



IN YOUR NEIGHBORHOOD

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SMALL BUSINESSES & NONPROFITS: THE BACKBONE OF OUR COMMUNITIES

From restaurants to flower shops, and schools to senior centers, the COVID-19 pandemic was a challenging time for many small businesses and non-profits. As the Illinois economy began to reopen in June, Ameren Illinois provided funding to help these organizations on the road to recovery. Our Non-Residential Hardship Program offered qualifying non-profit organizations and small businesses with energy assistance grants up to \$500.

2020 REPORT HIGHLIGHTS OUR SUSTAINABILITY STORY

As we power the quality of life in the communities we serve, we are doing our part to protect and preserve the environment.

We continuously evaluate and evolve to introduce more clean, renewable and low-carbon energy options, reduce our impact on the climate, reduce water usage and promote wildlife habitats.

Read more in our 2020 sustainability report at Ameren.com.

COVID-19 Recovery: We're here to help

At Ameren Illinois, we know the economic hardship that many of our customers are facing as a result of the COVID-19 pandemic. Individuals and families from all walks of life, including many who have never missed a bill payment of any kind, may have fallen behind on their energy bill because of job loss, temporary furlough, or other economic circumstances related to COVID-19.

We have taken actions to protect the safety of our co-workers, customers and communities while continuing to deliver reliable energy to homes and businesses. We also launched our COVID-19 Economic Hardship Recovery program to provide customers with a step-by-step plan for getting back on track.

You are encouraged to visit AmerenIllinois.com/Recovery or call **1.800.755.5000** for information on available grant funding and flexible repayment programs. This is an unprecedented time for all of us, but Ameren Illinois is here to help. Please take action today.

Ameren is targeting substantial reductions in carbon emissions
(from 2005 levels):

35%
REDUCTION
by 2030

50%
REDUCTION
by 2040

80%
REDUCTION
by 2050

BUILDING A STRONGER GRID IN RICHLAND COUNTY

As part of our statewide plan to build a cleaner, greener, more resilient grid, Ameren Illinois is taking steps to update the energy delivery system in Richland County.

Along Illinois Route 250, Ameren Illinois crews are installing approximately 115 power poles and nearly five miles of power lines. To “storm harden” the system, every fifth pole will be made of composite fiberglass, which is able to better withstand high winds during storms.

This \$2.6 million project will enhance service reliability for nearly 600 customers in Noble and the Village of Clay City.



Crews, working on behalf of Ameren Illinois, string new power lines along Illinois Route 250.



Don't be fooled by scammers

While many activities came to a halt during the COVID-19 crisis, scammers did not slow down. In many popular scams, criminals pretend to be Ameren Illinois representatives and threaten to disconnect utility service unless they receive immediate payment or personal information.

Follow these tips to protect yourself from scams:

- Do not give the caller or visitor a prepaid card, such as a Green Dot card, or any other form of payment they demand.
- Never provide personal information such as bank account numbers, user names and passwords, credit card numbers, or Social Security numbers.
- Never call a scammer back at the phone number they give you or use redial on your phone.
- Delete all suspicious emails that require immediate action to verify or demand personal information.
- If you think you have been contacted by someone impersonating Ameren Illinois, hang up the phone, or close the door, and call Ameren Illinois at **1.800.755.5000**.

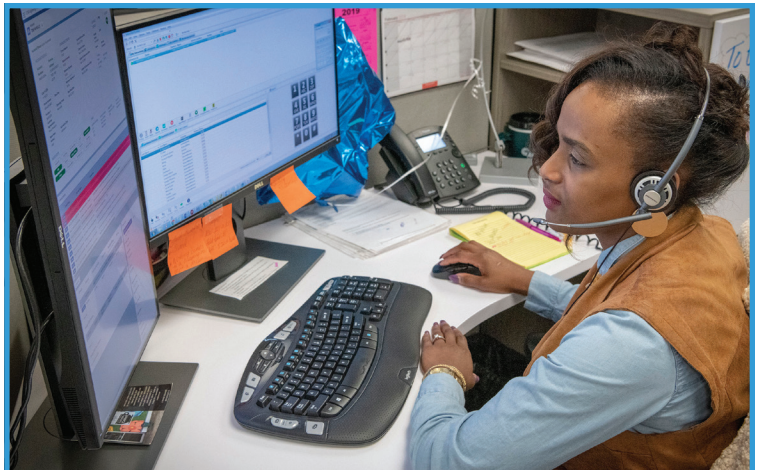
Learn more at **[AmerenIllinois.com/Scams](https://www.AmerenIllinois.com/Scams)**.

MACON COUNTY PIPELINE UPGRADE NEARS COMPLETION

A major natural gas transmission pipeline project is nearing completion in the Decatur area. The \$7 million project is part of Ameren Illinois' plan to modernize the energy delivery system across our service territory.

In June, Ameren Illinois crews began installing the final mile in a four-mile segment of modern, 10-inch steel pipeline that runs from our delivery station in Elwin to the south end of Decatur. The newer pipeline replaces vintage steel natural gas transmission pipeline dating back to the 1930s.

Work is expected to be complete by the end of September and will help us prepare to meet the future needs of our natural gas customers. The project also supports economic development for communities in and around Decatur and Macon County.



Ameren Illinois ranked one of America's top consumer-friendly utilities



Ameren Illinois has been ranked as one of America's top consumer-friendly utilities in an independent survey conducted by Escalent. Of 140 utilities studied in the survey, those with easy-to-use phone and digital services scored the highest in customer satisfaction. Ameren Illinois ranks in the top group of 42 large utilities with reputations for residential customer responsiveness.

Residential customers who gave us high scores on the "Customer Effort Index" said Ameren Illinois met or exceeded their expectations for ease in obtaining service, information, and offerings.

In addition to 24/7 customer care center operations and local pay-in-person locations, Ameren Illinois offers many digital-friendly services for the tech-savvy consumer. Customers have easy access to online account information, electronic bill pay and outage alerts, as well as immediate social media response on both Facebook and Twitter. Customers also have access to energy efficiency incentive programs and discounted products at **[AmerenIllinoisSavings.com](https://www.AmerenIllinoisSavings.com)**.



AMEREN RECOGNIZED FOR DIVERSITY & INCLUSION

Ameren has once again been recognized by DiversityInc® for creating an inclusive workplace, supporting the diverse communities it serves and developing strong partnerships with diverse suppliers. Overall, Ameren received honors in three areas:

- For the 12th consecutive year, Ameren was ranked as one of the nation's top utilities for diversity and inclusion.
- For the third year in a row, Ameren was ranked among the Top 10 regional companies — and was the only utility to appear on the regional list.
- For the first time, Ameren made the Top 10 Board of Directors, representing companies in all industries.

Managing home energy use: A DIY job

From laundry and lighting to TV and gaming systems, the Stay at Home Order meant many families were using more energy in their homes. The steps you take today can save energy for years to come. These simple do-it-yourself tips can help you get started:



- Switch to ENERGY STAR® certified LED lighting, which uses 75 percent less energy and lasts up to 25 times longer than standard incandescent bulbs.



- Adjust your thermostat setting to 76-78 degrees Fahrenheit in the summer and 68-69 F in the winter. Better yet, use a smart thermostat to help you save up to \$180 a year.



- Turn your water heater setting down to 120 F.
- Only run full loads in the dishwasher and laundry machine and use warm or cold water rather than hot.



- Install advanced power strips to reduce standby power — the energy used by electronics while they are turned off.



- Replace the air filter so your cooling unit operates more efficiently.



- Use fans to cool your home on milder days.
- Find more tips and great offers on energy-saving products at **AmerenIllinoisSavings.com**.

ENJOY FREE SHIPPING ON ENERGY-EFFICIENT PRODUCTS

To help customers impacted by the COVID-19 health crisis, we're offering free shipping at our online store. That means it's more affordable than ever to make your home more energy efficient. And when you use less energy, you spend less on your monthly bill.

Along with free shipping, our online store offers deep discounts on energy-saving products for your home, from LED lighting to advanced power strips. Start saving today at **AmerenIllinoisSavings.com/Marketplace**.

