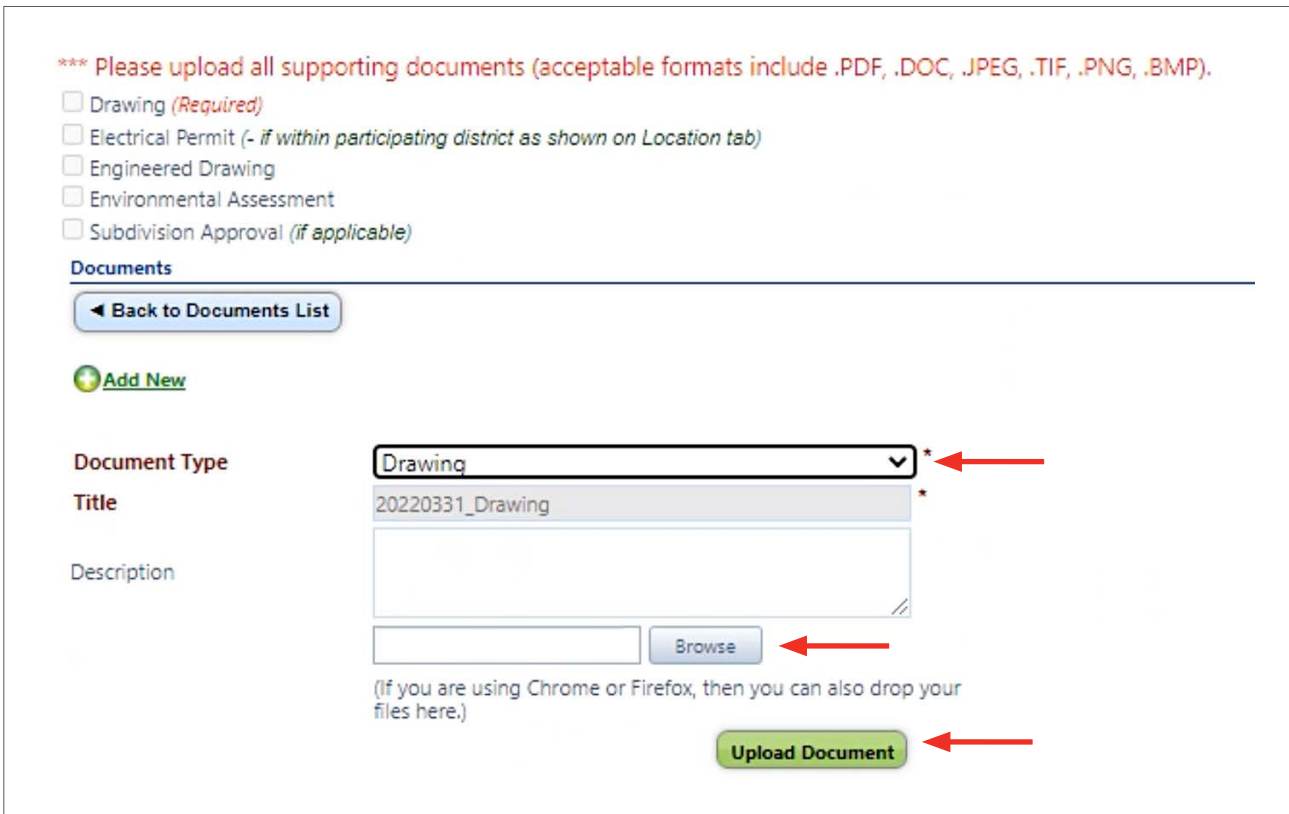
Additional dock sections may be added to the Dock Size list by clicking the **Add New** button and entering the details in the additional line added below the walkway information.

After the required details are entered, click the green **Save** button. You will not be able to submit an application until all required information is provided.

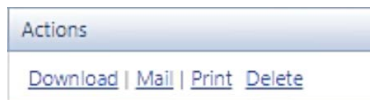
**Documents Chevron:** Upload required documents by clicking the **Upload New Document** button. Uploaded documents will be displayed in the list below the button.



A list of commonly uploaded documents for dock permit files is shown below as an example. After clicking the **Upload New Document** button, select appropriate document type from the drop-down menu. A title for the document will be populated based on the date and the selected document type. You may add additional document details in the description textbox. Click the **Browse** button to select the document file to upload. Ensure the document is saved in the acceptable formats listed below. After finding and selecting the document file to upload, click the green **Upload Document** button. Upload additional documents by repeating these steps.



The uploaded document(s) shown in the document list will have the following icons under the Actions column.






**Fee Payment Chevron:** The total fee for the permit(s) requested will be calculated. Choose your payment method. Provide the information requested. After notification your payment has been processed, continue to the confirmation chevron.

**Fee Summary**

Description (Application Submission Fee)	Fee Amount
Estimated Fee Total:	\$0.00

\*\*\* Payment information is not stored \*\*\*

**1** Choose payment method



**2** Enter payment details

**Confirmation Chevron:** Check the box if you agree to the terms of use. Click the **Finish** button. The application will be sent to the appropriate Ameren representative and will be processed in the order it was received. Messages will be sent to the account informing you of the status of your application.

[Terms of use](#)

I agree to the terms of use

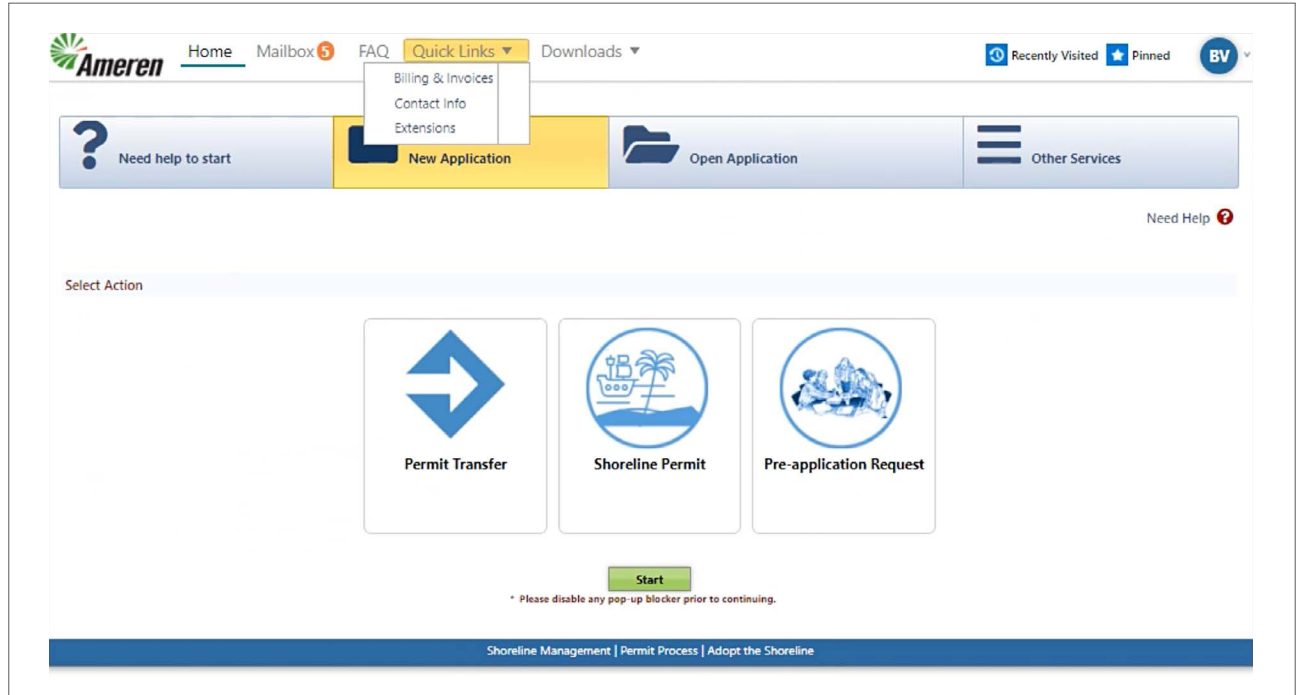
Application Signed by:  Date/Time:

Permittee Applicant Signed by: John Doe Date/Time: 3/31/2022 2:11 PM

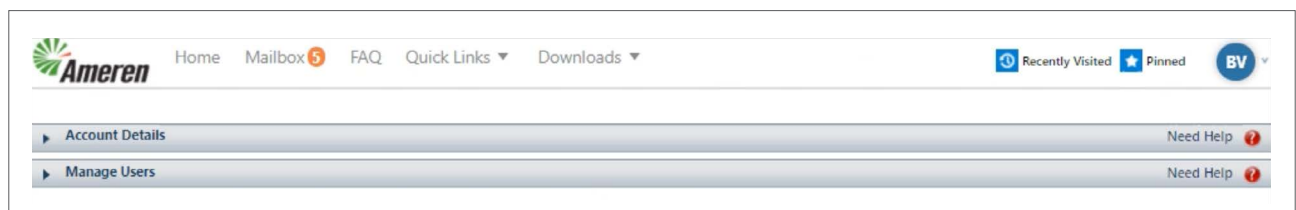
If a message box indicating any portion of the application was not completed is displayed, this issue will need to be addressed and confirmation completed again. Upon successful submission of your application, you will receive a message from [donotreply@flairsoft.net](mailto:donotreply@flairsoft.net) at your personal email address, account mailbox or both depending on your preference settings for communications. The application will be sent to the appropriate Ameren representative and will be processed in the order it was received. Additional messages will be sent to the account informing you the status of your application. Complete applications not requiring agency review may require six weeks to process.

## ADDING A REALTOR OR CERTIFIED DOCK BUILDER THROUGH CONTACT MANAGEMENT

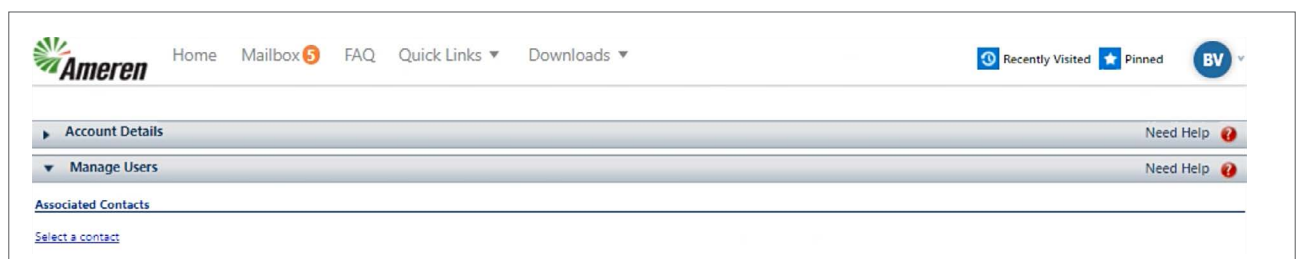
You may add a dock builder or Realtor to your account by using the Quick Links drop-down at the top of the page. Choose **contact info**.



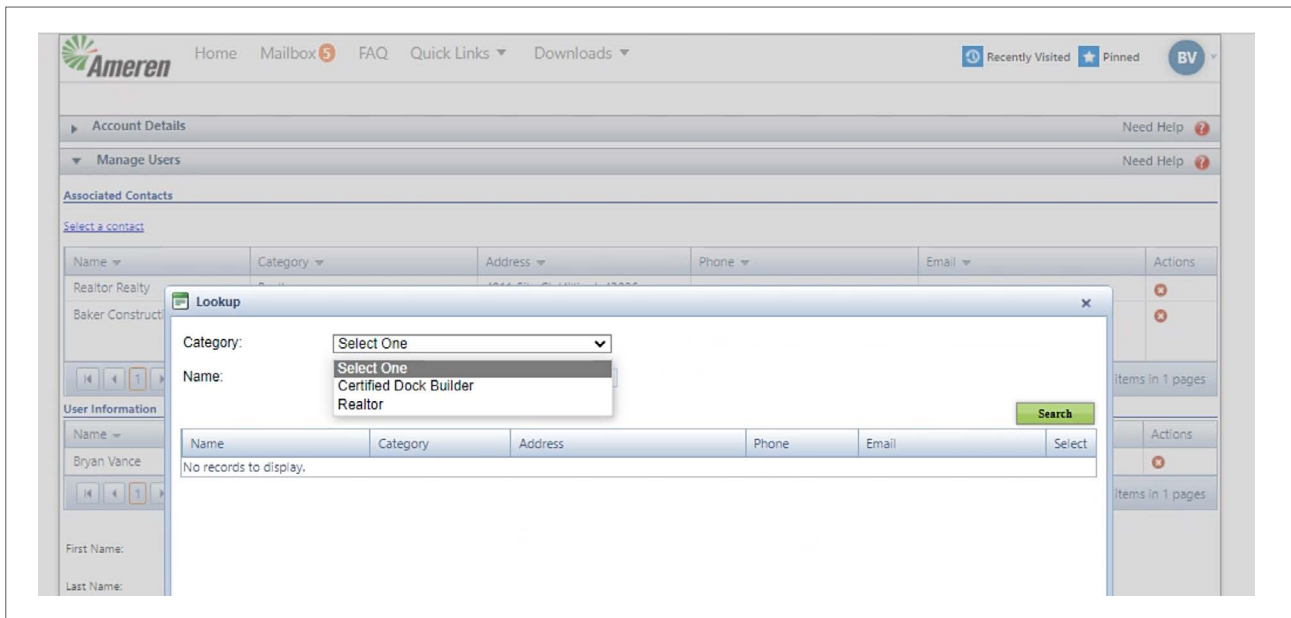
When the contact info page opens, you will find two panels that can be expanded or collapsed. Please click on and expand the **“Manage Users”** panel (*screenshot below*).



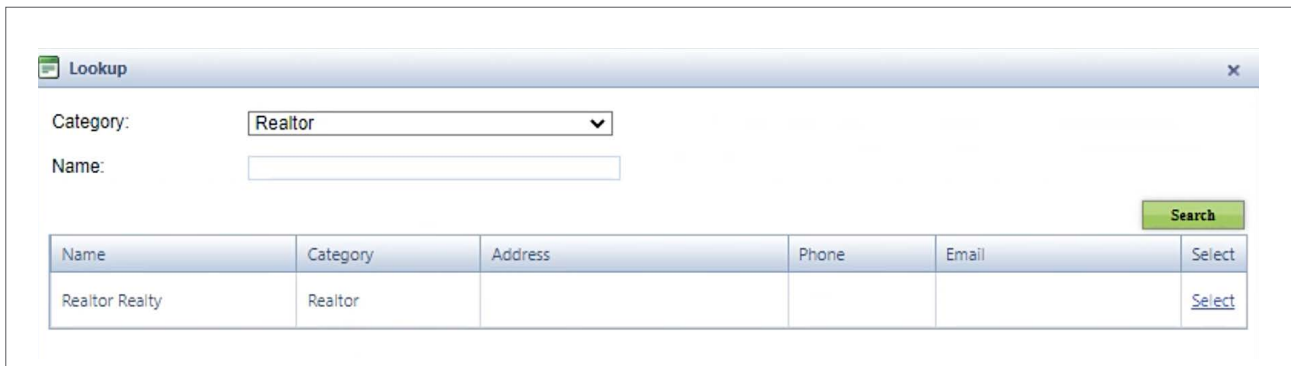
Once the panel is expanded, you will see the **“Associated Contacts”** section and you can select a contact. (*screenshot below*)



The look-up box will appear, and you will choose your category by selecting Dock Builder or Realtor and clicking on the green search button. *(Please note: If your dock builder or realtor is not found, they do not have an account in the permitting system and cannot be associated to your account.)*



Once your search is completed, you may add the contact by clicking on the blue **Select** link on the right side of the search (screenshot below).



Your selection will now show in the "Associated Contacts" panel. Click on the green **Save** button at the bottom of the page. Your associated contact is now able to interact with your account and access your information or submit applications and payments on your behalf. **Save**