

## Claims Process for Certain Power Interruptions or Fluctuations

Ameren Illinois takes providing our customers with reliable power seriously. We continue to make investments in our electric infrastructure to reduce the number of and duration of power outages and improve the quality of energy we deliver to our customers. However, should certain causes of power interruptions, outages, surges or other fluctuations occur, Section 16-125 (e) or (f) of the Illinois Public Utilities Act may allow customers to receive payment for actual damages resulting from:

- Continuous power interruptions or outages of four hours or more that affect more than point eight percent (0.8%) of customers; or
- Power surges or other fluctuations that affect more than point eight percent (0.8%) of customers

Ameren Illinois may not be required to make payments for actual damages when the power interruption, surge, or other fluctuation is caused by:

- Unpreventable damage resulting from weather events or conditions
- Customer tampering
- Unpreventable damage resulting from civil or international unrest
- Unpreventable damage caused by animals
- Damage to equipment caused by an individual who is not an Ameren Illinois employee, agent or contractor

### Claim Assessment and Processing

- Ameren Illinois will send the customer written confirmation that it received the customer's Claim Form shortly after receiving a claim.
- Ameren Illinois will determine whether the claim arises from a qualifying interruption, outage, surge, or other fluctuation. Ameren Illinois will determine whether it believes any of the statutory exemptions apply.
  - If none of the exemptions apply, the claim will be processed.

- If one or more of the exemptions apply, then Ameren Illinois may deny the claim or request a waiver from the Illinois Commerce Commission (ICC). Ameren Illinois will inform the customer of the waiver request, and that the processing of the claim will be delayed until the ICC makes a decision.
  - If the ICC grants Ameren Illinois' waiver request, then Ameren Illinois will inform the customer that it is not liable for the customer's claim.
  - If the ICC denies Ameren Illinois' request and the decision is not appealed, then Ameren Illinois will process the customer's claim and provide additional notice to customers who may have been affected by the qualifying event.
- Ameren Illinois will communicate its proposed resolution of the claim to the customer. Typical claims are resolved within 90 days (excluding any time that claims were held pending an ICC or court decision) after Ameren Illinois has received a completed Claim Form with the required proof of damage.

Customers with questions about Section 16-125 (e) and (f) or Ameren Illinois' claim process may call us at 1.800.755.5000. If you have questions about your particular claim, you may call the Ameren Illinois Claims Administrator, Brentwood Services Administrators, Inc., at 1.800.781.2075.

### **To Obtain a Claim Form:**

Call the Ameren Illinois Claims Administrator, Brentwood Services Administrators, Inc., at 1.800.781.2075, or download a claim form at **[AmerenIllinois.com/Claims](http://AmerenIllinois.com/Claims)**.

Note: The foregoing is, and is intended to be, only a general description of Section 16-125 (e) and (f) of the Public Utilities Act, and Ameren Illinois' process for addressing certain claims thereunder. Nothing in the foregoing description creates or affects or is intended to create or affect any legal or equitable rights, duties, or exceptions.