



EMPOWERING YOUR COMMUNITY

2021 GUIDE FOR MUNICIPAL LEADERS



OUR MISSION: TO POWER THE QUALITY OF LIFE

Ameren Organizational Structure

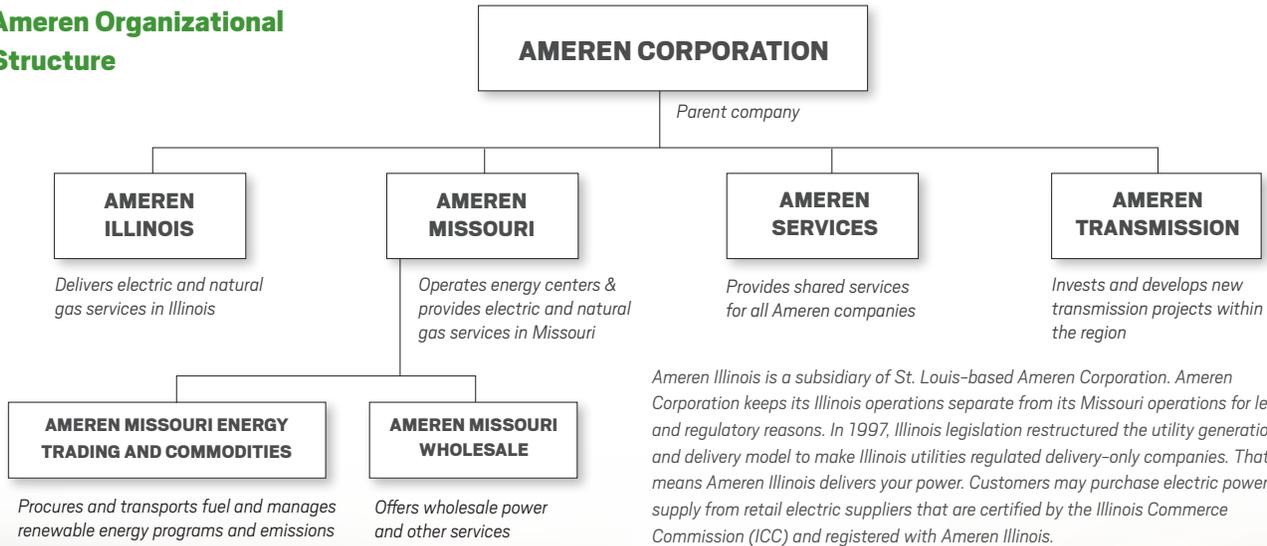


TABLE OF CONTENTS

Our Mission 2

COVID-19 — Road to Recovery 3

COMMUNITY RELATIONS TEAM ... 4-5

About Us 6

Map of Ameren Illinois Service Territory ... 6

SAFETY

Focused on Safety 7

Electrical Safety 8

NESC Clearance Requirements 9

Natural Gas Safety 10

Dial 811 Before You Dig 11

Natural Gas Pipeline Safety 12-13

CUSTOMER

Tree Trimming 14-15

Electric Supply Options 16

Generating Your Own Energy 17

Emergency Response 18-19

Ways to Pay 20

More Customer Options 21

Sample Bill 22-23

Energy Assistance 24-25

Energy Efficiency 26-27

Construction Requests 28

COMMUNITY

Scam Alert 29

Caring for Our Communities 30-31

Grants from Ameren Illinois 32

Economic Development 33

Economic Impact 34

Careers 35

Supplier Diversity 36-37

MUNICIPAL

Government Support Portal 38

Optional Fees & Taxes 38

Franchise Agreements 39

Use of Ameren Illinois Poles 40

Street Lighting 41

INFRASTRUCTURE

Electric Delivery System 42

Electric System Upgrades 43-44

Smart Meters 45

Transmission Line Projects 46-47

Natural Gas Delivery System 48

Natural Gas System Upgrades 49

ENVIRONMENT

Energy & the Environment 50

Fleet Sustainability 51

Electric Vehicles 52-53

Community Solar 54

Ameren Microgrid 55

Manufactured Gas Plant Remediation ... 56

Avian Protection Program 57

CONTACTS & RESOURCES 58

Note: The information presented here is current as of printing and may be subject to review and revision. For the most up-to-date information, or for additional information on these or other topics, please contact your local Ameren Illinois representative or visit us at **AmerenIllinois.com**.

COVID-19 – ROAD TO RECOVERY

Providing essential electric and natural gas service to our customers has never been more critical than during the worldwide COVID-19 crisis. Ameren Illinois quickly transitioned our business to adapt to new ways of working — whether from employees’ homes or in the field. Throughout the pandemic, Ameren Illinois crews continued to work on critical infrastructure improvement projects and respond to service calls. We take proactive steps to protect our customers and crews, including following CDC guidance regarding social distancing and personal protective equipment.

Since the start of the COVID-19 pandemic, Ameren Illinois provided bill payment assistance, extended payment agreements and other support to help customers navigate these difficult times. In addition, hundreds of thousands of dollars have been donated to nonprofit organizations helping families and businesses experiencing hardships. Unfortunately, for safety reasons in 2020, we were forced to cancel most of the face-to-face customer outreach events we typically host every year. Although we have resumed some events on a limited basis, they do look different than in past years. As of the printing of this guide, the COVID-19 pandemic continues. We remain committed to helping customers stay safe, comfortable and connected to the energy they need — while continuing our efforts to modernize our energy delivery infrastructure. We will get through this together.



Timeline of Ameren Illinois Support

Here are some of the ways we helped customers and communities impacted by the COVID-19 crisis in 2020.

MARCH	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER
<p>Ameren Gives \$500,000 to COVID-19 Relief</p> <p>A \$500,000 donation helped to provide emergency food, shelter, medical services and other basic needs to the most vulnerable populations. The funds were split equally to support relief efforts in Illinois and Missouri.</p> <p>Disconnects and Late Payment Fees Temporarily Suspended</p> <p>Ameren Illinois began a temporary suspension of service disconnections and waived late payment fees for non-payment.</p>		<p>Hardship Grants for Small Businesses and Non-profit Organizations</p> <p>One-time grants of up to \$500 were provided to small businesses and non-profits that had fallen behind on their energy bills. In addition, several new energy efficiency offerings were announced to help small businesses and non-profits reduce their energy usage and save money.</p>	<p>Employee Fundraiser for Community Relief</p> <p>Ameren employees and its Board of Directors raised funds throughout the summer for people severely impacted by the pandemic.</p>	<p>“Fresh Start” program provides \$8 Million in Bill Payment Assistance</p> <p>Ameren Illinois offered up to \$700 grants for customers struggling to pay energy bills as a result of the COVID-19 pandemic. The company also offered deferred payment agreements with more flexible terms.</p>	<p>Ameren Illinois, Google Partner to Offer Deep Discounts on Smart Thermostats</p> <p>To help customers reduce future energy bills, Ameren Illinois partnered with Google for a 30-day period to provide residential customers with access to a smart thermostat at a drastically reduced price, and in some instances free of charge.</p>	<p>Ameren Distributes \$800,000 Raised by Employees</p> <p>Ameren begins distributing \$800,000 raised by employees to nonprofits providing COVID-19 relief. In Illinois, funds went to help the following nonprofits provide food, shelter, virtual education and mentoring to underserved children and others during the pandemic: the Dream Center, the Neighborhood House, the Poshard Foundation, Senior Services Plus and the Jackie Joyner-Kersey Foundation.</p>
						<p>2021 Assistance Continues</p> <p>Through the state’s LIHEAP and Utility Disconnection Avoidance Program, approximately \$55 million was awarded to customers in need. Ameren Illinois also contributed an additional \$4 million to the company’s Fresh Start program.</p>

AMEREN ILLINOIS COMMUNITY RELATIONS

The Community Relations Team serves as a liaison for municipal officials and other key stakeholders on issues such as corporate initiatives, energy services, and customer programs.

They also serve as the primary point of contact for municipal officials and Emergency Services & Disaster Agency (ESDA) representatives during severe weather events or other emergencies affecting your

community. These liaisons also filter information to personnel of critical facilities, such as hospital and nursing homes, so they may plan accordingly.

Our Community Relations Team is at your service! If you are unfamiliar with your community's assigned representative, or if you need more information, please contact us via email at **PublicRelationsIL@ameren.com**.

COMMUNITY RELATIONS TEAM



Brian Leonard, Senior Director, Government and Community Relations

A native of East St. Louis, Brian joined the company in 1980 as a meter reader for Central Illinois Public Service (CIPS), now part of Ameren Illinois. In over 40 years of service, Brian previously held positions at Ameren as Director of Corporate Contributions, Director of Community Relations, and Assistant Manager of District Operations. During his 20 years at CIPS he was the first African-American to hold numerous leadership positions — including Customer Service Representative, Superintendent, and Public Affairs Representative — and did a previous stint as a Corporate Lobbyist in Springfield for eight years. Brian brings over 20 years of experience in Community Affairs working with municipal, county and state officials in both Illinois and Missouri. He serves on the Board of Directors for Quincy University, The Jackie Joyner-Kersey Foundation and Heat Up St. Louis. Brian attended Eastern Illinois University, where he graduated with a Bachelor of Science degree.



Stacey Young, Manager, Community Relations

Stacey began her Ameren Illinois career in 1997 as a Customer Service Representative and was promoted to Community Relations Coordinator in 2008. She continued to advance within the department and was named Manager, Community Relations in 2020. In this role, Stacey leads a team of Community Relations Executives and Coordinators who promote the company's core initiatives through community and civic involvement, customer outreach, and municipal partnerships. Stacey holds a bachelor's degree in Industrial Engineering and Safety from Southern Illinois University and earned a Masters of Business Administration from esteemed Norwich University in 2014.

A native of Decatur, Illinois, Stacey currently serves as President of the Decatur Park Board of Commissioners, Director of the Richland Community College Foundation, is a member of the Decatur Rotary Club, Alpha Kappa Alpha Sorority, as well as a Big Brothers Big Sisters mentor. Her leadership in the community earned Stacey the Decatur Herald & Review's 20 Under 40 award in 2012.



Kenny Blum, Community Relations Executive – North Region (Peoria, Galesburg, LaSalle, Pekin)

Kenny worked in television and radio broadcasting and as a leading instructor for the Dale Carnegie Association before joining Ameren in 1997. He first worked as a Key Account Executive before joining the Community Relations team. During his time in Community Relations, Kenny played a key role in community outreach and communications in the aftermath of the Washington and Elmwood tornado of 2013 and many other severe weather events. Kenny devotes much of his free time to bettering his community, serving on the boards of the Elmwood Education Foundation, the Cooperative Choice Network Credit Union and the FISH Pantry of Galesburg. Kenny also mentors

local youth through the Big Brothers Big Sisters program and coaches the Elmwood High School boys' and girls' golf teams.



**Tina Gibbs, Community Relations Executive - South Region
(Carbondale, Marion, Harrisburg)**

After joining Ameren Illinois in 2000, Tina worked as an Operations Support Associate in the Marion Operating Center before her promotion to Community Relations Coordinator in 2008 and to an Executive in 2020. She is a 2017 Graduate of Delta Leadership Institute and a 2019 Graduate of the Authentic Leadership Executive program from Harvard Kennedy School in

Cambridge, Massachusetts. An active leader in her community, Tina is a member of the Delta Leadership Network of the Delta Regional Authority and serves on the boards of the Harrisburg Rotary Club, the United Way of Southern Illinois, and the Liberty-Ledford Water District. She previously served as a board member for the Saline County Habitat for Humanity and the state board for Prevent Child Abuse Illinois.



**Paula Nixon, Community Relations Executive - South / West Region
(Maryville, Belleville, E. Saint Louis)**

After joining Ameren in May 1987, Paula held a variety of roles — in areas ranging from regional operations to diversity to government affairs — before joining the Community Relations team in 2008. An avid community advocate, she currently serves on the Board of Directors of the St. Clair & Madison County American Cancer Society, Belleville Chamber of Commerce, and Girl

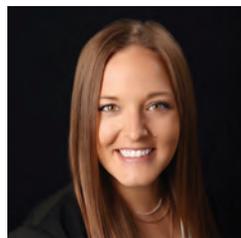
Scouts of Southern Illinois. Previous board appointments include the Lindenwood University Belleville Campus Advisory Board, MTCCO Community Outreach & Development, and Delta Sigma Theta Sorority, Inc. Paula volunteers with Healthier Together and serves as St. Louis Food Bank Coordinator. Over the years, her leadership in the community has earned Paula the Game Changer Award from East St. Louis NAACP, the Delta Sigma Theta Wise Owl Award for Community Leadership, and the Ameren President’s Award.



**Karly Combest, Community Relations Coordinator - East Region
(Champaign, Danville, Effingham)**

Karly joined the Ameren Illinois Community Relations Team in October 2018. A 2008 graduate of Public Relations from Illinois State University, Karly worked as a Communications Coordinator for Caterpillar Inc., as well as Member Relations Coordinator for the Champaign County Chamber of Commerce prior to joining the Ameren Illinois Team. Since joining the

company, Karly has been instrumental in leading communication efforts during the 2018 Taylorville tornado, coordinating volunteer outreach, and strengthening relationships with municipal officials in the East Region. Currently, Karly serves on the Board of the Champaign County Economic Development Corporation, and in 2012 was named to the Central Illinois Business Magazine’s 40 under 40. Karly coaches her son’s little league team and lives with her husband and three children in Rantoul, Illinois.



**Abby Helm, Community Relations Coordinator – North Region
(Decatur, Springfield, Lincoln, Bloomington/Normal)**

A native of Cerro Gordo, Abby Helm is the newest member of the Ameren Illinois Community Relations Team, joining the company in June 2021. Prior to that, Abby worked as Director of Development & Membership at the Decatur Family YMCA. This position offered the opportunity to work directly with the public and lead initiatives that affect the health and wellness

of area youth and families. Additionally, she worked in radio sales for many years and has experience interacting with people, building relationships, and promoting goods and services.

**Community
Relations Contacts**

Brian Leonard

Cell: 618.604.8010

bleonard@ameren.com

Stacey Young

Cell: 217.412.9518

SYoung4@ameren.com

Kenny Blum

Cell: 309.360.2980

KBlum@ameren.com

Tina Gibbs

Cell: 618.367.3770

TGibbs@ameren.com

Paula Nixon

Cell: 618.402.5236

PNixon@ameren.com

Karly Combest

Cell: 217.778.3726

KCombest@ameren.com

Abby Helm

Cell: 217.413.3573

AHelm@ameren.com

ABOUT US

Headquartered in Collinsville, Ameren Illinois is the state's second largest regulated energy company. Every day, we deliver electricity to 1.2 million customers and natural gas to 816,000 customers in central and southern Illinois. Our parent company is St. Louis-based Ameren Corporation.

For more than a century, Ameren Illinois and its legacy companies have delivered the energy that powers our communities. We are proud to serve more than 1,200 Illinois communities in our 43,700-square-mile territory.

As an energy delivery company, Ameren Illinois owns and maintains the poles, pipelines, substations and wires that distribute power to homes and businesses. Our complex energy delivery system includes:

- 4,600 miles of electric transmission lines
- 46,000 miles of electric distribution lines
- 1,500 electric substations
- More than 1.3 million power poles
- 18,500 miles of natural gas transmission and distribution mains
- 12 underground natural gas storage fields

Each year, Ameren Illinois donates more than \$3.2 million to charitable organizations through our Ameren Cares program. Ameren Cares connects our company to the communities we serve through charitable giving and employee volunteerism.



FOCUSED ON SAFETY

Electricity and natural gas are essential to modern life, but they can be dangerous if you don't understand the risks.

Ameren Illinois is dedicated to providing safe and reliable energy – and to educating people about the hazards. The following information can help you stay safe around electricity and natural gas. For more information on energy safety, go to [Ameren.com/Safety](https://www.ameren.com/Safety).



First Responder Natural Gas Training

In addition to year-round safety training for our workers, we conduct hundreds of natural gas and electric safety presentations. Fire and police departments and other first responders are given extensive training to help them in emergency situations involving our facilities. Annually, Ameren Illinois provides electric and natural gas safety materials to more than 12,000 teachers and 50,000 children. Our Worker Beware program targets contractors, excavators and other businesses who may be working in close proximity to electric or natural gas lines.



Live Line Demonstrations

To educate young adults about downed lines and other potential hazards involving electricity, Ameren Illinois conducts Live Line demonstrations at high schools throughout our territory. In 2018, four students encountered downed lines while in their vehicle. Fortunately, they had recently seen our presentation and knew to stay in the car and call for help.

Pipeline Integrity Management Program

Our comprehensive pipeline integrity management program not only ensures that we are operating a safe, reliable system, but also includes educating the public on the importance of natural gas safety. Recognizing potential hazards associated with natural gas, how to respond to gas leaks and safe digging practices are among the gas safety messages tailored to the audience.



Safety is a core value at Ameren and at the forefront of all that we do.

We maintain an unwavering focus on keeping our employees, customers and communities safe around electricity and natural gas.



Downed Line Demonstrations

To help spread the safety message to the general public, Ameren Illinois employees stage simulated vehicle incidents with downed lines. Local media outlets are invited to report on the safety precautions that occupants should follow in such situations.

ELECTRICAL SAFETY

Electricity. It's the power behind the perks of modern life — an essential, but potentially dangerous, part of your day. Ameren Illinois is dedicated to providing safe and reliable energy — and to educating people about the hazards. We are proud to sponsor Safe Electricity, an award-winning, multimedia public awareness program from the Energy Education Council.

Electrical Safety Tips

When it comes to electricity, knowledge is power. Follow these tips to stay safe around electricity, and get more life-saving facts at

Ameren.com/Safety or **SafeElectricity.org**.

- Even momentary contact with power lines can cause injury or death. Always assume any downed line is energized, and stay away. If you see a downed line, call Ameren Illinois at **1.800.755.5000** immediately to report it.
- Electricity and water are always a dangerous combination. Never enter a flooded basement or other flooded areas where water may be in contact with electrical wiring, appliances or other electrical devices.
- Don't go outside in the dark after a severe storm because you may not be able to see a downed power line that could still be energized and dangerous. Stay away from brush, fallen trees or puddles that could hide downed lines.
- When working outside, keep ladders or long tools away from power lines and make sure outdoor outlets are equipped with a ground fault circuit interrupter (GFCI) or use a portable one. In the event of a short, a GFCI will shut off the circuit instantaneously.
- Look for the Underwriters Laboratories (UL) mark on all electric products you use. This indicates that the product has met strict electrical standards.



- If your vehicle collides with a utility pole, stay in the vehicle. Call **911**, or yell for others to get help, but do not let bystanders approach the area. Wait for emergency and utility crews to arrive on the scene.

Generator Safety

If they are not installed properly, back-up electric generators can be deadly to those who use them — and to utility workers. The National Electric Code requires that electric generators include a safety disconnect switch that will prevent the generator from feeding power back into utility lines. Otherwise, this 'backfeed' could damage neighboring property or the customer's own equipment — and could present unseen hazards to utility employees working on power lines. Wiring for an electric generator should be installed by a qualified electrician.



Ameren Illinois is a member of Safe Electricity, a joint effort undertaken by members of the Energy Education Council to create a nationwide electrical safety communications campaign. The goal of this united safety program is to increase electric safety awareness among customers and reduce electrical-related accidents. Learn more at **SafeElectricity.org**.

Pruning Near Power Lines: For Professionals Only

Never attempt to prune trees near power lines yourself. If electricity flows through a tree, you could be seriously injured or killed. Only qualified line clearance tree contractors are allowed to work near power lines.

Homeowners concerned about tree growth near their service drop (the line that carries energy from the main distribution line to the home or business) may call and schedule an appointment to have the service drop disconnected so the trees near this line can be trimmed safely. We recommend hiring a professional tree service to do this trimming.

For an inspection of your tree and line situation, or to request a service drop disconnection, call Ameren Illinois at **1.800.755.5000**.

REPORT SAFETY HAZARDS IMMEDIATELY

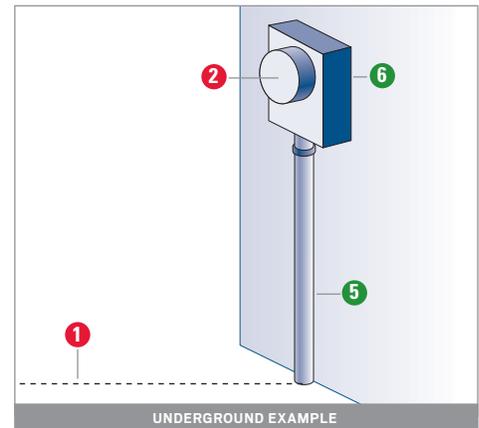
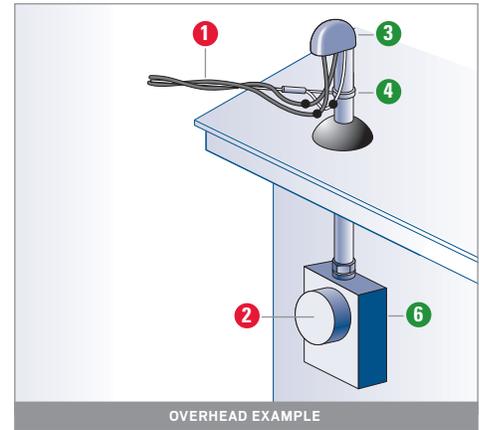
Safety is priority one — during blue skies or gray. Report a downed line 24 hours a day by calling **1.800.755.5000**. Don't assume someone else has made the call.

NESC CLEARANCE REQUIREMENTS

Ameren Illinois regularly performs electric circuit inspections to ensure our ability to provide safe, reliable electric service. Occasionally, inspections identify a clearance issue at a customer's home or business. For example, depending on its location on the property, a new deck or swimming pool may not allow for the minimum clearance required by the National Electrical Safety Code (NESC).

When an NESC violation is identified, it may be the owner's responsibility to correct the problem. When a clearance issue has been identified, Ameren Illinois will inform the customer if action on their part is required and allow ample time for repairs. Customers who fail to correct clearance problems in a timely manner are subject to disconnection of electrical service.

The NESC is designed to protect people from potentially hazardous encounters with electrical equipment, and has been adopted as law in Illinois.



Ameren Illinois installs and maintains these components:

- 1 The service drop carries energy from the service line to the customer's home or business.
- 2 The electric meter monitors how much energy is used.

You are responsible for these components:

- 3 The weatherhead, which keeps rain and other material out of the pipe riser.
- 4 The pipe riser, which serves as a guide and protection for the lines entering the meter box.
- 5 Conduit riser for underground service.
- 6 Meter enclosure or meter box which holds the meter.

Please Note: For safety reasons, if the service line is disconnected for any reason (even those unrelated to the specific code clearance issue), we will be unable to restore service until the issue has been fixed. For this reason, as well as safety, we ask that customers address clearance issues as soon as possible.

NATURAL GAS SAFETY

It heats our homes and businesses, our water and our dinners, too. For many of us, natural gas is an important part of daily life. When used properly, natural gas is a safe and efficient source of energy. However, natural gas can be hazardous too — with risks ranging from carbon monoxide poisoning to fire and explosion. Your safety is important to us. Please read this gas safety information and share it with others. To learn more about energy safety, go to [Ameren.com/Safety](https://www.ameren.com/Safety).

Carbon Monoxide

Carbon monoxide (CO) is created when fossil fuels are burned without proper ventilation.



Potential sources of CO include vehicles, gas appliances, chimneys, charcoal grills and portable kerosene heaters. CO poisoning can lead to serious illness or death; symptoms may include burning eyes, fatigue and nausea.

If anyone in the building is feeling ill and you suspect carbon monoxide poisoning, vacate the premises, get fresh air and immediately call **911**.



How to Recognize a Gas Leak

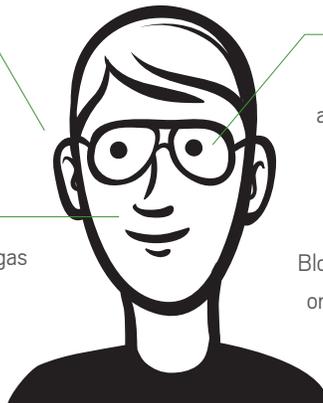
Natural gas is colorless and odorless, but you can still use your senses to detect a natural gas leak. Here's how:

HEAR:

A high-pitched whistle or a hissing or roaring sound near a service line or appliance could be a natural gas leak.

SMELL:

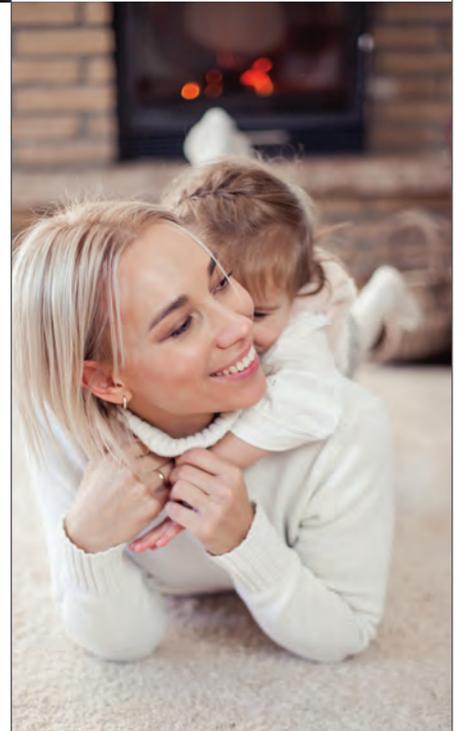
We add a harmless chemical to the natural gas in our system to give it a rotten egg smell. That stink can save a life by making it easy to sniff out a leak.



SEE:

If you spot an unusual area of dead vegetation near a pipeline, it could be a sign of a natural gas leak. Blowing dirt, ground fires, or continuously bubbling water may also indicate a leak.

If any of these or other indicators lead you to suspect a natural gas leak, leave the area immediately and then call Ameren Illinois at **1.800.755.5000**.



SMELL GAS? ACT FAST!

Leave the area immediately — then call Ameren Illinois at **1.800.755.5000** to report the gas leak. We respond at no charge 24 hours a day. Don't assume someone else has made the call.

DIAL 811 BEFORE YOU DIG

Excavation damage is the biggest threat to pipeline safety. Any time you're planning an outdoor project that requires digging, call JULIE (Joint Utility Locating Information for Excavators) at 811 before you begin. With one quick call, JULIE will make sure that all buried utility lines are marked so you can dig safely.

If you don't call and you hit an underground utility line, you could be hurt or killed. You could also disrupt service to an entire neighborhood and possibly be held liable for damages. Regardless of the size of your project, call JULIE (or submit an electronic request at Illinois1Call.com) at least 48 hours before you dig. The service is free, and it's the law.

What happens after I call?

Within two working days of your call to JULIE, a representative from each member utility company will mark the location of their underground lines* with paint or flags to let you know that the utility's lines do not conflict with the area where you are planning to dig. You'll know what's below by the color-coded flags, stakes or paint:



NOTE*: The utilities are only required to mark the lines that they own, not privately installed utilities such as underground lines to a garage, workshop, swimming pool, gas grill, watering systems or other underground facilities that are the owner's responsibility. If you nick any line, be sure to contact the appropriate utility before backfilling the area to confirm no current or future dangers exist.



When can I start my project?

Even after all utilities have been marked, you cannot begin your excavation before the start time on your locate request. The start time is typically two working days after your phone call. Working days are Monday through Friday, 8 a.m. to 4 p.m., excluding holidays. Your excavation project must begin within 14 days of your initial call to JULIE.

Respect the Marks

Excavation should be carefully performed only after confirming that all utilities have marked the location of their underground lines. Locating an underground utility line is not an exact science. Be aware that the marks indicate the approximate location of a buried line. Be sure to dig outside the mark's tolerance zone, which is at least 1.5 feet on either side of the mark, but varies according to the buried utility. If you must excavate within the tolerance zone, hand dig with extreme caution next to the marks, not on top of them.



NATURAL GAS PIPELINE SAFETY

Pipeline Safety is a Daily Focus

Every day, Ameren Illinois delivers natural gas to approximately 816,000 customers in central and southern Illinois. To keep our pipeline systems safe, we monitor our equipment 24 hours a day. If an incident or leak is detected or reported, we respond within the hour — any time of the day or night.

We perform regular operations and maintenance to ensure proper pressure control, odorization and reliable service. Several systems and activities are in place to protect against corrosion, leaks, and other threats that could affect the integrity of the pipeline. Ameren Illinois frequently conducts leak surveys and pipeline patrols to monitor the conditions of its gas system. Programs are in place to monitor for sewer cross-bore activity, as well as excavation activities.

Our highly trained employees must pass rigorous testing and follow strict standards, codes and regulations. We also regularly communicate with local emergency responders and offer free safety workshops for fire and police personnel, paramedics, and others whose jobs may involve working around natural gas.

As an added safety measure, Ameren Illinois customers can request to have an excess flow valve installed on the natural gas service line that serves their home or small business. Excess flow valves are designed to stop the flow of gas in the event a service line is damaged or ruptures, decreasing the possibility of fire, explosion, personal injury and property damage.



Report Damage to Pipelines — It's the Law

Even the most cautious excavator or homeowner can occasionally cause damage to a buried line. If you cut, nick, or even scratch the coating of a natural gas pipeline, state law requires you to immediately notify the affected utility and then contact JULIE at **811**.

Damage Repairs

Once notified that a pipeline or pipeline coating has been potentially damaged, a utility or pipeline crew will be dispatched to make any necessary repairs. Only qualified personnel, using proper safety equipment and materials, are allowed to make a decision as to whether a repair or replacement is needed and to complete the necessary work.

In most cases, Ameren Illinois will bill for damage repairs if it is determined that the excavator did not comply with JULIE laws. To encourage people to report occasions when they just scratch the coatings, Ameren Illinois generally does not bill for these repairs.



Pipeline Maps & Markers

Since most pipelines are buried underground, pipeline maps and markers let you know the approximate locations of major pipelines in the area. Maps are useful for identifying possible pipeline locations, but are not a substitute for direct identification by qualified locating personnel.

High visibility pipeline markers with the Ameren Illinois 24-hour emergency phone number indicate the need for extra care around our gas transmission pipelines. Pipeline markers are usually found at roadways, fence lines, railroad crossings, edges of farmed fields, banks of waterway crossings, and other points along the pipeline route. Keep in mind that these markers do not show the exact location, path, depth, or number of gas pipelines in the area. In addition, pipelines may not follow a straight course between markers. Pipeline markers only help indicate the presence of a buried pipeline.

Pipeline markers may not be present for Ameren Illinois' high-pressure distribution and all other distribution lines, which typically run within a town, so extra caution is warranted. Individual service lines — the lines that connect the main distribution pipeline to the meter at customer homes and businesses — generally do not have pipeline markers.

**Never use
pipeline markers
or maps as a substitute
for calling 811**



Pipeline Safety for Public Officials: What You Should Know

Ameren Illinois works diligently every day to minimize damage to its pipeline systems. We have programs in place for public awareness, damage prevention, and leak and emergency response. We work closely with communities, fire departments, and emergency response officials to ensure the safety of the public, property, our employees, and our gas system.

To learn more about your community's designation and pipelines operating in your area, visit the National Pipeline Mapping System website at npms.phmsa.dot.gov.

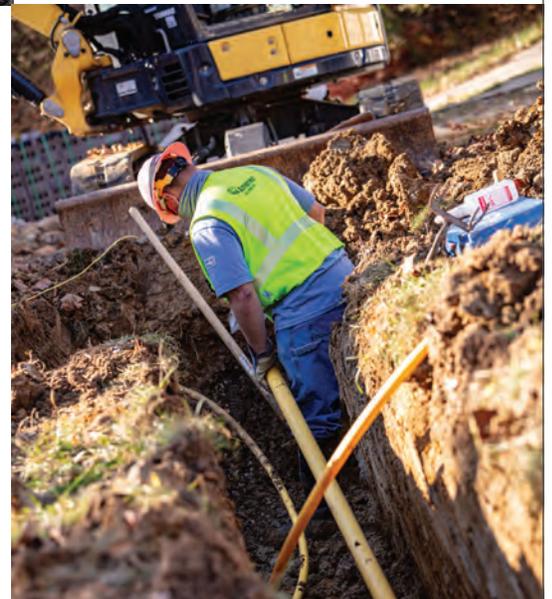
Pipeline & Hazardous Materials Safety Administration

As a pipeline operator, Ameren Illinois is responsible for the safe and reliable operation and maintenance of our transmission and distribution pipelines and related facilities. We are subject to federal and state pipeline safety regulations administered either directly by the U.S. Department of Transportation's Pipeline and Hazardous Materials Safety Administration (PHMSA) or by a state agency. In Illinois, the primary state agency is the Illinois Commerce Commission, or ICC.

PHMSA's Office of Pipeline Safety (OPS) is the federal safety authority for ensuring the safe, reliable, and environmentally sound operation of our nation's pipeline transportation system. An important component of OPS' mission is to promote pipeline safety communication and education, and Ameren Illinois fully supports this priority. The ICC acts as PHMSA's agent in Illinois in auditing our system and enforcing the safety rules.

Federal pipeline safety regulations use population densities and the concept of High Consequence Areas (HCAs), Moderate Consequence Areas (MCAs) and Identified Sites to identify specific locations where a transmission pipeline release could have the most serious adverse consequences. Depending on the designation assigned to an area, more rigorous evaluation of pipeline integrity may be required. In addition, transmission pipelines identify Class Locations, based on population density, along the pipeline corridor to determine the correct design parameters and determine patrol and leak frequency, as well as other key operational and maintenance activities.

Ameren Illinois' high pressure distribution and all other distribution lines are not covered under the Class Location, HCA, MCA, and Identified Site requirements of its transmission pipelines; but rigorous design, patrol, leak survey, and operation and maintenance requirements do apply under the regulations. Ameren Illinois also has rigorous transmission and distribution integrity management programs in place that assess for various threats and initiate actions to minimize or eliminate those threats to the system.



Protect Pipelines in Your Community

Transmission and distribution pipeline failures present risks that may impact people, property, the environment, and economies beyond the edges of pipeline rights-of-way. Visit the U.S. Department of Transportation's Pipeline & Hazardous Materials Safety Administration website at phmsa.dot.gov to learn more about pipeline risks and how to manage development near pipelines – including recommended land use practices for local government.

To report a gas leak or damaged pipeline, call Ameren Illinois at 1.800.755.5000.

TREE TRIMMING

Fallen trees and branches are a leading cause of electric power outages. Trees and other vegetation can also make service restoration more difficult and dangerous for line crews.

To minimize safety hazards and power outages, Ameren Illinois is responsible for keeping nearly 70,000 miles of transmission and distribution rights-of-way clear of trees and other vegetation. Safety and reliability are the driving factors behind our vegetation management program. We appreciate your patience when crews are working in your community.



Planting the right tree in the right place helps protect trees and the electric service your community counts on. For more information on tree planting, go to [MySafeTrees.com](https://www.mysafetrees.com).

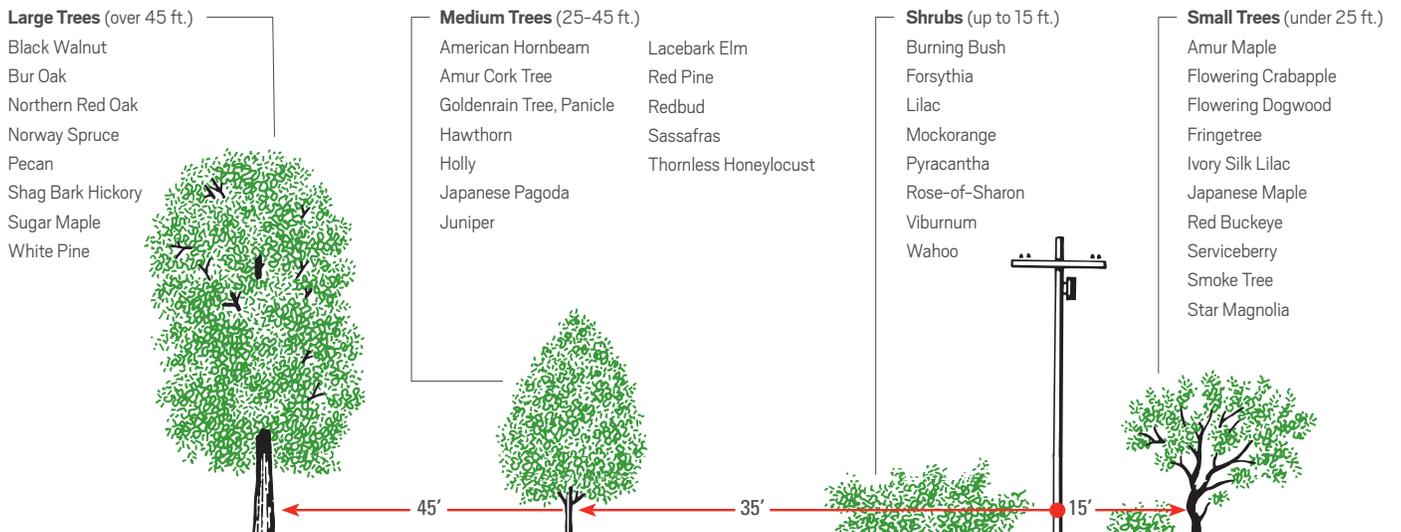
Distribution Lines

Severe weather can cause limbs – and even entire trees – to fall on power lines, tearing down energized wires and equipment. To get at the root cause of these outages, Ameren Illinois maintains a four-year tree trimming cycle, as required by the Illinois Commerce Commission. This means every circuit is inspected and trimmed as necessary at least once during this period. As required by law, Ameren Illinois gives customers and public officials advance notice when trees will be trimmed in their area.

To protect the tree, we use a directional pruning method endorsed by the International Society of Arboriculture (ISA). This method directs future growth away from power lines and makes trees stronger and more resistant to high winds and ice. All of our forestry supervisors and contractor general foremen are certified by the ISA. While Ameren Illinois takes care of the main power lines, it's the customer's job to maintain trees near the smaller service line that connects to the home. Customers should never attempt to prune trees near power lines themselves. We recommend that they hire a professional to do the work safely.

Examples of Plantings That Provide Safe Spacing From Overhead Lines

Please use this guide to help determine the best tree choices near service lines and poles.

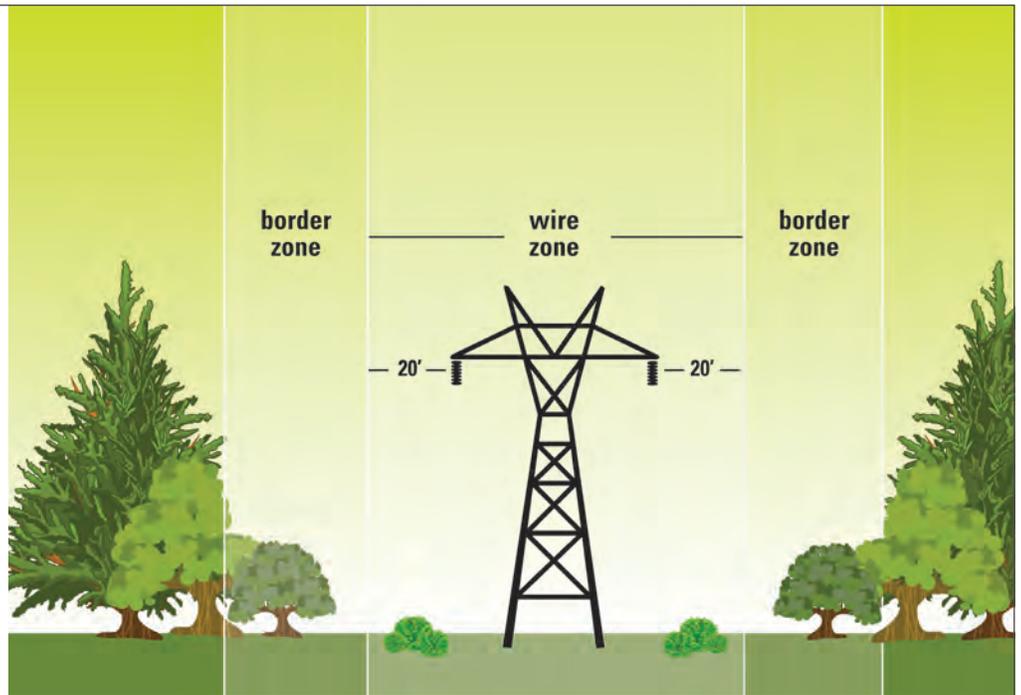


The Zoned Approach

Ameren Illinois takes a “zoned” approach to managing vegetation under and around high-voltage transmission lines.

Wire Zone: The area directly beneath and 20 feet beyond the wires is managed to encourage low-growing plant species with a mature height of 10 feet or less.

Border Zone: The area from the wire zone to the edge of a maintained right-of-way or easement is limited to plant species with a mature height of less than 20 feet.



Transmission Lines

Ameren continually manages vegetation on transmission rights-of-way to provide safe, reliable electrical service, while maintaining and improving wildlife habitat when possible, within the rights-of-way.

Because transmission lines are extremely important to the national power grid, they are inspected every year. Vegetation management work may include mowing, manual and aerial trimming, removal of vegetation and the application of environmentally safe herbicides.

Free Wood Chips

Free wood chips from trimmed trees are available to customers and can be delivered upon request when tree crews are working in your area. Only full loads are available, which average about 10-12 yards per load. If you spot our crews in your community, just ask – or call **1.800.755.5000**.

Tree Trimming Contractors

Ameren Illinois uses several private contractors to perform its line clearance tree trimming. Our contractors are nationally recognized as professional arboricultural companies who meet American National Standards Institute (ANSI) pruning standards and use pruning methods endorsed by the International Society of Arboriculture (ISA).

All crew forepersons are certified line clearance tree trimmers, and all general forepersons are arborists certified by the ISA. All tree trimming contractors working for Ameren Illinois will display a valid company identification badge.



Tree Line USA Utility

Ameren Illinois is recognized by the National Arbor Day Foundation as a “Tree Line USA” utility company. The Tree Line USA® program recognizes best practices in utility arboriculture, based on five core standards: quality tree care, annual worker training, tree planting and public education, tree-based energy conservation program, and Arbor Day celebration. Learn more at arborday.org.

ELECTRIC SUPPLY OPTIONS

Today's customer has more energy supply options than ever — choices that could reduce their energy supply costs. Whichever option they choose, customers can count on us to deliver the safe, reliable energy they need.

Below is an overview of energy supply options for Ameren Illinois electric customers:

Third-Party Supplier – Electric customers have the right to choose a third-party supplier to provide electricity – and we're okay with that. Alternate suppliers may offer different pricing options and services that could lower their energy supply costs. Visit **AmerenIllinois.com** and click on "Supply Choice" for a list of certified suppliers.

Government Aggregation – Illinois law also allows municipalities, townships and counties to purchase electricity from a third-party supplier on behalf of residents, small businesses and municipal facilities. This approach, called government aggregation, aims to negotiate lower electric prices by leveraging a community's collective buying power.

To manage government aggregation, which includes reviewing premises within the municipality, township, or county jurisdictional boundaries, access the Government Support Portal. To register, log in, or review additional resources go to **AmerenIllinois.com/Government**.

Hourly Pricing from Ameren Illinois – This option allows customers to pay an hourly price that varies based on market supply and demand. Hourly prices are posted the preceding day to help customers make informed decisions about how and when they use energy to possibly save money. Residential electric customers may also choose Power Smart Pricing, an enhanced hourly pricing program that provides personalized information and tools to make the most of hourly pricing.

Basic Generation Service from Ameren Illinois – For customers who don't choose an alternate supplier, Ameren Illinois will provide energy at a fixed price through our Basic Generation Service (BGS) rate. This default

supply option represents the wholesale price obtained by Ameren Illinois through the Illinois Power Agency, a state office that buys power on our behalf.

Ameren Illinois does not recommend one supply option over another, but we do encourage customers to explore all of their options. No matter their choice, they can count on us to deliver the energy to their homes and businesses.

Residential and small commercial customers can view safe, reliable energy supply default rate on their bills.

Details From Your Electric Supplier

Below are the current supply prices in cents per kWh that the Illinois Commerce Commission has determined is your price to compare with electric supply offers you may receive. Learn more about the components involved in getting electricity to you as well as other electric supply topics at www.pluginillinois.org.

Season	Non-Summer 0-800 kWh Oct - May	Non-Summer >800 kWh Oct - May	Summer All kWh June - Sept
Cents per kWh	5.125	4.412	4.658

For more information about your electric supply choices, visit www.pluginillinois.org.

To learn more about energy supply options, visit **AmerenIllinois.com** or **PlugInIllinois.org**.

We're Still the Delivery Company

Ameren Illinois does not produce the electricity or natural gas that we deliver to customers – we are strictly an energy delivery company. That means we are responsible for the system and services that move energy from the source to customers. Even if they choose an alternate supplier, we will continue to deliver the energy and respond to service calls, outages and emergencies.

As an energy delivery company, Ameren Illinois does not profit on electricity or gas supply charges. We pass the supply cost on to the customer dollar-for-dollar, with no markup.

NOTE: If a municipality is preparing to enter into a contract with a third-party supplier, they should contact us first so we can ensure their existing franchise benefits and summary billing arrangements continue.

We're Here for You

Beyond keeping the lights on and the gas flowing, Ameren Illinois is committed to providing caring customer service. Along with providing online self-service options for customers, we maintain Customer Service Centers in Peoria, Decatur and Pawnee. Our highly trained staff is available by phone during extended hours to help customers manage their accounts.

Our normal hours of operation are Monday to Friday, 7 a.m. to 7 p.m., excluding major holidays. We respond urgently — any time of the day or night — to emergency calls reporting downed power lines or potential gas leaks.

Whether customers are calling to start new service or arrange a payment agreement, our caring staff can provide the answers and assistance they need. We can also connect customers to additional resources ranging from energy assistance to energy efficiency.



Ameren Illinois Customer Service

- 1.800.755.5000
- Routine Business Hours:
Monday-Friday, 7 a.m. – 7 p.m.
- Emergencies: 24/7

GENERATING YOUR OWN ENERGY

A growing number of municipalities, businesses and individual customers are showing interest in supplementing their electric supply with renewable energy.

How It Works

Ameren Illinois encourages all customers to explore their supply options. We have streamlined our internal process to better respond to those who wish to produce their own renewable energy.

By generating your own power and interconnecting with the Ameren Illinois delivery system – what we call “distributed generation” – you could lower your monthly energy bill, reduce your carbon footprint and in some cases, give your budget a boost.

Whether it’s powered by a windmill, solar panel or another form of renewable energy, once your generator is in production, all of the energy it produces will first go toward meeting the needs of the building or facility to which it’s connected. If your system produces excess power, it will be measured by our meter and fed back into our delivery system for use by other customers. Depending on which rate you choose, Ameren Illinois can compensate you for any excess power you put back on the grid.

The economics and financial return from generation vary significantly depending on the output of the generator, the amount of your monthly bill, your customer classification and the price of the Midwest wholesale electric market.

Are local rules and regulations keeping up with growing interest in private power generation? When we receive inquiries from customers interested in becoming small-scale private generators, we advise them that they must comply with all applicable rules and regulations – local, state and federal. In light of the growing interest in wind, solar and other energy options, your municipality may wish to review and update applicable ordinances, or develop them as needed.

Call Ameren Illinois Before You Break Ground

If your municipality is considering generating your own energy using renewable resources, and wishes to connect to the Ameren Illinois system, please contact us to discuss your options before you break ground:

Ameren Illinois Net Metering and Distributed Generation

Phone: 1.217.535.5073

E-mail: renewablesillinois@ameren.com

Distributed Generation Checklist

In addition to local codes and state requirements, you must comply with a number of Ameren Illinois requirements before you will be allowed to connect with our system. Our online Distributed Generation Checklist, found at AmerenIllinois.com/Renewables, will help you avoid missteps as you get started.

Financial assistance for renewable projects may be available through the Illinois Department of Commerce and Economic Opportunity. Visit Illinois.gov/DCEO for information on incentives and rebates.

Your renewable project may also qualify for Renewable Energy Credits that may be available from the Illinois Power Agency (IPA). Learn more at www2.illinois.gov/sites/ipa/Pages/default.aspx.

All entities that install distributed generation facilities, with the exception of self-installers, are required to be certified by the Illinois Commerce Commission.



EMERGENCY RESPONSE

Weather-related or manmade, disasters can happen day or night. That's why Ameren Illinois crews are prepared to respond 24 hours a day, 365 days a year, to any emergency that could affect the delivery of electricity or natural gas. Our concern for public and employee safety is at the heart of all our emergency response activities. Downed wires and gas leaks are given utmost priority.

Ameren Illinois follows a comprehensive Emergency Response Plan to restore power and natural gas as quickly and safely as possible following an emergency event. Employees throughout the company participate in ongoing training and emergency response exercises to remain prepared to respond to emergencies at a moment's notice.

24-Hour Weather Monitoring

Even when skies are blue, we monitor weather reports around the clock, so we can stay on top of storms that may be coming our way from other parts of the country. We also use a sophisticated system to help determine where lightning may have affected our transmission and distribution systems.

Emergency Operations Center

Credible information from the weather service helps us determine if and when to activate our Emergency Operations Center (EOC) — and when and where to mobilize restoration crews and materials. To stay ahead of the storm or other event, we may activate our EOC well before any damage occurs.

The primary role of our EOC is to direct, coordinate and continuously prioritize response efforts across our service territory, including the deployment of crews. The EOC also acts as a liaison between Ameren Illinois and the Illinois Emergency Management Agency. While the EOC acts as a central command center, we also assemble Division Command Centers to direct restoration efforts at the local level.

After significant events, EOC personnel take a critical look at response efforts — from beginning to end — to identify lessons

learned, areas for improvement, and best practices. Ameren Illinois also actively participates in national industry groups focused exclusively on improving emergency response. While severe weather is the primary reason we activate our EOC, we are prepared to respond to any event that could threaten our electric and gas systems and disrupt service to our customers.

Service Restoration

Even if you don't see an Ameren Illinois truck in your neighborhood, you can be assured that our crews are working around the clock until power is restored to all Ameren Illinois customers. In general, we prioritize our power restoration efforts to focus on:

1. Large transmission lines
2. Substations
3. Distribution lines that serve public works facilities, hospitals, major police and fire stations, and other critical infrastructure
4. Circuits that will restore power to the greatest number of customers at one time
5. Individual service repairs, which are often scattered throughout the area



Storm Trailers

Our fully stocked storm trailers serve as mobile warehouses that can be staged where the need is greatest. When the weather service provides a clear indication of which geographic areas will be hardest hit, we often proactively dispatch the trailers to ensure that our crews are equipped to begin restoration immediately.

Mobile Substations

Ameren Illinois owns 17 road-ready mobile substations to help avoid prolonged outages during emergency situations. The mobile substations sit on flatbed trailers and are strategically stationed throughout our service territory for deployment during emergencies. Like their stationary counterparts, mobile substations reduce voltages to levels appropriate for our distribution circuits.

24/7 Customer Service

Our customer service representatives work around the clock during major outages of extended duration. Our interactive and highly automated voice response system allows us to handle thousands of calls simultaneously at **1.800.755.5000**.

In less severe storms or during smaller outages, we may be able to provide an estimated restoration time. However, in major storms — particularly in the early stages of the recovery effort — it may not be possible to provide restoration times, due to the extent of the damage and the volume of information coming into our system.

Outage Reporting & Notifications

We work hard to prevent power outages — and make it easy to report them. If the lights do go out, customers can report the outage in a number of ways:

- **Online:** Visit the Outage Center at AmerenIllinois.com/Outage.
- **Mobile:** With our Ameren mobile app, smart phone users can report a power outage from their mobile device and learn the status of power outages at specific locations.
- **Phone:** Call our Customer Service Center at **1.800.755.5000**.

We also make it easy to stay informed during an outage. **Sign up for outage alerts** by visiting Ameren.com/Alerts. You can enroll in your choice of text or email alerts. During an outage, we'll send you timely updates to keep you informed on the status of our power restoration efforts. Customers who don't sign up for text or email alerts will still receive updates during any outage via recorded phone messages sent from Ameren, so it's important to make sure your contact information is up to date. You can update your contact information online at AmerenIllinois.com. **Message and data rates may apply*



Outage Claims Process

Ameren Illinois is always working to reduce the number and duration of power outages. Still, no system is completely immune to service disruptions. Under certain circumstances, the Illinois Public Utilities Act allows Ameren Illinois customers to receive compensation for actual outage-related property damage, including food spoilage. More information on the claims process, criteria, exemptions, and forms can be found at AmerenIllinois.com/Claims.

Ameren Illinois will determine whether a claim qualifies for compensation and will communicate the proposed resolution to the customer.

Stay Informed During Storms

During major weather events or other emergencies, Ameren Illinois strives to provide timely, accurate information to community leaders, emergency responders, government agencies, the media and affected customers. The multimedia "Outage Center" at AmerenIllinois.com/Outage contains videos, photos and updates on major restoration efforts, including estimated restoration times and outage status by zip code or county. If available, we also publish updates on social media to keep our customers informed. Find the latest on major restoration efforts at [Twitter.com/AmerenIllinois](https://twitter.com/AmerenIllinois) or [Facebook.com/AmerenIllinois](https://facebook.com/AmerenIllinois) and sign up for outage alerts at Ameren.com/Alerts.



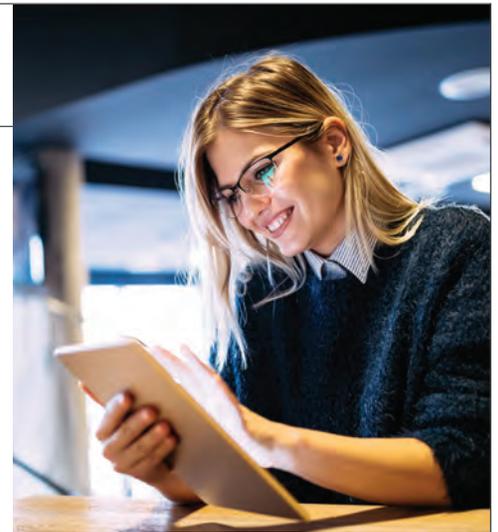
WAYS TO PAY

Customers have different needs and preferences. That's why Ameren Illinois offers many convenient payment options.

- **Budget Billing** – This popular program allows customers to pay a level amount every month and avoid seasonal spikes in their energy bills.
- **Auto Pay** – A worry-free way to pay, Auto Pay automatically deducts the amount owed directly from a customer's designated bank account, either on the due date or five business days before the due date, whichever is preferred.
- **Flex Pay** – This "pay-as-you-go" option provides customers greater flexibility and control over their energy costs. With Flex Pay, customers can deposit as much or as little as they want into their Flex Pay account, as long as they keep the balance above zero. Customers can also manage outstanding balances up to \$600 by using Flex Pay to apply 75 percent of each payment toward future energy usage and 25 percent toward the unpaid balance until it's paid off.
- **Online Electronic Check** – Ameren Illinois partners with ACI Speedpay to provide customers a quick and convenient way to pay their bill. Simply log in at **AmerenIllinois.com** and make an immediate check payment or schedule a payment for a future

date. Customers may also pay their bill without logging in with our Guest Pay service. Immediate payments are applied to customer accounts within hours of the transaction. There is no fee for this service.

- **Online Credit/Debit Card** – Ameren Illinois partners with Speedpay to allow customers to pay their bill any time of the day or night using a valid MasterCard, VISA, or Discover credit or debit card or an American Express credit card. Visit **AmerenIllinois.com** where you can pay as a guest or log in to make your payment. Payments are applied to customer accounts within hours of the transaction. A convenience fee is charged for each transaction.
- **Phone Electronic Check/Credit/Debit Card** – Ameren Illinois has partnered with Speedpay to provide a convenient way to pay bills over the phone. Simply call **1.888.777.3108** any time to make a payment. Payments are applied to customer accounts within hours of the transaction. A convenience fee is charged for each transaction.
- **Online Banking** – This convenient payment option allows customers to pay by electronic check at their bank. Allow up to three business days for the payment to be received and posted.
- **Pay by U.S. Mail** – If customers choose to mail their payments, they need to include



their bill stubs with the check or money order to ensure that the payment is credited to their account. Please allow at least five days for the payment to reach us. If the return envelope is misplaced, customers can mail their payment and bill stub to the address below:

Ameren Illinois
P.O. Box 88034
Chicago, IL 60680-1034

- **Pay In Person** – Customers can pay their bill in person at one of several hundred payment centers throughout our Illinois service territory.

To learn more or participate in these options, visit **AmerenIllinois.com/WaysToPay**.

Partner Pay Stations

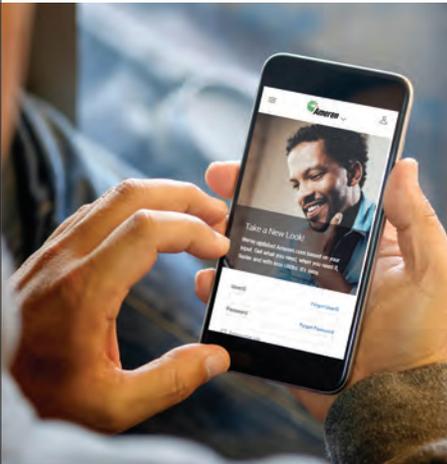
Ameren Illinois has several hundred payment centers throughout our territory to serve customers who prefer to pay in person. However, only partner locations are electronically linked to Ameren Illinois. That means the customer's payment is generally applied to the account within a few minutes. Payments made at non-partner pay stations usually require three to five business days to post to the customer's account. To find a partner pay station near you, go to **AmerenIllinois.com** or call **1.800.755.5000**.



MORE CUSTOMER OPTIONS

Paperless Billing

Our free paperless billing option is convenient, secure and friendly to the environment. Electronic bills contain all the same information as the paper version; plus, we'll send an email reminder five days before the bill's due date.



Ameren Alerts

Email and text message alerts from Ameren Illinois keep customers up to date and in control of their account. From bill reminders to payment receipts, we'll automatically send timely updates on account activity – anywhere you are. Sign up for text or email alerts at [Ameren.com/alerts](https://www.ameren.com/alerts).

Pick a Due Date

Pick a Due Date lets the customer choose the day of the month that is most convenient for them to pay their Ameren Illinois bill.

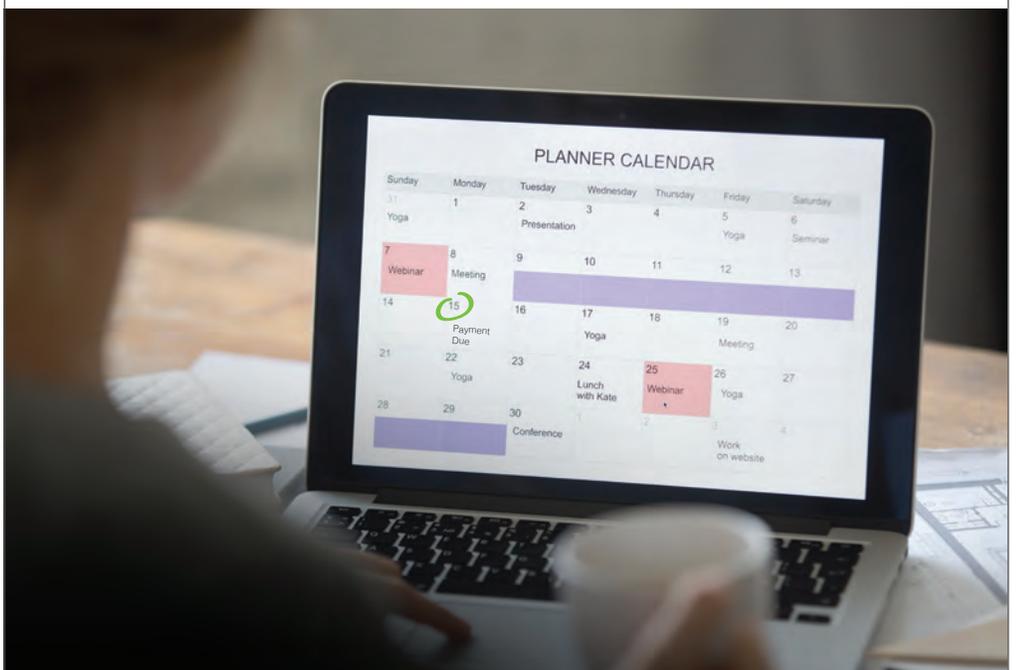


Medical Equipment Registry

Ameren Illinois offers a Medical Equipment Registry for customers who rely on electrically powered medical equipment at home. A doctor's verification is required to be added to the registry. Ameren Illinois will make every effort to notify registered customers about planned maintenance outages, but it's important for customers to have a backup plan in case of an unplanned outage. For more information about this program, call **1.800.755.5000**.

Peak-Time Rewards Program

The Peak-Time Rewards Program helps reduce demand for electricity on the days that electric usage is highest. The program is available to all residential customers. This program offers rebates to customers who voluntarily reduce their use of electricity when demand is at a peak. This consumer-friendly program helps customers manage energy costs, while helping Ameren Illinois maintain a reliable supply of energy for customers.



SAMPLE BILL PAGE 1



f t AmerenIllinois.com
Customer Service 1.800.755.5000

Account Number 1234567890
Customer Name JOHN SMITH
JAN SMITH
Service Address 123 MAIN ST
ANYWHERE, IL 45678

Statement Issued 07/05/2017
Amount Due **\$101.36**
Due Date Jul 26, 2017

Last Payment \$84.19
Payment received. Thank you.

The amount due and due date are highlighted at the top of the bill statement to make them easy to find. The account number and address where service is received are also displayed prominently at the top of the bill.

Current Charge Summary for Statement 07/05/2017

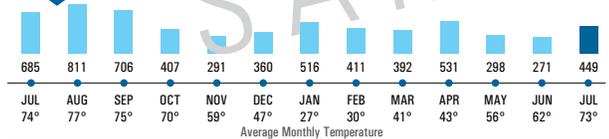
Total Electric Charge	\$67.34
Total Gas Charge	\$34.02
Subtotal Current Charges	\$101.36
Total Amount Due	\$101.36

Important Account Messages

You're in control with Budget Billing. Your energy payments will be predictable. Avoid surprises, and gain peace of mind. Enroll in Budget Billing Rollover Program by sending only \$102.00. Payment must be received by the due date on this bill.

The Current Charge Summary provides a breakdown of amounts due for gas and/or electric service, as well as any additional charges or prior amounts due for this month. In the box to the right, customers will find important messages about their account.

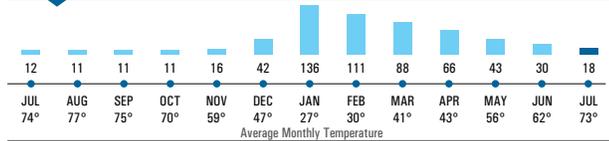
Electric Usage History in Kilowatt Hours (kWh)



Average Daily Electric Use (kWh)

TIME PERIOD	AVG. DAILY USE
CURRENT MONTH	14.48 kWh
LAST MONTH	9.03 kWh
LAST YEAR	15.71 kWh

Gas Usage History in Therms



Average Daily Gas Use (Therms)

TIME PERIOD	AVG. DAILY USE
CURRENT MONTH	0.58 Therms
LAST MONTH	1.00 Therms
LAST YEAR	0.38 Therms

This section compares current usage to the previous month and the previous year, and energy usage graphs provide a picture of customers' energy use over time. We also include the average temperature for each month to aid in making comparisons.

See page 2 for account messages and tips from Ameren Illinois.

Keep this portion for your records.

Page 1 of 4

Please detach stub and return this portion with your payment.



See reverse side if your address has changed and for details on other ways to pay your bill.

Account Number 1234567890
Amount Due **\$101.36**
Due Date 07/26/2017

Amount Enclosed _____

>000001 2267595 0001 092139 102

JOHN SMITH
JAN SMITH
123 MAIN ST
ANYWHERE, IL 45678

AMEREN ILLINOIS
PO BOX 88034
CHICAGO IL 60680-1034

5040000 0012345678900 00000000 00101360 00101360

The bill stub is located at the bottom of the bill statement. Customers paying by mail should tear off this section and return it with their payment in the return envelope provided.

On the back side of the first page, customers will find more important messages. They can read about ways we're supporting our communities and upgrading our energy delivery system. They can also learn about different payment options and where to find resources on energy safety and efficiency.

SAMPLE BILL PAGE 2

The bill statement shown here is based on a sample electric bill; however, the sections are the same for our natural gas customers.

The bill statement is grouped into easy-to-read sections about Payment Details, Service Billing Details, Supplier Details and Additional Charges.

The Service Billing Detail section identifies the billing Rate Zone, as well as itemized charges and calculations of total charges for the billing period.

The explanations below will help customers better understand each section of their bill.

1 Read Type: Electric usage is measured in kilowatt-hours (kWh). Natural gas usage is measured in therms.

2 Meter Number: The unique identification number of the meter/registering device at the service location.

3 Current Meter Read: The numerical value obtained from the current meter reading (in kWh or therms).

4 Previous Meter Read: The numerical value obtained from the previous meter reading.

5 Read Difference: The difference between the current meter reading and the previous meter reading.

6 Multiplier: Most residential meters have a multiplier of one. Customers who use a large amount of electricity and/or natural gas may have a multiplier greater than one, which allows the meter to register a larger amount of usage before moving the meter dial.

7 Usage: Displays the total amount of energy used during the billing period.

8 Usage Summary: If part of the usage is in a summer billing season and part in a non-summer billing season, the usage in each of these seasons will be displayed here, otherwise the total electric and/or natural gas usage for the current billing period is shown.



AmerenIllinois.com
Customer Service 1.800.755.5000

Statement Issued 07/05/2017
Amount Due \$101.36
Due Date Jul 26, 2017

Account Number 1234567890
Customer Name JOHN SMITH
JAN SMITH
Service Address 123 MAIN ST
ANYWHERE, IL 45678

Payment Details

Payment Received	DATE	AMOUNT
	June 19, 2017	\$84.19

Electric Service Residential Billing Detail - Rate Zone II 06/01/2017 - 07/02/2017 (31 days)

Electric Meter Read for 06/01/2017 - 07/02/2017 (31 days)

READ TYPE	METER NUMBER	CURRENT METER READ	PREVIOUS METER READ	READ DIFFERENCE	MULTIPLIER	USAGE
Total kWh	12345678	44002.0000 Actual	43553.0000 Actual	449.0000	1.0000	449.0000

Usage Summary

Total kWh	449.0000	Summer kWh	449.0000
-----------	----------	------------	----------

Advanced Meter

	CHARGE DESCRIPTION	USAGE UNIT	RATE	CHARGE
Electric Delivery	Customer Charge			\$12.32
Ameren Illinois	Meter Charge			\$4.79
DS-1 Residential Delivery Service	Distribution Delivery Charge Summer	449.00 Wh	@ \$0.04610000	\$20.71
	Electric Delivery			\$37.82
Electric Supply	Energy Charge	449.00 kWh	@ \$0.05850000	\$26.27
ABC Supply Energy				
	Electric Supply			\$26.27
Taxes and Other Fees	Clean Energy Assistance Charge	449.00 kWh	@ \$0.00178000	\$0.80
	Renewable Energy Assistance	449.00 kWh	@ \$0.00098000	\$0.44
	EDT Cost Recovery	449.00 kWh	@ \$0.00118180	\$0.53
	Illinois State Electricity Excise Tax			\$1.48
	Total Tax Related Fees			\$3.25
	Total Electric Charges			\$67.34

Details From Your Electric Supplier

ABC Supply Energy
www.abcsupply.net
999.999.9999
Refer to supply contract for details.
For more information about your electric supply choices, visit www.pluginillinois.org.

Gas Service Residential Billing Detail - Rate Zone II 06/01/2017 - 07/02/2017 (31 days)

Gas Meter Read for 06/01/2017 - 07/02/2017 (31 days)

READ TYPE	METER NUMBER	CURRENT METER READ	PREVIOUS METER READ	READ DIFFERENCE	MULTIPLIER	USAGE
Total Therm	12345678	3439.0000 Actual	3421.0000 Actual	18.0000	1.0000	18.0000

9 Electric and/or Natural Gas Delivery: As a delivery company, Ameren Illinois is responsible for the transmission and distribution infrastructure that moves electricity and/or natural gas from suppliers to our customers. Delivery service charges allow us to construct, maintain and improve the system and to respond around the clock to restore service when it is interrupted.

10 Electric and/or Natural Gas Supply: While delivery service represents the wires, pipes and services that bring energy from its source to customers, supply refers to the electricity and/or natural gas supplied from the wholesale markets.

11 Taxes and Other Fees: This section includes taxes and other fees Ameren Illinois collects for the state, municipality, county, or other entities based on the amount of energy used.

12 Retail Electric Supplier (RES): For customers who receive electric supply from a third-party, the supplier's name, contact information, and messages can be seen here. Customers should refer questions relating to Electric Supply charges to the supplier listed here. Customers who receive electric supply from Ameren Illinois will see current supply prices they can compare with offers they may receive from third-party electric suppliers.

ENERGY ASSISTANCE

Ameren Illinois understands that energy costs are a concern for many of our customers. We strive to provide affordable energy and keep costs down. If customers in your community need assistance, we can help connect them with the appropriate resources. Energy assistance programs available to customers of Ameren Illinois include the following:



Non-Residential Hardship Program

To improve quality of life in the communities we serve, the Ameren Illinois Non-Residential Hardship Program provides annual financial assistance to non-profit organizations, such as churches, schools, senior centers, and human service agencies. Funds are available to qualifying 501(c)3 organizations with an active Ameren Illinois electric account. Qualifying customers receive a one-time grant, applied directly to the organization's Ameren Illinois account. The program is administered by the non-profit Energy Assistance Foundation on behalf of Ameren Illinois. Grant amounts vary based on the number of eligible applicants.

Ameren Illinois Military Support Program

Ameren Illinois is proud to serve those who serve our country. We offer a variety of programs and perks to active members of the military and disabled veterans, including energy assistance grants. To learn more, visit [AmerenIllinois.com/MilitarySupport](https://www.AmerenIllinois.com/MilitarySupport).



Low-Income Home Energy Assistance Program (LIHEAP)

Ameren Illinois also helps to inform customers of other programs, such as LIHEAP, that can help with energy bills. This government program helps eligible low-income households, elderly persons and people with disabilities pay for energy services. To qualify, a customer's household income must be at or below 150% (raised to 200% during the COVID 19 crisis) of the federal poverty level. LIHEAP is administered by Community Action Agencies throughout the state. Grants are based on the number of people in the household, total income and the type of fuel used to heat the home.

Eligible customers can choose between the traditional LIHEAP Direct Vendor Payment (DVP) plan (a one-time payment) or the Percentage of Income Payment Plan (PIPP). Under PIPP, eligible clients pay a percentage of their income, receive a monthly benefit toward their energy bill, and lower their past-due balance for every timely payment they make. For information, call **1.877.411.9276** or visit [HelpIllinoisFamilies.com](https://www.HelpIllinoisFamilies.com).



Disconnection is a Last Resort

Ameren Illinois reaches out to residential customers who are struggling to keep up with their bills. To avoid service disconnection, we encourage customers with past-due accounts to contact us early to establish a payment plan. We also refer eligible customers to energy assistance programs whenever possible.

On April 1 every year, the winter moratorium on residential utility service disconnections comes to an end. At that time, customers who have past-due balances or who have failed to establish a payment plan (or are not honoring a payment agreement) are subject to service disconnection.

We consider disconnection a last resort. The process for service disconnections is outlined by the Illinois Commerce Commission. A service disconnection will only occur after Ameren Illinois has attempted to contact the customer multiple times and a final service disconnection notice has been issued.

Any residential customer with a certified medical condition or special need who receives a disconnection notice should immediately contact Ameren Illinois. Although these customers are still subject to disconnection, there may be alternatives available to provide temporary relief.

We will only disconnect service when every reasonable effort to establish a payment plan has failed, or if the customer has failed to make the agreed-upon payments.

Customer Assistance Outreach

Every spring and fall, Ameren Illinois' Customer Assistance Outreach program offers customers the opportunity to speak face-to-face with Ameren Illinois representatives to discuss their energy bill and inquire about service issues. Income-qualified customers may be eligible to receive one-time grant assistance up to \$150. Energy Advisors are also on hand to educate customers on Ameren Illinois energy efficiency programs that can help them reduce energy costs. These popular events are held in various communities throughout our service territory in the spring and fall months.

Warm Neighbors Cool Friends



The Energy Assistance Foundation's Warm Neighbors Cool Friends program provides Ameren Illinois customers with heating and cooling assistance, and in some areas, home weatherization services. The program benefits moderate-income senior citizens and families facing illness, disability, job loss and other hardships. Those who receive help must make a matching

payment on their energy bill. The Foundation relies on a network of local social service agencies to administer the program. Learn more at WarmNeighborsCoolFriends.org.

Ameren Illinois is proud to support the non-profit Energy Assistance Foundation. The Ameren Charitable Trust provides an annual grant that covers all administrative costs for the Warm Neighbors Cool Friends program. That means **every dollar donated by employees, customers and friends of the program goes directly to help families in need.**

ENERGY EFFICIENCY

Ameren Illinois is committed to helping customers use less energy and spend less – at home and at work. Our award-winning programs offer energy efficiency tips, tools, and cash incentives for homeowners, private sector businesses, public sector facilities, and non-profit organizations. Our programs are funded through a small, state-mandated charge on customer bills. Learn more at [AmerenIllinoisSavings.com](https://www.amerensavings.com).

Residential Programs

Along with no-cost/low-cost tips to reduce energy waste, Ameren Illinois offers residential customers a variety of incentives to make their homes more energy-efficient. Since 2008, residential customers have saved more than \$715 million in energy costs and removed over 12 billion pounds of carbon dioxide from our environment.

Following are examples of residential programs Ameren Illinois has offered. For the latest programs, visit [AmerenIllinoisSavings.com](https://www.amerensavings.com).

- Lighting & Retail Products
- Heating & Cooling
- Home Efficiency Income Qualified
 - » Program Ally Channel
 - » Community Action Agency Channel
- Smart Savers & Smart Thermostat Rebates
- Multifamily Properties Income Qualified and Non-Income Qualified
- Public Housing Authorities
- Refrigerator & Freezer Recycling
- Appliance Rebates
- Online Marketplace

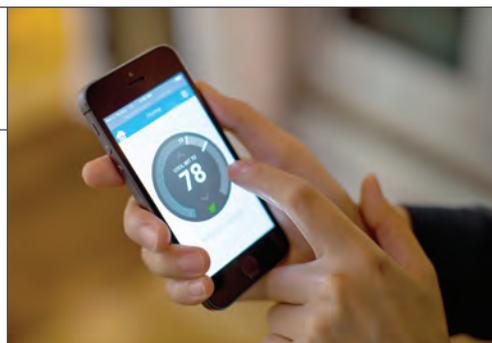
Business Programs

Since 2008, Ameren Illinois has provided more than \$230 million in incentives to Illinois businesses, resulting in more than \$500 million in energy savings.

Non-residential customers — including businesses, public sector, non-profit organizations — can find energy efficiency programs that reduce energy costs in the following areas:

- Lighting
- Instant Incentives
- Municipality-Owned Street Lighting
- Ameren-Owned Street Lighting
- Small Business Direct Install
- HVAC & Water Heaters
- Specialty Equipment
- Water-Saving Devices
- Process Steam & Steam Traps
- Variable Frequency Drives
- New Construction
- Custom Incentives
- Feasibility Study
- Metering & Monitoring

Ameren Illinois is committed to **helping customers use less energy and spend less** – at home and at work.



Energy Efficiency for All

Ameren Illinois recognizes that those who would most benefit from lower energy bills are often least able to afford energy-efficient upgrades. With a vision of “Energy Efficiency for All,” Ameren Illinois launched a Market Development Initiative (MDI) in 2018 with three foundational goals:

1. Engage customers who have not previously benefited from energy efficiency
2. Increase the number of energy efficiency jobs available to local and diverse candidates
3. Support new or growing energy efficiency businesses

The MDI recognizes that energy efficiency can spur local economic development and enhance quality of life in low-income communities and neighborhoods. Through its energy efficiency initiatives, Ameren Illinois is able to build greater community engagement, create energy industry jobs, and deliver cost savings to those who need it most.



Since 2008, Ameren Illinois residential and business customers have saved more than **\$1 billion in energy costs.**



Smart Savers

Smart Savers offers smart thermostats at no cost to customers living in qualifying zip codes in Ameren Illinois service territory. More than 11,600 smart thermostats were installed free of charge in 2020. To further boost local economies, the program relies extensively on local or diverse-owned suppliers to install thermostats.



Business Symposium

Hundreds of business leaders attend Ameren Illinois' annual Business Symposium to learn how to use less energy and spend less. This free, one-day event is open to all Ameren Illinois non-residential customers. Due to COVID-19, the Business Symposium was a virtual video conference held in September. Past symposiums have featured:

- An overview of new program offerings and incentives
- Breakout sessions on the latest technologies and applications
- Opportunities to earn Continuing Education Units
- Program Allies – registered contractors who are trained on Ameren Illinois program requirements
- A 15 percent bonus coupon potentially worth thousands of dollars

Learn More:

AmerenIllinoisSavings.com

Residential Program

1.866.838.6918

IllinoisResidentialEE@ameren.com

Business Program

1.866.800.0747

IllinoisBusinessEE@ameren.com



CONSTRUCTION REQUESTS

To better serve builders and contractors, Ameren Illinois offers a centralized process for new service requests and a streamlined process for routine jobs that do not require engineering design.

New Service Requests: What You Can Expect

To support new construction in your community, we have established internal standards to help us respond to service requests in a timely manner. Our target timelines for various service requests are noted on the chart below, along with the builder's responsibilities. To improve reliability, all new residential service lines will be placed underground.



Standard Design Projects

An Ameren Illinois engineering representative will process customer requests for standard design projects. These are typically residential projects where the backbone of the facilities is already in place.

Examples of standard design projects include:

- Residential underground/overhead service for electric and/or gas.
- Private area lighting.
- Temporary electric service.
- Removal of residential electric and gas service.

For non-standard design projects, contractors can contact the Ameren Illinois Construction & Engineering Team to schedule an appointment with a field representative.

To submit a request for service, customers and contractors may contact Ameren Illinois as noted below:

Phone: 1.888.659.4540

Online: [BuildWithAmerenIllinois.com](https://www.buildwithamerenillinois.com)
(Submit an online service request form)

E-Mail: IllinoisConstruction@ameren.com

Job Type	Working Days to Start Construction	Builder Requirements
Temporary electric service	4	<ul style="list-style-type: none"> • Temporary meter loop ready per specification • Inspections complete
Overhead electric	4	<ul style="list-style-type: none"> • Meter loop ready service per specification • Inspections complete
New underground residential electric service up to 400 amp	12	<ul style="list-style-type: none"> • Meter loop ready per specification • Inspections complete • Site ready
Electric primary or secondary line extension to a single premise	15	<ul style="list-style-type: none"> • All line extension payments made • All permits received • Site ready
Electric distribution facilities for a new subdivision	15	<ul style="list-style-type: none"> • All line extension payments made • All permits received • Site ready
New residential gas service from existing mains	12	<ul style="list-style-type: none"> • Meter location marked • Site ready
Gas distribution facilities for a new subdivision	15	<ul style="list-style-type: none"> • All gas main extension fees paid • All permits received • Site ready
Gas main extension to a single premises	15	<ul style="list-style-type: none"> • All gas main extension fees paid • All permits received • Site ready

SCAM ALERT

Ameren Illinois continues to educate customers about scams where criminals pose as Ameren representatives on the phone, via email or in person. Scammers often target senior citizens, small businesses and non-English speaking customers and threaten to disconnect energy service if payment is not received within an hour or two.



If customers suspect they have been contacted by someone impersonating Ameren, they should follow these tips:

- Hang up the phone, or close the door, and call Ameren Illinois at **1.800.755.5000**.
- Never call a scammer back at the phone number they provide or use redial on your phone.
- Do NOT purchase a prepaid card, such as a Green Dot card, or provide any other form of payment that the caller or visitor is demanding.
- If someone comes to your door and claims to be a utility worker, ask to see their employee ID and call us if you want to confirm the purpose of the visit.
- Delete all suspicious emails that require immediate action to verify or demand personal information.
- Never give out personal information such as bank account numbers, user names and passwords, credit card numbers, or Social Security numbers. We will ask for full Social Security numbers only when customers are applying for new service. If customers are calling for any other reason about their account and they are unable to provide their account number, we will ask them to provide the last four digits of their Social Security number.

For more information, visit [AmerenIllinois.com/Scams](https://www.AmerenIllinois.com/Scams).

NOTE: If you have contacted third-party electric suppliers, they may ask for your Ameren Illinois account information before they present you with an offer — and that's okay. This should not be a concern as long as you initiated the switch or are confident that you are dealing with a registered supplier. For a list of registered third-party suppliers, go to [PlugInIllinois.org](https://www.PlugInIllinois.org)

PHONE SCAMMERS ARE TARGETING UTILITY CUSTOMERS.



Utilities United Against Scams

Ameren has joined nearly 100 utilities nationwide to raise awareness of scam tactics and educate customers before they become victims. In coordination with this effort, the third Wednesday in November has been designated as Utilities United Against Scams Day.

Our Use of Contractors

Ameren Illinois line trucks and other company vehicles are a familiar sight in your community — and contractors are an important part of our team, too. We rely on contractors for services such as tree trimming, pole use audits, meter reading and construction and maintenance.

Our employees and contractors are required to carry identification. If you ever doubt the legitimacy of a contractor, or someone claiming to be an Ameren Illinois employee, don't hesitate to ask for identification. You may also call our offices to confirm that legitimate utility work is taking place in your area.

DON'T FALL FOR SCAMMERS PRETENDING TO BE UTILITIES.



CARING FOR OUR COMMUNITIES

Ameren Illinois employees don't just work in your community – we live there, too. As a company, and as individuals, we partner with local charitable groups to make our communities better places to live.

The Ameren Cares program connects Ameren Illinois with the communities we serve through charitable giving and volunteering. In 2020, the company contributed more than \$3.5 million to non-profit organizations within our service area. Company contributions target these important areas: Environment, Youth and Education, Civic and Community, Health and Human Services, Arts and Culture.

And we provide far more than financial support. From youth mentoring to food drives, our employees share their time and talents in countless ways.

Through our Speakers Bureau, employees teach audiences of all ages how to use less energy and stay safe around electricity and natural gas. Our Energy Smart Kids® program reaches 100,000 K-8 students with energy lessons that can last a lifetime — and provides tools for teachers, too.

Through corporate support and the active volunteerism of our employees, Ameren Illinois is committed to enhancing quality of life in the communities we call home.

Air Conditioner Donations

Ameren Illinois donates ENERGY STAR® qualified window air conditioners to help low-income customers stay cool and safe. The donations target customers who are most at risk during extreme summer temperatures, such as the elderly, disabled, and households with small children.

The units are distributed by energy assistance agencies throughout central and southern Illinois to qualifying individuals who meet Low Income Home Energy Assistance Program (LIHEAP) guidelines. Since the program began in 2013, Ameren Illinois has donated more than 3,000 units across its service territory.

ENERGY STAR® rated appliances use less energy than other models. That means these donated units help customers stay cool at less cost.



Customer Outreach Events

To help customers stay current on their energy bills, Ameren Illinois hosts customer assistance events in key cities across our service territory every spring and fall. The events offer customers an opportunity to meet with our customer service team in person to discuss bill payment options and assistance. Since the outreach effort began in 2015, Ameren Illinois representatives have met with more than 12,000 customers and distributed nearly \$1.8 million in bill payment assistance. Outreach events were paused in 2020 and the financial assistance was provided to customers through the COVID-19 Economic Hardship Recovery program.



Ameren Illinois is committed to **enhancing quality of life** in the communities we call home.

Grant Funds Mentors for At-Risk Youth

Ameren Illinois has been a proud supporter of Big Brothers Big Sisters for more than a decade. During that time, the company has donated hundreds of thousands of dollars to fund one-on-one mentoring that helps young people build a brighter future. Children who participate in Big Brothers Big Sisters programs are less likely to use drugs and alcohol, have better attendance in school, and gain confidence in their schoolwork.

Fighting Hunger at the Holidays

In what has become an annual tradition, Ameren Illinois makes the holidays a bit brighter by helping to feed those in need. A year-end donation is distributed to food pantries serving customers across our territory. Ameren Illinois employees across Illinois also collect food, clothing and gifts for families struggling at the holidays.

In 2020, Ameren Illinois **contributed more than \$3.5 million** to non-profit organizations across its service area.



Bucket Truck Donations

The Ameren Illinois fleet includes nearly 3,300 vehicles, trailers and other equipment. Trucks rotated out of the fleet that require minimal repairs or refurbishing are sometimes made available for donation to local municipalities or community organizations. Among other things, the donated bucket trucks are used locally for safer installation and removal of holiday lighting, flag replacement and general maintenance that requires reaching heights.

Energy Assistance Foundation Support

Ameren Illinois is proud to support the non-profit Energy Assistance Foundation. The Ameren Charitable Trust provides an annual grant that covers all administrative costs for the foundation's Warm Neighbors Cool Friends program. The program provides heating and cooling assistance to moderate-income senior citizens and families facing illness, disability, job loss and other hardships. Ameren's support means that every penny donated by employees, customers and friends of the program goes directly to help families in need.



GRANTS FROM AMEREN ILLINOIS

Ameren Illinois serves more than 1,200 communities throughout Illinois. To enhance the quality of life in those communities, our corporate contributions may support organizations and charitable causes in these categories:

- Arts & Culture
- Civic & Community
- Environment
- Health & Human Services
- Youth & Education

Our grants are limited to organizations in the Ameren Illinois service area. To qualify for a grant, organizations must be tax-exempt, as described in the Internal Revenue Code. Individuals, political organizations or candidates, and religious or similar groups generally do not qualify for an Ameren Illinois non-profit grant.



How to Apply

All grant requests must be submitted via the online application at **AmerenIllinois.com/Grants**. We no longer accept paper or emailed applications.

There is no deadline for submitting a grant application. However, applications received after Dec. 1 may be reviewed during the following year. The application review process generally takes four to six weeks.

All applications require:

- Cover letter that includes the amount of grant requested
- IRS determination letter certifying 501(c)(3) status
- Verified and filed IRS Form 990 for most recent fiscal year available upon request



Grant Applications Over \$5,000

If the grant request is over \$5,000, the following additional documentation is required:

- Detailed budget for the project, including income and expenses
- List of board members and executive officers, including titles and affiliations

Questions?

If you have a question regarding the grant application process, please email us at **communityrelationsil@ameren.com**.



ECONOMIC DEVELOPMENT

Ameren is committed to the growth and prosperity of the communities we serve. Our Economic Development team works with local and regional allies to foster business investment and job creation. We provide a variety of programs and services to help communities retain existing businesses — and recruit new ones.



Community Development Resources

Our team of professionals is equipped to help communities compete for new investment in the Ameren Illinois service territory. Designed to enhance local and regional economic development efforts, our services include the following:

- Strategic planning support
- Customized demographic reports
- Community profiles

Business Development Services

Ameren is on the front lines working to attract new business investment to the communities we serve. In addition to communicating the advantages of an Illinois business location, the Ameren team works with local and state partners to support the development process by providing:

- Comprehensive, unbiased analysis of energy infrastructure options
- Energy cost estimates
- Building and site inventories
- Project management support



Our award-winning team of utility economic developers has been recognized by Site Selection magazine as a Top Utility in Economic Development, most recently in 2020.

The power to grow.

See how we can help you grow at

[AmerenIllinois.com/EconomicDevelopment](https://www.amerenillinois.com/EconomicDevelopment)

Affordable Energy

It takes reliable, affordable energy to grow a business — and the power of partnership. Ameren Illinois delivers both. Illinois' progressive energy policies and prudent spending have allowed Ameren Illinois to pursue massive modernization efforts with minimal impact on customer rates. In fact, in 2020, Ameren Illinois filed for its seventh rate decrease since the state's Energy Infrastructure Modernization Act (EIMA) passed in 2011.

Electric 

Commercial Rates
27% below
the national average

Source: Typical Bills and Average Rates Reports, Winter 2019
— Edison Electric Institute (for 12 months ending June 2019)

Natural Gas 

Commercial Rates
21% below
the national average

Source: American Gas Association Survey of Rates Effective March 2019
(for Commercial Customers Using 3,000 therms)

Let's Talk

For more information about how we can support your local development effort, contact Ameren's Economic Development Department:

[AmerenIllinois.com/EconomicDevelopment](https://www.amerenillinois.com/EconomicDevelopment)

ECONOMIC IMPACT

Business leaders want to know that the power will be there when they need it, day and night. A strong, resilient energy delivery infrastructure is a critical asset in the state's efforts to attract new industry and help existing businesses to expand.

Ameren Illinois operational improvements, including the massive overhaul of the state's energy grid, are not only paving the way for increased investment in Illinois, they're generating significant economic benefits for Illinois. According to a 2020 study by a leading St. Louis-based market research and development firm, upgrades to the electric and natural gas infrastructure triggered more than \$43.5 billion in economic output over a eight-year period, including \$657 million in estimated tax revenues, and support for more than 21,500 jobs. The study examined the impact of Ameren Illinois' capital spending, employee and contractor earnings, and increased tax revenues on the state's economy. In short, every dollar and job related to Ameren Illinois is generating additional leading-wage jobs, higher disposable income, and increased tax receipts for state and local governments.



The Ameren Illinois Economic Development department works closely with local organizations and state officials to **promote the state's strategic location advantages**, serving on site-location teams and **providing competitive energy infrastructure options and cost estimates to facilitate new, job-creating investment** in central and southern Illinois.



AMEREN ILLINOIS
INVESTMENT

\$14.6 billion



ECONOMIC BENEFITS
GENERATED

\$43.5 billion



TAX REVENUES

\$657 million



JOBS

21,500



CAREERS

Our workforce is dedicated to powering the quality of life for the customers and communities we serve — 24 hours a day, 365 days a year. We apply that same kind of dedication to building a diverse and inclusive work environment with competitive salaries, great benefits and professional training.

Careers at Ameren Illinois are as diverse and wide-ranging as the candidates we seek to fill them. Interested candidates should visit Ameren.com/Careers to view job openings and apply online.



It's never too early to begin planning for a career in the energy industry. We encourage college students to explore our internship and co-op opportunities and to learn more about energy careers at GetIntoEnergy.com.

Celebrating Diversity at Ameren

Diversity is a core value at Ameren, and we are committed to integrating diversity of thought, backgrounds and people throughout the corporation. Ameren supports diversity through training, employee enrichment, an inclusive work environment, community outreach and supplier initiatives — and our efforts continue to receive national recognition.

We believe that having a diverse and inclusive workforce is a business imperative for any top-performing company. Beyond that, it is simply the right thing to do.

Internally, we are committed to fostering a culture that supports and values diversity, equity and inclusion. Externally, we are committed to creating opportunities for diverse-owned businesses and bringing energy efficiency to underserved customers and communities throughout our service territory.



Top Utility in the Nation for Diversity — For the fifth consecutive year, Ameren has been recognized first among utilities for creating an inclusive workplace, reaching diverse customers and having strong supplier diversity.



Certified as a Great Workplace — Ameren Corporation has been certified as a great workplace by the independent analysts at Great Place to Work®. Ameren earned this credential based on extensive ratings provided by its employees in anonymous surveys.



Best Place to Work for LGBTQ Equality — Ameren received

a perfect score of 100 on the Human Rights Campaign Foundation's Corporate Equality Index (CEI). The index rates American workplaces on lesbian, gay, bisexual, and transgender equality.



Top 50 Companies for Diversity — Black Enterprise magazine identifies corporations

that are the best in developing a culture and policies that promote inclusion of African Americans within the workforce, senior management ranks, corporate boards and supplier pools.



Proud to be Military Friendly

Ameren Illinois values the skills, leadership and work ethic that veterans bring to our company. Our long and proud history of hiring military veterans continues to earn us national recognition as a military-friendly employer. We invite potential candidates who expect to transition out of the military within the next two years to contact us at AmerenIllinois.com/MilitarySupport.



For the 12th consecutive year, G.I Jobs magazine has recognized Ameren with the Military Friendly Employer designation for having exceptionally strong hiring programs and meaningful jobs for transitioning service members, veterans and spouses.



Top Company in the Disability Equality Index Survey

— The American Association of People with Disabilities and the U.S. Business Leadership Network® have named Ameren Corporation a top-scoring company in the Disability Equality Index survey. Ameren received 100 out of 100 points on the survey by displaying significant leadership in implementing disability inclusion policies and practices.



Top 50 Employer by Minority Engineer Magazine — Ameren

has been recognized as a Top 50 Employer by Minority Engineer magazine for members of a minority group.

SUPPLIER DIVERSITY

We value diversity in our workplace, our communities — and in the suppliers we do business with.

Diverse suppliers play a vital role in the economic success of our region, and Ameren is committed to developing a diverse supplier base. We have built an aggressive supplier diversity program, staffed by full-time professionals, to help us identify and purchase goods and services from qualified diverse-owned business enterprises. Ameren reaches out to diverse suppliers in a variety of ways, including our biannual Supplier Diversity Symposium, mentoring and network meetings. We also fund scholarships to allow diverse suppliers to attend the Minority Executive Program at Dartmouth College's Tuck School of Business.

Our strategy includes corporate-wide and business segment supplier diversity goals, performance metrics and participation in diverse supplier organizations. This strategy led to a 67 percent increase in diversity spending at Ameren Illinois between 2017 and 2019.

We recognize that cultivating diverse business relationships is a catalyst to our success. As we make significant investments in strengthening the state's electric and natural gas system, we're drawing on the capabilities of our diverse business partners to help us execute these projects.



ILLINOIS UTILITIES BUSINESS DIVERSITY COUNCIL

Illinois Utilities Business Diversity Council

As a founding member of the Illinois Utilities Business Diversity Council, Ameren Illinois is helping to build supplier diversity in our industry. Created in 2015, the Council provides education, information, and technical assistance to utility stakeholders on issues of business diversity. Learn more at IUBDC.com.

Getting Started

Supply opportunities at Ameren fall into three main categories: Business and Corporate Services; Energy Delivery, and Generation. Ameren's sourcing process is designed to provide and increase opportunities for businesses that are certified as minority (African American, Asian Pacific American, Asian Subcontinent American, Hispanic American, and Native American)-, women-, veteran-, LGBTQ- and service disabled veteran-owned enterprises.

Interested businesses should begin by completing Ameren's supplier diversity registration form at Ameren.com. Diverse suppliers must meet technical, operational and safety standards before supplying goods or services to Ameren. We also strongly encourage potential diverse suppliers to obtain certification through local, regional and/or national certifying agencies.

In 2019, **Ameren Illinois purchased \$362 million** in products and services from diverse suppliers.

AMEREN ILLINOIS' DIVERSE SPENDING



Regulatory Reporting

State law requires that Ameren Illinois submit an annual supplier diversity report to the Illinois Commerce Commission on all procurement goals and actual spending for minority-owned, women-owned, veteran-owned and small business enterprises in the previous calendar years, along with a plan to achieve goals for the coming year. For more information, visit icc.illinois.gov.

Ameren Illinois Business Diversity at a Glance

Economic Impact

\$362,252,927 Total Diverse Spend



- **WBE Spend:** \$153.7 million
 - **MBE Spend:** \$166.1 million
 - **VBE Spend:** \$42.4 million
- 67% increase in total diverse spend since 2017
 - \$776 million in value-added economic activity in Illinois triggered as a result of diverse spend



State of Illinois

- 405 diverse businesses in Illinois
- \$156 million in diverse spend with businesses located in Illinois
- 52 new supplier relationships
- 3,930 jobs supported

Supplier Education and Development



- \$5,000 scholarship awarded for the Minority Business Executive Program at Dartmouth College
- 15 Dartmouth scholarships awarded since 2019
 - 11 MBEs
 - 4 WBEs
- \$83.8 million spent with 15 Dartmouth suppliers located in Illinois

Organizational Support

Ameren maintains relationships and affiliations with:

- National Minority Supplier Development Council Inc.
- St. Louis Minority Business Council
- Chicago Minority Supplier Development Council
- Women's Business Enterprise National Council
- National Gay and Lesbian Chamber of Commerce



GIVSCO Construction Company Testimonial

Retired Marine and serial entrepreneur, Ronald Givens, Sr. bought his first business, JM Industrial, a materials supply company, in 1998 before deciding to diversify into construction. In 2011 he launched GIVSCO Construction, a certified minority- and veteran-owned enterprise, which began by performing small jobs, but soon was able to collaborate with their longstanding joint venture partner, River City Construction, to land multi-million dollar contracts to build and remodel military buildings for the U.S. government. In 2018, Ameren Illinois contracted the GIVSCO/RCC joint venture to build a new, state-of-the-art, \$22 million gas operations center. This opportunity has allowed GIVSCO to hire two additional employees and to gain invaluable knowledge about construction in the energy sector.

“I am most proud of our work on the Ameren Illinois Gas Operations building and Ameren providing GIVSCO Construction an opportunity to have a seat at the table - not behind it, not beside it, but at the table.”

— **Ronald Givens, Sr.**

Learn more at [Ameren.com/SupplierDiversity](https://www.ameren.com/SupplierDiversity)
1.888.256.1150

GOVERNMENT SUPPORT PORTAL

Our convenient Government Portal at **AmerenIllinois.com** is designed specifically for use by municipalities, townships and counties we serve. Current portal services include the following:

- Government Aggregation Programs
- Municipal Utility Taxes
- Premise Authentication & Tax Exemption Review (beginning June 1 annually)
- Annexation & De-annexation
- Parcel Management
- Sustainability Reports
- Government Contacts and Critical Facilities
- Franchise Agreement Information (where applicable)

In the coming years, we will continue to develop the portal as a one-stop shop for the municipalities, townships, and counties that we serve.

Visit **Ameren.com/Illinois/Government-Support** to access the Government Portal.



Is Your Community's Emergency Info Up to Date?

Our Government Support Portal includes a section where authorized users can add or update critical information that can help us communicate with officials during energy-related emergencies. We encourage authorized users to:

- Add and update emergency contact information for local government officials and first responders.
- Review and update a list of critical facilities we've identified in your community — such as fire departments, schools, hospitals and nursing homes.
- View outage information for these critical facilities.

You can help us stay connected to your community during an emergency. Please visit **Ameren.com/Illinois/Government-Support** to ensure we have current and accurate information for your community.

OPTIONAL FEES & TAXES

Electricity Infrastructure Maintenance Fee

This represents a uniform system to impose and collect fees associated with the privilege of using public rights-of-way to deliver electricity. A municipality that imposes this fee waives its right to receive any other compensation from Ameren Illinois for use of public rights-of-way during the time the fee is imposed. This fee will be recovered solely from Ameren Illinois customers located within the boundaries of the municipality imposing such fee.

Excess Municipal Franchise Compensation Adjustment

This adjustment allows Ameren Illinois to recover franchise costs imposed by the municipality that are beyond the compensation normally paid. The adjustment will be recovered solely from Ameren Illinois customers located within the boundaries of the municipality imposing such costs.

Local Government Compliance Adjustment

This adjustment may apply if your municipality requires Ameren Illinois to provide services or facilities beyond those normally provided. The adjustment allows the utility to charge customers located in the municipality for additional costs related to the extra requirements.



Municipal Utility Tax (MUT)

Under Illinois law, your municipality has the right to tax utility service. Taxes on electric service are based on 10 tiers of kilowatt-hour usage. With natural gas, the MUT is applied as either a percentage of the cost of the natural gas or on a per-therm basis. If your community has questions about implementing a municipal utility tax, or maintaining the amount of an existing MUT, contact Ameren's Tax Compliance Department at **1.314.554.2084**.

To establish a new MUT, or maintain or change an existing MUT, municipalities must register with our Government Portal and complete a premise authentication, which can be accessed at **Ameren.com/Illinois/Government-Support**.

FRANCHISE AGREEMENTS

Ameren Illinois values the communities we serve. Our franchise agreements help us provide safe and reliable service. The information presented here is designed to help you understand our approach to municipal franchise agreements. We believe we have created an equitable, consistent and streamlined process for handling new and renewed franchise agreements. We are proud to deliver the energy that powers your community and look forward to working with you for years to come.

Purpose of Franchise Agreements

Electric and gas utilities have historically sought franchise ordinances from municipalities they serve. These agreements are designed to grant the utility the broad privilege of using the municipality's streets, alleys and rights-of-way.

A Standardized Approach

Historically, many different forms of compensation were used to reimburse municipalities for franchise agreements. Ameren Illinois has standardized its franchise agreements across the state so towns of similar size receive similar treatment as franchise agreements are renewed. To enhance consistency, in 2007 we began paying cash compensation for all new and renewed agreements, using a standard formula.

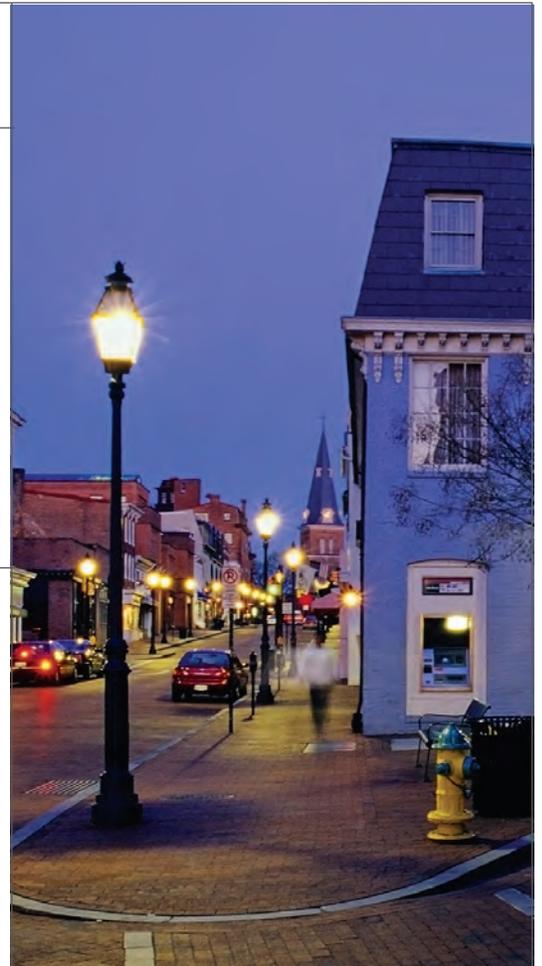
Why Cash Compensation?

In the past, Ameren Illinois had greater flexibility to offer non-cash franchise compensation (such as free service or reduced charges for lighting service) because we owned the power plants that produced your electricity. Today, we no longer own power generation plants and must purchase power on the wholesale market. For this reason, new (or renewed) franchise agreements will not include compensation involving electric supply. This same process also applies to gas franchise agreements.

Third-Party Supply & Franchise Agreements

Ameren Illinois will only enter into a new franchise on or after the expiration date of the existing franchise. However, if a municipality with an active franchise chooses to take electric or gas supply from a third-party supplier, we may propose to amend the existing franchise for the remainder of its term. The amended agreement would allow Ameren Illinois to make an annual cash payment equal to the current value of the free service provided under the franchise agreement. This approach allows the municipality to make supply procurement decisions based solely on the economic benefits of supplier proposals.

We encourage municipalities to explore all of their energy supply options. But before making commitments to suppliers, please contact your local Ameren Illinois representative so we can work with you to ensure that your existing franchise benefits continue.



Why is our city's franchise payment changing after years at the same level?

As Ameren Illinois renews franchise agreements using the cash compensation formula, some towns will see a decrease in their annual franchise payment. For other communities, franchise compensation will increase.

A lower franchise payment does not mean Ameren Illinois values your community less than in the past. It simply means that in the past your town was paid more than other towns of similar size served by Ameren Illinois. In keeping with the Illinois Choice law, utilities must treat all similar customers uniformly; so going forward, municipalities of similar size will receive similar payments.

USE OF AMEREN ILLINOIS POLES

Pole Use License Agreements

During holiday seasons or other special occasions, many communities wish to attach decorative or seasonal items, such as banners and lighting, to our utility poles. Before doing so, your community must enter into a Pole Use License Agreement with Ameren Illinois that protects us against liability associated with community-sponsored pole attachments.

Your municipality is responsible for providing the materials and labor to erect, maintain and remove special lighting or other decorations.

For safety and reliability reasons, we prohibit decorations from being attached between Ameren Illinois-owned poles, whether strung across the street or along the same side of the street.

Other utilities, including telephone and cable companies, commonly use our poles to provide services, and they pay pole rental fees to do so. These companies are responsible for complying with the insurance requirements outlined below, as well as all other applicable requirements and safety practices.

Pole Use Insurance Requirements

At least 60 days prior to installing any attachment to our facilities, communities entering into Pole Use License Agreements must also provide us with certificates of insurance confirming coverage at the minimum levels outlined in the chart below. These municipalities and their contractors must name Ameren Illinois as an additional insured on a primary and non-contributory basis. Insurance certificates should be sent to:

Ameren Services

Attn: Manager – Real Estate
P.O. Box 66149 (Mail Code 700)
St. Louis, MO 63166-6149

Please give us at least 30-day written notice prior to cancellation or termination of any insurance coverage.

Certificates of Insurance – Minimum Levels*

Commercial	\$1,000,000 per occurrence
General Liability	\$1,000,000 bodily injury and property damage
Workers' Compensation	Statutory
Employers' Liability	\$500,000 per accident or disease
Comprehensive Auto Liability	\$1,000,000 for bodily injury and property damage per occurrence
Excess Liability	\$2,000,000

*All insurance requirements are subject to revision

Temporary Seasonal Lighting

If your pole attachments require electrical service, please give us at least 60-days written notice prior to the date you will need service. We will also ask you to enter into an Agreement for Unmetered Service. A company representative in your area will advise you of the specifications and charges associated with these types of attachments, which are billed under Rate DS-2/BGS-2 (Small General Delivery Service).

Your municipality is responsible for providing the materials and labor to erect, maintain and remove unmetered lighting, regardless of whether the poles in question are owned by Ameren Illinois or the community. Your cooperation with these policies will help ensure the success of your program, protect the integrity of our equipment and enhance the safety of the public and our line workers.

Don't Post On Utility Poles

In keeping with our commitment to safety, Ameren Illinois prohibits the general public and municipalities from attaching signs and other items to our utility poles. The nails, staples or wires used to attach items to poles can create serious safety hazards for our line crews. In addition, anything tacked to a utility pole could hinder our ability to restore power to an area after an outage. The painting of utility poles is prohibited as well.

Use of Contractors

You may see Ameren Illinois contractors in your community conducting pole use audits. These contractors carry an Ameren identification badge and informational card describing their employer and the work they are doing. If you have concerns about someone who claims to be doing Ameren Illinois work, call us at **1.800.755.5000**.

STREET LIGHTING

New Requests

All new streetlights owned by Ameren Illinois are installed only on company-owned facilities and are unmetered and billed on rate DS-5 (Lighting Service). A one-time excess facilities charge will apply if additional or non-standard facilities or labor (e.g., poles, transformers, conductor, trenching or boring, guying, etc.) are required to fulfill your request for new streetlights. Customer-owned lighting is no longer allowed on facilities owned by Ameren Illinois.

Changing Size or Type of Fixture

When customers require a conversion or modification of the size or type of light fixture currently installed, they must pay a \$250 conversion charge per fixture in advance. This charge does not apply to the replacement lights that are part of the Ameren Illinois LED streetlights being phased in by the company.

Municipal-Owned Street Lighting

Communities are showing increased interest in city-owned street lighting. We have developed a review process for municipalities wishing to take ownership of streetlights currently owned by Ameren Illinois. Contact your local Ameren Illinois representative for more information or a cost estimate. Ameren Illinois requires metering of new, customer-owned street or area lights. Metering also is required if the customer makes major modifications to a customer-owned lighting circuit, including a new service point or change in lighting load (new fixtures or a change in number of fixtures). In these cases, the new circuit will be metered and billed on Rate DS-5. If the customer replaces an existing fixture with a like fixture, this does not constitute a major modification and does not require the customer to install metering.

Reporting Streetlight Outages

We want to help you keep city streets safe, and we encourage city workers to take an active role in reporting streetlights that are not working properly so we can replace them in a timely manner. Contact Ameren Illinois and provide the specific location of the light (include descriptions of landmarks, if the light is in a hard-to-find location) as well a contact name and number. Additional details, such as whether the light is flickering and the municipal account number (if known), are also helpful. We make every effort to complete street lighting repairs within 10 days of receiving notice of the defect. To report a streetlight outage, contact Ameren Illinois by phone at **1.800.755.5000** or via email at **StreetLightRequestIL@Ameren.com**.

LED Street Lights: A Bright Idea

As part of our commitment to energy efficiency and the environment, Ameren Illinois has begun a 10-year initiative to replace outdoor street and area lighting with high-efficiency light emitting diode (LED) technology.

Over this 10-year period, more than 300,000 company-owned lights throughout Illinois will be replaced with LED lights during routine maintenance visits — at no cost to the municipality.

LED lighting uses up to 65 percent less energy and lasts three times longer than older technology. Learn more about the benefits of LEDs at **Ameren.com/Illinois/led-streetlights**.

LED Streetlight Replacements

Ameren Illinois began replacing company-owned streetlights in 2017 with LED technology. Since then, the company has replaced more than 140,000 streetlights throughout central and southern Illinois. The company plans to replace approximately 305,000 of the old technology with new LED streetlights by 2027.

Making Changes

When your municipality wants to make changes, we are here to help. Contact us if you have any of the following changes:

- New streetlight installations
- Upgrades to existing lighting
- Repairs or lights not working
- Removal of existing lights

Send us an email with the details of the request to **StreetLightRequestIL@Ameren.com**. Include the name, title and phone number of the individual authorized to make this request to get started.

Unmetered Service

Unmetered service is available upon request to serve continuously operating or regularly scheduled annual loads of five kilowatts or less per location. Equipment that qualifies for unmetered service may include television signal transmission, cable TV, and emergency sirens. All new unmetered service will be billed monthly on Small General Delivery Service for all charges, except meter charges. Upon the community's request for unmetered service, Ameren Illinois will require an Agreement for Unmetered Service, which will be used to determine the appropriate monthly kilowatt-hours for billing purposes.

ELECTRIC DELIVERY SYSTEM

Electricity Transmission

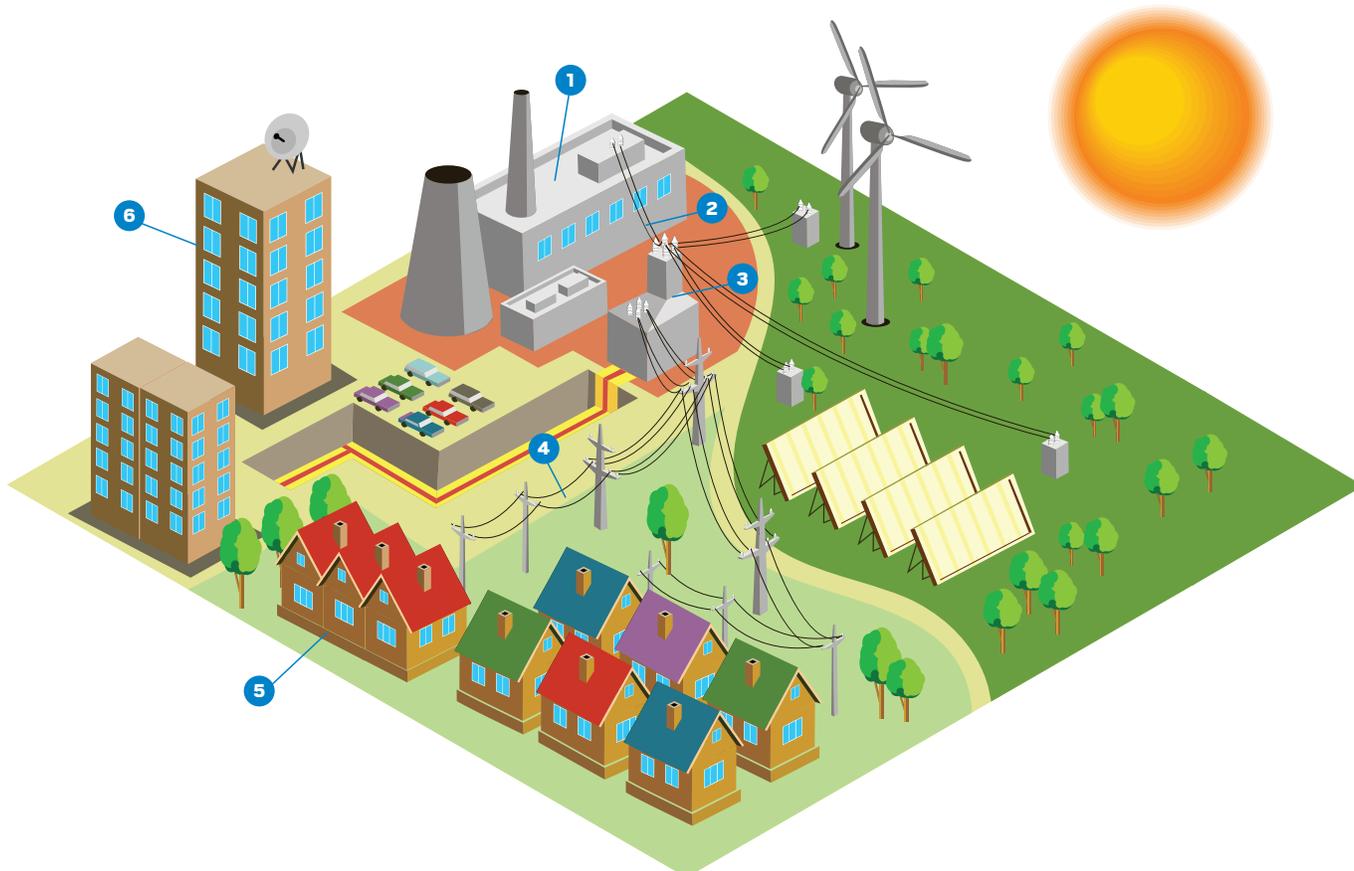
Before power can reach customers, it must be transferred from generating plants to substations. As a delivery company, Ameren Illinois is responsible for the safe, reliable transmission of that power. Our robust system includes more than 4,500 miles of high-voltage transmission lines.

Electricity Distribution

The distribution network carries power from substations to homes and businesses. Our network includes roughly 46,000 miles of distribution lines across Illinois. Laid end to end, that's enough to encircle the earth — nearly twice!

The diagram below illustrates how electricity gets from the power source to your door.

1. Electricity is typically produced around the clock by generators in power plants, as well as through renewable sources like wind turbines and solar panels.
2. Electricity must travel hundreds — even thousands — of miles. Once it leaves the source, the voltage is increased so it can travel through a vast network of transmission lines to areas where power is needed.
3. Electricity travels at nearly the speed of light to substations where the voltage is then reduced to send power over the distribution network.
4. The distribution network is made up by many “feeder circuits” to bring power to homes and businesses throughout cities, towns and rural areas.
5. Transformers — the round “tubs” on power poles or the rectangular large green boxes on the ground — reduce the voltage even further so that it can be used in homes and businesses.
6. Large businesses and factories may have substations with very large transformers that deliver the power at the voltage they need to support their business.



ELECTRIC SYSTEM UPGRADES

Having reliable, affordable energy is more important today than it ever has been before. That's why Ameren Illinois is building a more modern electric delivery system to meet the needs of individuals and families throughout central and southern Illinois.

The landmark Energy Infrastructure Modernization Act of 2011 paved the way for added investments to build a high-tech "smart" grid. The Future Energy Jobs Act of 2016 bolstered the smart grid program while developing new energy programs and expanding wind and solar in the state's energy supply portfolio. Working within this constructive regulatory structure, the Illinois team has delivered improved reliability, customer savings, new jobs, and stability for local communities.



Infrastructure Improvements

Ameren Illinois is fortifying the electric grid throughout its 43,700-square-mile territory. These upgrades are improving service reliability and giving customers information they can use to take control of their energy usage and costs. Here are some of the ways

we are building a stronger, smarter electric delivery system:

- **Smart Meters** – Installed more than 1 million smart meters, two-way technology that can quickly detect system disruptions and restore service more quickly.

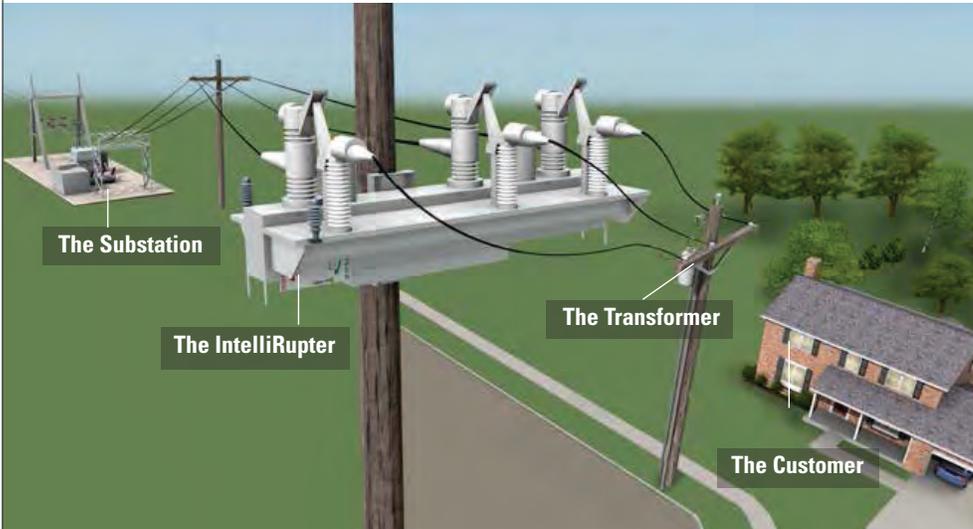
- **Voltage Optimization** – Ameren Illinois is adding sensors, controls, and communication systems to maintain consistent voltage levels throughout the entire circuit. Ameren Illinois plans to optimize more than 1,000 circuits by the year 2025.
- **Outage Detection Technology** – Smart devices, or Intellirrupters, detect faults on the electric system and determine whether power can be re-routed from another source. They work in tandem with other outage detection devices to isolate the outage and reduce the length of the disruption while reducing the number of customers who experience an outage.
- **Customer Convenience** – Smart technology is providing our customers with access to more choices for pricing options and energy efficiency tools to help them manage their energy usage and save on their monthly bills.
- **Storm Hardening** – Installation of composite poles, animal guarding, avian protection, and proactive undergrounding of the system is helping reduce outages caused by animals or severe weather.

To track our progress and learn about projects in your community, visit

[AmerenIllinois.com/Focus](https://www.amerenillinois.com/Focus).



ELECTRIC SYSTEM UPGRADES



Energy Infrastructure Modernization Act

In 2011, Illinois lawmakers approved the Energy Infrastructure Modernization Act, a progressive, performance-based approach to ratemaking that maintains strong regulatory oversight and makes monthly energy costs more predictable. The process holds utilities accountable for performance improvements and ensures that customers only pay for current, reasonable and prudent costs – as determined by the Illinois Commerce Commission.

Since 2011, Ameren Illinois has reduced electric delivery service rates seven times, and customers are paying less per month for electric service than they did in the year the Energy Infrastructure Modernization Act – or Smart Grid Bill – was enacted.

Outsmarting Outages

Deployment of the high tech “IntelliRupter” is just one way Ameren Illinois is building a smarter system to serve customers better. IntelliRupters are smart devices that can detect electric faults and determine appropriate “switching” to bring in power from another circuit. These actions, which literally occur in seconds, can dramatically reduce the number of customers who lose power. The device also automatically cuts off power to damaged or malfunctioning sections of a power line, so electric crews can make repairs in a more safe manner.

Since 2012, Ameren Illinois has implemented hundreds of projects, adding new technology and strengthening poles, wires and distribution equipment. As a result, **reliability has improved by an average of 22 percent and average outage duration is down by 16 percent.**

Paving the Way for a Clean Energy Future

Ameren Illinois is supporting the development of clean energy by installing new equipment and enhancing our existing infrastructure to enable wind and solar generators to safely connect to the grid – so our customers can take advantage of renewable energy no matter where they live.



SMART METERS

As part of a plan to accelerate upgrades to the electric grid, Ameren Illinois has installed more than 1 million smart meters at customer homes and businesses throughout its service territory. Now, customers have more information to help them better manage energy usage and costs.

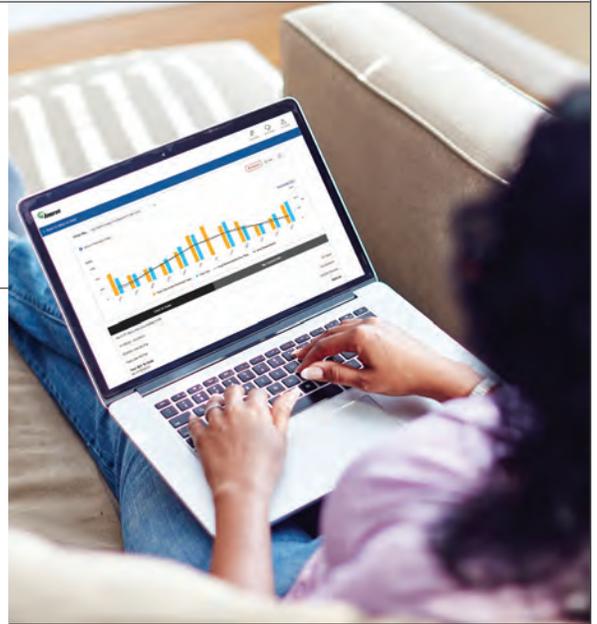
Customers can manage their energy usage at home or on the go with an online account, which allows them to:

- Sign up for cost and usage alerts
- Enroll in Peak Time Rewards®, a demand response program
- View real-time energy usage with a Home Area Network smart device
- Sign up for Power Smart Pricing, a day-ahead pricing program that helps customers save on energy usage by shifting the times they use it

The smart meter technology allows our electric and natural gas meters to collect 15-minute and hourly energy usage data, which is transmitted wirelessly to Ameren Illinois for billing.

Working with the network communications system, smart meters also deliver operational information to help Ameren Illinois detect and isolate outages so we can restore service more promptly — especially for service interruptions unrelated to storms.

To learn more, visit, [AmerenIllinois.com/SmarterOptions](https://www.amerenillinois.com/SmarterOptions).



Smart meters help
detect and isolate outages
so Ameren Illinois
can restore service more promptly.



TRANSMISSION LINE PROJECTS

As individuals and communities, we depend on reliable electricity every day. A large national network of interconnected transmission lines allows Ameren Illinois to deliver reliable power to homes, schools and businesses.

Transmission lines carry high-voltage electricity (100,000 volts and above) over long distances, from power plants to substations. At the substation, this high-voltage electricity is reduced to lower voltages so it can travel through the distribution system to your home or business.



Need for New Transmission Lines

We build new transmission lines for two primary reasons:

- To improve service reliability. Better reliability means customers experience fewer power outages and outages of shorter duration.
- To meet the growing need for safe, reliable electricity. New homes, stores, offices and factories – they all need electricity, and they all call on us to deliver it. In addition, consumers are using a growing number of electrically powered devices and equipment, which creates new demand for power.

How We Communicate

Ameren is committed to keeping customers and property owners informed about planned transmission projects – and to seeking their input. Before we build a new transmission line, we seek feedback from area residents, community leaders, landowners and other stakeholders. We do so in several ways:

- We host Community Forums, consisting of representatives of local government and organizations, where we provide complete project details and request input.
- We also host several public meetings in each affected county to discuss project details and seek input. All affected landowners are invited and community members are welcome.
- In addition, we hold special briefings for the local news media so we can inform a larger audience.
- We also create a website dedicated to each project and invite the public to contact us with questions and comments by email or telephone.

Route Selection & Project Approval

We evaluate potential routes for new transmission lines through a comprehensive process involving public participation and input. We carefully consider the input we receive as we develop proposed routes. We also consider input from agencies, as well as publicly available environmental and engineering data, and cost and design factors.

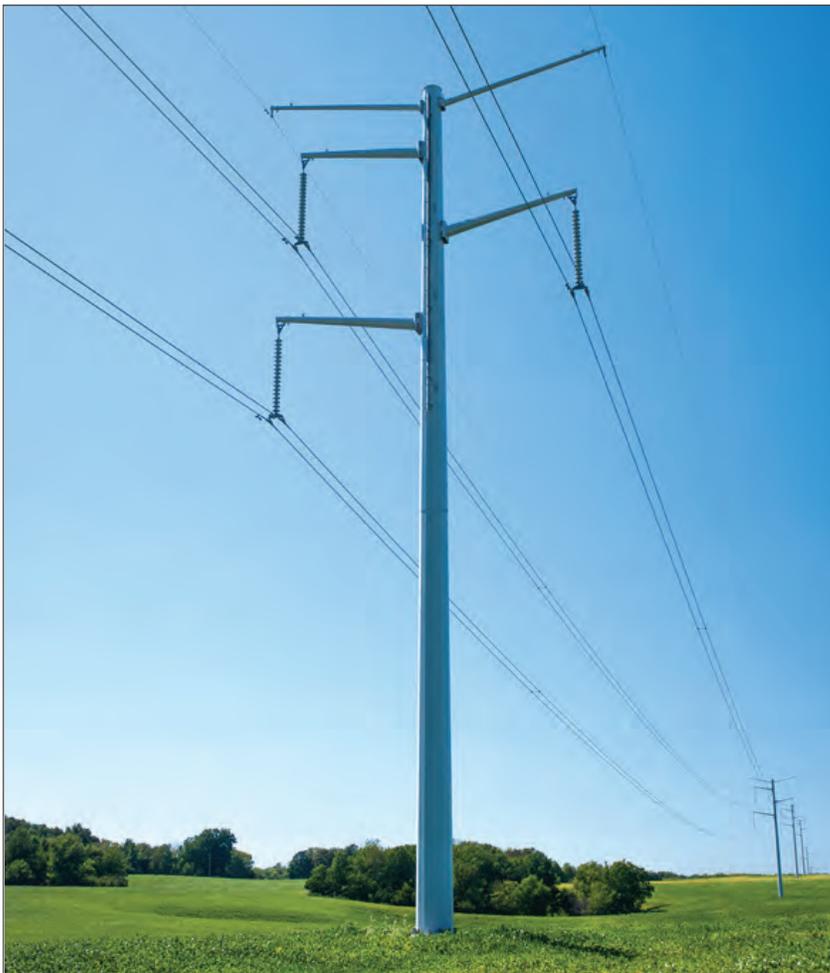
As required by law, our routing development process considers the impact the new line may have on the following:

- Airports
- Agriculture
- Cemeteries
- Cultural resources
- Conservation areas
- Daycare facilities
- Engineering & construction considerations
- Forest
- Recreational facilities
- Residences
- Schools
- Wetlands & streams

We typically develop a minimum of two routes – a primary and alternate route. These routes are part of the petition we file with the Illinois Commerce Commission (ICC), requesting review and approval of the project. Interested parties may become intervenors in the case and present evidence in support of, or in opposition to, the project or routing.

If the project is approved, the ICC will issue a Certificate of Public Convenience and Necessity no later than 150 days after the application is filed.

For more information on current transmission line projects, reference Ameren's 2020 annual report online at **[AmerenInvestors.com](https://www.amereninvestors.com)**.



Acquiring Easements

When we build a new transmission line, we need to secure an easement or other property right from property owners. Here's what property owners can expect:

- After we receive approval from the ICC to build the transmission line, we will contact landowners along the approved route to request a meeting to discuss project details, including proposed easement location, compensation and property restoration.
- We will request access to the property to conduct land surveys and studies.
- The transmission line will typically be located in the center of the easement. Property owners will retain full use and ownership of the property within the easement, although additional structures may not be built or trees planted within the easement.
- In some cases, we may request a temporary easement to facilitate transmission line construction. Property owners are compensated for temporary easements.
- When construction is complete, the land will be restored as close as possible to its pre-construction condition. Landowners will be compensated for crop compaction or any other damage that might occur.
- In rural areas, Illinois Department of Agriculture guidelines are followed. Every effort is made to avoid drainage tile lines. Damaged drainage tiles will be repaired.

Illinois Rivers Project

Ameren Transmission Company of Illinois (ATXI) has completed and energized its largest transmission line project. The 375-mile, 345,000-volt Illinois Rivers Project will provide greater energy reliability, increased transmission capacity and lower-cost energy from renewable sources for Midwestern families and businesses. The transmission line extends from Palmyra, Missouri, to Sugar Creek, Indiana.

For more information, or to view a map of the approved route, visit the project website at ILRiversTransmission.com.

McLean County Reliability Project

ATXI recently completed construction of a 10-mile, 138,000-volt transmission line to improve energy reliability to customers in McLean County. The new line connects the McLean County Substation and the upgraded Normal East Substation located near Normal, Illinois. Along with enhanced reliability, the new line and associated facilities support continued growth in the area.

About ATXI

The Illinois Rivers and McLean County Reliability Project transmission lines are projects of Ameren Transmission Company of Illinois (ATXI), a sister company of Ameren Illinois. Based in St. Louis, ATXI was formed in July 2010 to invest in electric transmission infrastructure and expand Ameren's transmission system.

MISO Membership

All of Ameren's operating companies, including Ameren Illinois, are transmission-owning members of the Midcontinent Independent System Operator (MISO) regional transmission organization. MISO operates a reliable energy market in 15 U.S. states and some parts of Canada and provides an independent platform for efficient regional energy markets. The Illinois Rivers Project and Spoon Rivers Project are part of a portfolio of Multi-Value Projects (MVPs) approved by MISO in 2011. The MVPs will facilitate the delivery of renewable energy, improve reliability, and provide economic and efficiency benefits. Since 2001, MISO has fostered wholesale electric competition in the region, created greater system reliability and established coordinated, value-based regional planning.

NATURAL GAS DELIVERY SYSTEM

Every day, more than 816,000 customers count on Ameren Illinois to deliver the natural gas they need. To keep natural gas flowing, Ameren Illinois maintains 18,500 miles of natural gas transmission and distribution mains, as well as 12 underground gas storage fields. Our complex natural gas delivery system is part of a vast national network.

To ensure the integrity of our natural gas pipelines, we rely on walking surveys, visual inspections by qualified technicians, internal inspection tools and hydrostatic testing. These help us plan and prioritize repair and replacement activities.



Did you know?

Gas is stored anywhere from 300 feet to 3,000 feet below ground. Our largest storage field can hold 7.6 billion cubic feet of natural gas, while our smallest stores approximately 143 million cubic feet.

Purchasing gas in the summer, when demand and cost are lower, enables Ameren Illinois to store it for later use in the winter.

From Producer to Consumer

The diagram below illustrates the journey of natural gas from the producer to the consumer.

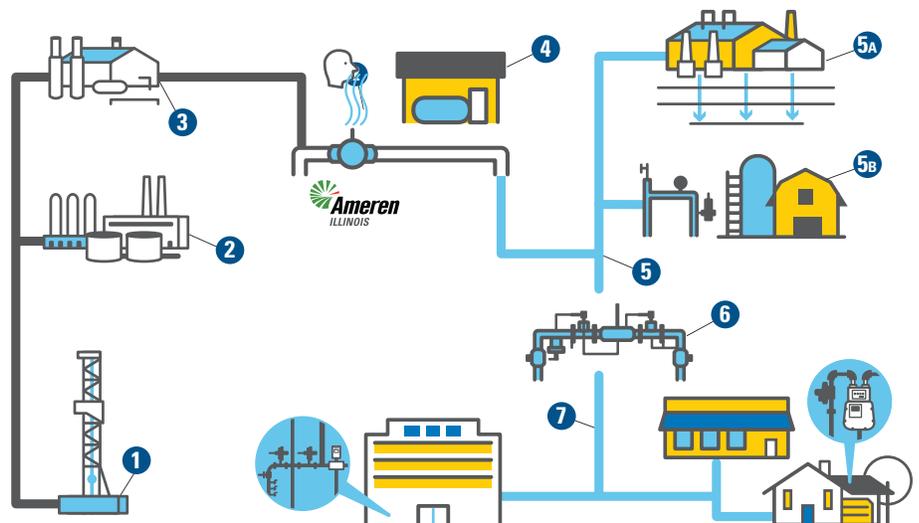
- 1. Wellhead:** Natural gas is extracted through wells drilled deep into the earth.
- 2. Processing Plant:** From the wellhead, a network of pipelines transports the raw natural gas to processing plants where impurities are removed.
- 3. Compressor Stations:** After processing, natural gas is transported by transmission pipelines to compressor stations, where pressure is boosted to keep the gas flowing.
- 4. Gate Station:** Local distribution companies like Ameren Illinois purchase natural gas at gate stations and begin reducing the pressure. Here, an odorant called mercaptan is added to the natural gas to give it that distinctive rotten egg smell that makes leaks more easily detectable.
- 5. High-Pressure Pipelines:** From the gate station, odorized natural gas is sent either to storage fields or to customers.
 - 5A. Storage Field:** Some natural gas is stored underground in warmer months when demand is lower, then drawn out in colder months when demand is higher.



5B. Farm Tap: Used in rural areas, farm tap regulators reduce the pressure of natural gas for two or fewer services, such as a farm house or grain dryer.

- 6. Regulator Station:** Odorized natural gas travels through the high-pressure pipelines from the gate station to regulator stations, where the pressure is reduced again for distribution to a specific area.

- 7. Natural Gas Customers:** Distribution piping for homes and businesses travels from regulator stations on lower pressure pipelines. Another regulator at the house meter reduces the pressure even further before it enters the home's piping. At businesses, a regulator at a meter-set also reduces the final pressure to the setting required by the natural gas burning equipment and/or appliances.



NATURAL GAS SYSTEM UPGRADES

Ameren Illinois is committed to keeping pace with new technologies and changing customer needs. We are always looking for new ways to keep energy safe, affordable and reliable for the communities we serve.

Under the Natural Gas Consumer Safety & Reliability Act of 2013, Ameren Illinois is accelerating its efforts to strengthen the integrity, safety, and reliability of the natural gas delivery system. To protect consumers, the Act maintains strong regulatory oversight and holds gas utilities accountable for meeting performance-based goals.

Here are some of the ways we are building a stronger, smarter natural gas delivery system:

- **New, Leak-Resistant Piping.** Ameren Illinois is replacing mechanically coupled steel mains and services with new, high-performance polyethylene pipe. The new pipe is fused at pipe couplings and poses less risk of leakage.
- **Remote Monitoring Technology.** Installation of remote pipe corrosion monitors allows utilities to proactively address pipe degradation before it leads to leaks.
- **Smart Meters.** Ameren Illinois completed upgrades to more than 825,000 gas meters in 2019. Through two-way communication, advanced metering technology allows the utility and customers to access detailed data on gas usage and significantly reduces estimated billings.
- **High-Pressure Transmission Pipeline Upgrades.** Ameren Illinois is upgrading vintage steel pipes with higher-strength, modern steel pipes that serve as the backbone of the company's gas transmission system. The replacements will target select sections of piping throughout our service territory.
- **Regulator Station Upgrades.** Ameren Illinois is upgrading dozens of regulator stations where gas is received from interstate pipeline companies. The upgrades will allow us to improve the performance and efficiency of our gas transmission systems by allowing pipes to safely operate at maximum capacity.



Ameren Illinois is accelerating its efforts to **strengthen the integrity, safety, and reliability** of the natural gas delivery system.



ENERGY & THE ENVIRONMENT

Balancing the needs of our environment, our customers and our economy is important to all of us at Ameren Illinois. As a distribution company for electricity and natural gas, we do not own generating stations, but we support the efforts of Illinois legislators to ensure a reliable supply of energy from a diverse set of resources, including renewable energy. These efforts help preserve the environment, while also ensuring that energy is available when our customers expect it.

Ameren Illinois is living up to expectations under the Energy Infrastructure Modernization Act by installing technologies that enhance reliability, improve efficiency and provide customers with real-time data associated with their energy usage. And we are achieving these results without significant cost increases to customers. Furthermore, our energy efficiency programs for both electricity and natural gas are providing cost savings to customers and helping to build a legacy of environmental stewardship.

TARGETING SUBSTANTIAL REDUCTIONS IN CARBON EMISSIONS (From 2005 levels)

35%

REDUCTION BY 2030

50%

REDUCTION BY 2040

80%

REDUCTION BY 2050

Renewable Energy

Ameren Illinois supported the original adoption of the Illinois Renewable Portfolio Standard (RPS) law and the recent RPS modifications made under the Future Energy Jobs Act, which became effective on June 1, 2017. Through procurements overseen by the Illinois Power Agency and approved by the Illinois Commerce Commission, we have met or exceeded the annual RPS requirements since the law took effect — and this has been accomplished at a cost below the levels prescribed in the legislation.

The future is even brighter for renewables as the Future Energy Jobs Act further enhances in-state development of these energy sources. And while the Illinois Power Agency is responsible for designing future procurements, we expect the legislation will result in a diverse pool of renewables that includes large-scale and small-scale systems of wind and solar, as well as community solar that directs a portion of the benefit to low-income customers.



Ameren Illinois Microgrid

FLEET SUSTAINABILITY

Ameren Illinois is committed to reducing the greenhouse gases produced by the operation of our fleet vehicles and to diversifying our fleet to include a number of alternative fuel vehicles.

To achieve these goals, we are implementing several strategies, including increased use of alternative fuel vehicles; incorporating alternative fuel sources such as compressed natural gas; and reducing overall fuel consumption through changes in driver behavior — for example, idle reduction and route optimization.



We expect these strategies to **reduce our fleet's total carbon dioxide production** by as much as **7.5 million pounds by 2021**.



ELECTRIC VEHICLES

Ameren Illinois' vision is to lead the way to a secure energy future. Supporting plug-in electric vehicle (EV) technology is one way we are bringing that vision to life.



Benefits of Electric Vehicles

Electric vehicles bring many benefits to consumers and the environment, including:

- **Lower “Total Cost” of Ownership** – While the initial purchase price of an electric vehicle may be higher than a comparable gasoline or diesel vehicle, lower maintenance and fueling costs, coupled with federal and state incentives, have made many of today’s electric vehicles competitive in cost. And it is expected that initial purchase price of an electric vehicle will soon be comparable to a gasoline or diesel vehicle.
- **Positive Environmental Impact** – Electric vehicles have a net positive impact on the environment by reducing tailpipe exhaust, regardless of the electric generation source. EVs are the only vehicles that get cleaner as they age, as Illinois and other states increasingly transition to cleaner, renewable energy sources.
- **EV Performance Benefits** – Electric vehicles provide quiet, smooth operation, stronger acceleration, and are fun to drive.
- **Independence from Foreign Oil** – The electricity needed to recharge electric vehicles is produced in the U.S., in contrast to the mix of foreign and domestic oil it takes to power today’s gas- and diesel-powered vehicles.
- **Economic Development** – From manufacturing batteries and vehicles to building necessary infrastructure, the more widespread adoption of electric vehicles will bring economic benefits to communities. A prime example is the new Rivian electric truck manufacturing plant in Normal, Illinois.

Plugging into the Future

An abundant, reliable supply of electricity is critical for the success of plug-in electric vehicles. Ameren Illinois is working to ensure our system is ready for widespread use of these vehicles in the future. We are also considering alternative rates for charging electric vehicles and potential incentive programs to help customers purchase and install charging equipment.

We will work with a variety of organizations and civic leaders to help the communities we serve prepare for the anticipated adoption of electric vehicles. Visit [AmerenIllinois.com/EV](https://www.amerenillinois.com/EV) to learn more and connect to savings calculators, special offers, and more.

Electric School Buses

Ameren Illinois is eager to partner with school districts to expand the use of electric school buses in our service territory — and funding may be available to do so.

Working with the Illinois Environmental Protection Agency (IEPA), we support efforts to bring the economic and health benefits of electric school buses to school districts, students, and communities in downstate Illinois. Learn more and find funding opportunities at [AmerenIllinois.com/ElectricBus](https://www.amerenillinois.com/ElectricBus).





Hourly Pricing May Drive Savings

Anyone planning to purchase an electric vehicle may want to consider hourly electric supply pricing for charging. An hourly, “real-time pricing” option is available to all Ameren Illinois electric customers. The company also offers an enhanced Power Smart Pricing option for residential customers. This energy supply option allows customers to pay an hourly price for electricity, which varies based on market supply and demand, but is typically lower during the overnight hours. Hourly prices are posted by 5 p.m. the preceding day, which allows you to charge electric vehicles at times when electric supply prices are lowest.

Installer Certification

All entities that install electric vehicle charging stations or in-home charging equipment must be certified by the Illinois Commerce Commission.

The **cost of fueling an electric vehicle** is generally **two to three times cheaper** than a conventional vehicle. And you never have to visit a gas station!

Planning to plug in to EVs? Let us help.

From family vehicles to corporate fleets, if you’re planning to purchase an electric vehicle or install a charging station, call Ameren Illinois at **1.888.659.4540** first. We will provide a free assessment to ensure the grid serving you has the capacity to accommodate charging.

Helpful Resources

- Visit [AmerenIllinois.com/EV](https://www.amerenillinois.com/EV) for Electric Vehicle resources and education, including EV incentives and resources, public charging station locations, and more.
- Compare the cost of driving with electricity in your area: energy.gov/maps/egallon
- Find federal and state laws and incentives for alternative fuels and vehicles, air quality, fuel efficiency, and other transportation-related topics: afdc.energy.gov/laws/

COMMUNITY SOLAR

The Future Energy Jobs Act (FEJA) paves the way to significantly expand access to renewable energy for Illinois residents, businesses, and community groups. One provision — known as “Community Solar” — allows Ameren Illinois customers to purchase renewable energy from a qualifying generator anywhere in Ameren Illinois service territory — without having to install solar panels or other renewable generation on their own homes or businesses.

How it Works

Participating customers subscribe with third-party generator owners for a portion of the renewable energy produced by that generator. These subscriptions are portable (can be used anywhere in Ameren Illinois territory) and transferrable (subscriptions can be sold or given to other participants) under terms and conditions agreed upon between the generator owner and the customer.

What's Next

Since FEJA was approved, Ameren Illinois has seen a rapid increase in the number of inquiries from solar developers wanting to connect their facilities to our grid. We've developed a web-based portal for community solar generators to make it easier for subscribing customers to have the renewable generation portion of their energy usage deducted from their monthly bills. We're also meeting with developers and local community officials to help pave the way for completion of these projects.

In the meantime, Ameren Illinois will be available as a neutral expert to help educate customers about Community Solar and the potential for cost savings. For the latest information, visit our website at [AmerenIllinois.com/Renewables](https://www.AmerenIllinois.com/Renewables).



AMEREN MICROGRID

Ameren is proud to own and operate one of the most technologically advanced microgrids in North America. As more businesses and individual customers seek energy self-sufficiency, the microgrid, located at our Technology Applications Center in Champaign, is helping to pave the way for the future of energy.



Where Innovation Meets Energy

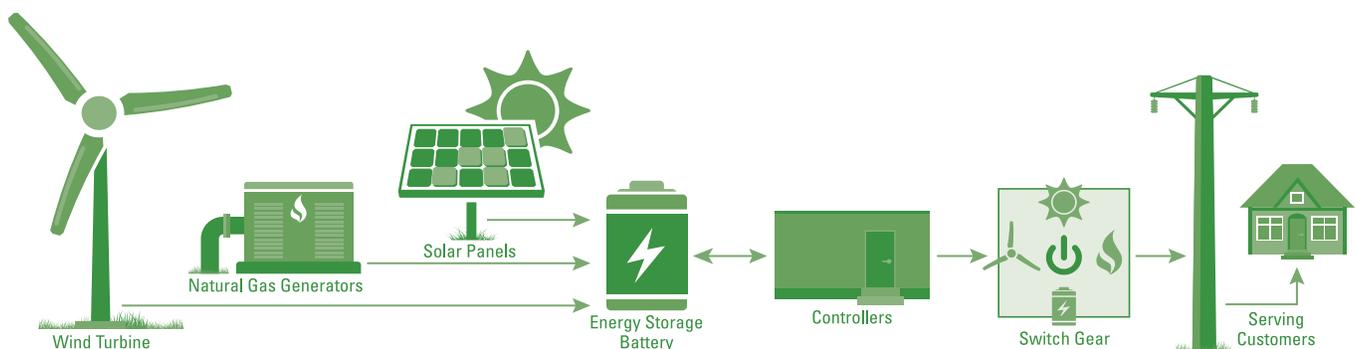
Our microgrid allows Ameren to test the use of clean, renewable energy sources with advanced automation and battery storage. The microgrid features a wind turbine, solar panels, a natural gas generator and a complex system of batteries that capture the energy produced and ready it for distribution onto the larger grid. Ameren's microgrid can produce up to 1,475 kilowatts and is powering nearly 200 homes and businesses in Champaign.

Lessons Learned

Since our state-of-the-art testing facility began operation in 2017, Ameren has learned some valuable lessons for Illinois' energy future:

- **Battery Storage:** Large battery energy storage systems (BESS) will be critical to meeting the state's goal of 100 percent renewable energy by 2050. The microgrid BESS has already yielded results in educating Ameren Illinois on the complexity and safe operation of this key electric distribution system asset.
- **Solar Fields:** This is another key technology to the state's renewable energy goal. Like the BESS, the microgrid has been a source of learning and training on the safe, reliable operation and control of solar field inverters. The solar field will also help validate Ameren's ability to commission inverters that meet the new Illinois smart inverter specification.
- **Automated Restoration:** The microgrid has become a key asset in the integration and testing of emerging utility system control protocols with restoration automation devices that are widely deployed across the Ameren Illinois electric distribution system.

As renewable options such as solar become more widely available, more customers will have the option to generate their own power. Lessons learned from our microgrid will ensure that Ameren Illinois is ready to help.



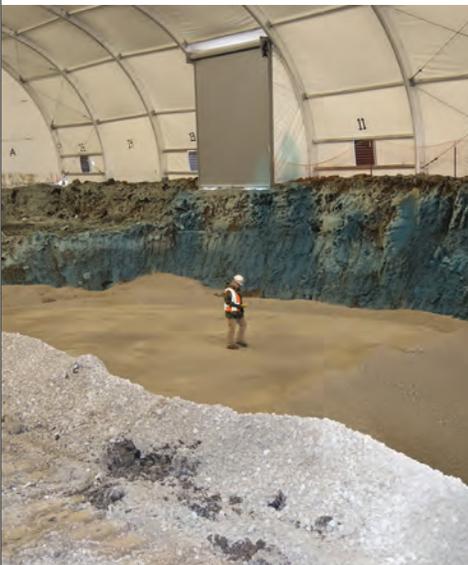
The award-winning Ameren Illinois microgrid produces energy through three sources: a wind turbine, natural gas generators and solar panels. That energy can be stored in the microgrid's battery before being distributed to actual customers on the larger grid.

MANUFACTURED GAS PLANT REMEDIATION

Beginning in the 1850s, manufactured gas plants (MGPs) were built in cities throughout Illinois. These plants produced gas by heating coal or oil. The gas was used for lighting, cooking and heating. The MGPs were closed as natural gas became widely available.

As the MGPs were closed, equipment was removed and buildings were razed. However, some byproducts – primarily coal tar – remained buried on the site. While this was in accordance with the practices of the time, today these byproducts must be located, identified and removed. Ameren Illinois conducts MGP site investigations and cleanups in accordance with the Illinois Environmental Protection Agency's Voluntary Site Remediation Program.

For additional information, contact Brian Bretsch at **1.618.343.8087** or **bbretsch@ameren.com**.



Illinois MGP Site Status as of February 1, 2021

- Cleanup in progress
- Cleanup is in planning

AVIAN PROTECTION PROGRAM

Ameren Illinois cares about the world we live in, and our Avian Protection Program is one way we are building a legacy of environmental stewardship.

Every year, our Avian Protection Program saves dozens of birds of prey – as well as other wildlife – from potentially deadly encounters with power lines and other energized equipment. Along with protecting birds, the program helps reduce the number of power outages caused by animal interference, so we can provide the reliable energy our customers count on.

Our plan includes protective equipment such as flight diverters and insulating covers on wires and new pole-mounted transformers. Ameren Illinois has also implemented “avian safe” construction standards to ensure that all new construction allows eagles, hawks, owls and other large birds of prey to land on a line and spread their wings — safely.



It is against the law to handle an eagle or protected

raptor – dead or alive. If municipal workers encounter an injured or dead raptor while on the job, they should not touch or move it. Call the Ameren Illinois Customer Service Center at **1.800.755.5000** and we will act as a liaison with the U.S. Fish and Wildlife Service and private raptor rehabilitation groups.



Working with the Illinois Department of Natural Resources (IDNR), Ameren Illinois crews have helped to relocate Osprey nests that have been built on power poles that could pose a danger to the birds of prey and their young chicks. Crews installed 85 foot poles with platforms provided by IDNR in hopes of attracting these birds to a new nesting facility.



Visit us at [Facebook.com/AmerenIllinois](https://www.facebook.com/AmerenIllinois)

Follow us on Twitter [@AmerenIllinois](https://twitter.com/AmerenIllinois)

