



NEW WEB FEATURES

HOW CAN I BETTER CONTROL MY ENERGY USAGE AND COSTS?

An online account is one of the easiest ways to control energy usage and costs. Ameren Illinois has added new account features to make understanding and managing energy usage easier. Sign up or log in now to review energy information and create an energy savings plan.

WHAT ARE THE BENEFITS OF AN ONLINE ACCOUNT?

With an online account, all of your energy information is at your fingertips, helping you make informed and timely decisions about your energy usage and costs. With an online account, you can now review:

- Monthly, daily or hourly energy usage data, based on your meter type
- Energy usage percentages by common household items
- Energy usage comparison to similar customer home profiles in your area per billing cycle
- Personalized tips for simple ways to reduce your energy bill

HOW CAN CUSTOMERS SIGN UP FOR AN ONLINE ACCOUNT?

Registering for an online account is quick and easy. You'll need your account number, which can be found on your most recent bill. Simply:

1. Go to <http://www.ameren.com/illinois> and register using your account number
2. Locate a white box on the left side of the web page entitled "My Account"
3. Click the green "Register" link to open a new page where you will enter your information and create a User ID and password
4. Be sure to check the three boxes at the bottom of the page
5. Click the "Continue" button with the green border at the bottom of the web page
6. Log in to your secure online account
7. Once inside your account, look for the three new tabs near the top of your page

NOT SEEING THE NEW ENHANCED WEB FEATURES?

You should first check your web browser for compatibility issues. If you are using Internet Explorer version 8 (IE8), you must upgrade the browser to ensure the new features display accurately. Ameren Illinois recommends using Internet Explorer version 9 or higher, Firefox, Chrome or Safari.



WHAT FEATURES CAN BEST HELP ME CONTROL AND MANAGE COSTS?

You now have three new tabs, **Manage My Energy**, **Bill History** and **Usage**, that contain several energy usage features and offer simple steps to help manage related costs.

Manage My Energy – Review all of the important features from your most recent bill, including bill highlights, how energy was used in the past billing cycle (based on a completed Home Energy Profile), how your energy usage compares to similar customer home profiles in your area and personalized ways to reduce your bill.

Bill History – Access the previous 24 months of bill data to view bill history by service type (electric or natural gas), see usage data and review your bill images from the last 13 months.

Usage – customize and view your energy usage in easy-to-read online charts. The energy usage data displayed will depend on your meter type:

- Hourly energy usage data for customers with advanced electric and natural gas (AMI) meters
- Daily energy usage data for customers with automated electric and natural gas (AMR) meters
- Monthly data for customers with manually read meters

IS MY COST AND ENERGY USAGE INFORMATION DISPLAYED IN MY ACCOUNT IN REAL-TIME?

No, none of the information is displayed as real-time data. The type of energy data and timing it appears in your account depends on your meter type:

- If you have an advanced (AMI) meter, you can view hourly usage data up to midnight from the previous day after 10 a.m.
- If you have an automated (AMR) meter, you can view daily usage data up to midnight from the previous day after 4 p.m.
- If you have a manually read (legacy) meter, you can view monthly usage data

Unsure of your meter type? Call Customer Service at 1-800-755-5000 for assistance.



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HOW CAN I GET THE MOST VALUE OUT OF THE NEW ONLINE ACCOUNT FEATURES?

You can make wiser energy choices with these new features:

- **Home Energy Profile**– Complete this simple online form with relevant details about your home to personalize the energy usage displays on the Manage My Energy tab
- **Energy Savings Plan** – Find the Ways to Save tab, under the Home Energy Profile, to create your Energy Savings Plan. Select one of four lifestyle themes for quick, easy-to-implement home improvement suggestions. Then create a plan based on how much you wish to save and how much time you have.
- **Green Button** – Securely download your energy usage information from the Home Energy Profile or the Usage tab for use with third-party vendors and apps to further support energy efficiency projects at home

IS MY PERSONAL INFORMATION PROTECTED?

Ameren Illinois always treats personal information and data about our customers as highly confidential. We will never disclose personal information without a customer's permission, except for official Ameren Illinois business or as required by law.

WHERE CAN I GET MORE HELP WITH MY ONLINE ACCOUNT?

Be sure to check out our video on navigating the new tabs in the online accounts. If you need more assistance, call Customer Service at 1-800-755-5000 for any questions related to the new online account features.