



Guidelines for

Residential Requests for Electric Service

Ameren's Responsibility as the Electric Delivery Company

As the electric delivery company, Ameren will:

- Reserve the right to determine proper meter location.
- Determine the point of delivery — the location where the company's facilities end and the customer's begins. This will typically be no further than the midpoint on the side of the house nearest the direction the company's service extension will enter the property.

Note: The service extension is designated as the portion of the company's facilities that are on the customer's property and installed for the sole use of serving the customer.

- Install and maintain the electric service to the point of delivery.
- Determine what charges may apply. Generally, for permanent service, up to 150 feet of overhead or up to 100 feet of underground single-phase service will be installed and maintained at no charge provided the point of delivery is no further than the midpoint.
- Call JULIE before installation: 1-800-892-0123.
- Supply and install the electric meter.
- Terminate customer service cables on company equipment or conductors.
- Install and maintain up to 250 feet of single-phase overhead or underground line extension at no charge.

Note: The line extension is designated as the company's facilities that are not on the customer's property and can be used to serve multiple customers.

Your Responsibility as an Ameren Customer

As an Ameren customer, it is your responsibility to call the Ameren Contact Center for your new service at:

For AmerenCIPS1-888-789-2477
For AmerenCILCO (Peoria area)1-309-693-4694
For AmerenCILCO (Springfield/Lincoln) ...1-217-735-6920
For AmerenIP1-800-892-7715

Following your initial contact, you will be contacted by an Ameren representative regarding a suitable location for point of delivery, meter location, scheduling, applicable charges and customer requirements. It is important to follow these guidelines as you get started:

- Metering facilities must be permanently accessible to the company.
- Use only Ameren-approved meter base, enclosure or socket.
- The electric meter shall be at least three feet horizontally from the gas meter installation.
- Secure all required permits and inspections.
- Customer-installed service equipment shall meet Ameren's standards, as well as all local codes, ordinances and inspection authority requirements, or the latest National Electric Code, whichever is applicable.
- The customer is responsible for all clearing, grading and cost of rights of ways or easements. The proposed route of all electric distribution lines and services must be free of construction materials, debris and spoil and be within 6 inches of final grade before the facilities are installed.

- Locate and clearly mark all customer-owned underground facilities such as septic tanks and laterals, water and irrigation lines, gas lines, electric lines, etc. Ameren is not responsible for damage to unmarked facilities.
- Customers are responsible for the care of company facilities located on their property.

Follow these guidelines for overhead service:

- The point of delivery is typically the customer’s weatherhead.
- Provide adequate height of attachment.
- Provide adequate clearances.
- Provide adequate anchorage to structure for service wires and service equipment. Take into account ice and wind loading.
- Provide all customer-owned service cable from the meter socket with a minimum of 36 inches of wire extending out of the weatherhead.
- Provide either a refundable deposit or a non-refundable charge for any footage in excess of the 250 feet of single-phase overhead or underground line extension.
- Provide a non-refundable charge for all company supplied service footage from the customer’s property line to the midpoint on the side of the house nearest the direction the company’s service extension will enter the property or that is in excess of 150 feet (see “single-phase extension” \$/ft below).

Follow these guidelines for underground service:

- The point of delivery is typically the customer’s meter socket.
- Provide a non-refundable charge for all company supplied service footage from the customer’s property line to the midpoint on the side of the house nearest the direction the company’s service extension will enter the property or that is in excess of 100 feet (see “single-phase extensions” \$/ft below).
- Customers have the option to supply and install conduit per company specifications from the customer’s property line to the point of delivery. Customers who choose this option will be allowed up to 250 feet at no charge and can avoid the overhead to underground conversion charge. The company will supply and install cable in the conduit with a rating exceeding 600 volts in the conduit.
- Install customer’s service cable from the customer’s main disconnect to the company’s point of delivery.

Typical Charges for Single-Phase Service

Single-phase extensions (overhead or direct burial) - refundable	\$9.00/ft
Single-phase line extensions (overhead or direct burial) - non-refundable.....	\$6.00/ft
Conversion from overhead to underground (<600V).....	\$850.00
Conversion from overhead to underground (>600V)	\$1,750.00
Excess boring	\$700 per boring setup plus \$12.50/ft
Temporary overhead service drop up to 400A.....	\$250.00
Temporary overhead transformer up to 25KVA	\$1,500.00
Temporary underground service connection.....	\$200.00
Cable pulling in customer installed conduit	\$5.00/ft

Other charges may apply depending upon job specific circumstances.

Charges for three-phase service will be based on the company’s costs.

All standard charges are subject to periodic review and revision.