



Protect yourself from utility scams

Utility scams are on the rise, and scammers are getting smarter. They use fake calls, emails, texts, websites, and impersonators to steal personal or financial information. Protect yourself by verifying suspicious contacts, never sharing account details and asking unexpected visitors for company-issued photo ID. All Ameren employees and contractors carry one. If something feels off, call us to confirm the visit, and remember, we never demand immediate payment in person, by bitcoin or through cash apps. Learn more at [Ameren.com/ScamSafety](https://www.ameren.com/ScamSafety).



Safer, stronger natural gas service coming to Herrin

Improving the natural gas system in Herrin will help ensure customers have access to safe, dependable natural gas service for years to come. Our crews are

upgrading customer service lines and meter connections with modern materials that can better withstand wear over time and support long-term service needs. Modernizing natural gas infrastructure across our Illinois service territory is part of our ongoing commitment to delivering safe and reliable service for our customers.

IN YOUR NEIGHBORHOOD

EMPOWERING OUR COMMUNITY

FALL 2026



In this issue of In Your Neighborhood, we share regional stories and updates that focus on energy-saving strategies, reliability, safety, and community support — keeping you informed about topics that matter most to you and your neighbors.





Weatherize your home ahead of winter's chill

Weatherizing your home can reduce energy use, keep you comfortable, and help you manage monthly costs. Use these tips to prepare for winter:

- Close curtains and blinds to block summer's heat and winter's cold.
- Add peel-n-stick weatherstripping around windows and doors.
- Place a rolled-up towel or t-shirt on thresholds and windowsills.

Ameren Illinois offers free home energy assessments and upgrades to income-eligible customers at little to no cost. Check eligibility and apply at [Ameren.com/FreeAssessment](https://www.ameren.com/FreeAssessment).

Need help paying your bill? Energy assistance is available.



We all need help from time to time. If you're struggling to pay your bill, assistance may be available through Warm Neighbors Cool Friends.

Learn more at [Ameren.com/ApplyToday](https://www.ameren.com/ApplyToday).



Powering you – and our friends at the zoo

Keeping trees trimmed near power lines helps reduce outage risks, improve safety, and support healthier tree growth. While you are responsible for clearing limbs near the service line to your home, we cut vegetation near power lines and utility rights-of-way. Instead of letting those trimmings go to waste, we donate them to provide food and fun for animals at the Peoria Zoo, where our partners share animals' favorites. For the meerkats, hollow logs. For the rhinos, giant stumps. And for the giraffes, leafy locust twigs. Need trees trimmed? Visit [Ameren.com/TreeTrimming](https://www.ameren.com/TreeTrimming).



Plant smart. Save energy.

Trees are nature's power plants. They clean our air, prevent soil erosion, suppress noise, and provide homes for our avian and animal friends. They can also keep you cool. Three well-placed trees around your home can provide shade for roofs and walls, cutting your need for air-conditioning by 10-15 percent. Fall is a great time to plant a tree – or three! Test your tree IQ and get tree planting tips at [Ameren.com/PlantSmart](https://www.ameren.com/PlantSmart).