

# IMPORTANT CUSTOMER INFORMATION



**For our residential customers, we will return to regular policies regarding disconnecting for nonpayment and assessing late fees on August 3, 2020. We will continue to support customers in need with expanded payment options and energy assistance through our community partners.**

**If you have questions about your account or would like to make payment arrangements, please don't wait!  
Go to [AmerenMissouri.com](https://www.AmerenMissouri.com) or call us at 1.800.552.7583.**



## ENERGY ASSISTANCE PROGRAMS

Ameren Missouri offers a variety of programs to help our customers in need. If you are behind on your energy bill, we will work with you to set up a payment plan or advise you of assistance in your area.

### **Low Income Home Energy Assistance Program (LIHEAP)**

Administered by the Missouri Department of Social Services. Eligible customers can receive up to \$800 in the winter and \$300 in the summer. To apply, call 1.855.373.4636.

### **HeatUpMissouri.org or CoolDownMissouri.org**

Energy assistance and air conditioners for elderly, physically disabled residents and income-eligible. Visit the website to apply.

### **Keeping Current**

This payment assistance program helps make paying your energy bill more affordable. It includes a monthly bill credit and past due balance reduction with on-time payments.

### **Keeping Cool**

This program provides an electric bill credit of \$25 in June, July and August for 2 years.

### **Dollar More**

The Ameren Missouri Dollar More program assists families with their home energy costs, through voluntary and company donations. Visit the website to donate to the program or apply for assistance.

To learn more or find a list of agencies near you, visit  
**AmerenMissouri.com/EnergyAssistance** or **call 1.800.552.7583.**