

Energy Assistance Portal

Agency Guide v2.0



WELCOME Ameren Illinois Energy Assistance Agencies

The Ameren Illinois Energy Assistance Portal (EAP)
gives you 24/7 online access to:

- ✓ Prepare for client meetings ahead of time.
- ✓ Avoid waiting for information you need now.
- ✓ Make your agency pledges online.

Questions about the Energy Assistance Portal?

Please contact us!

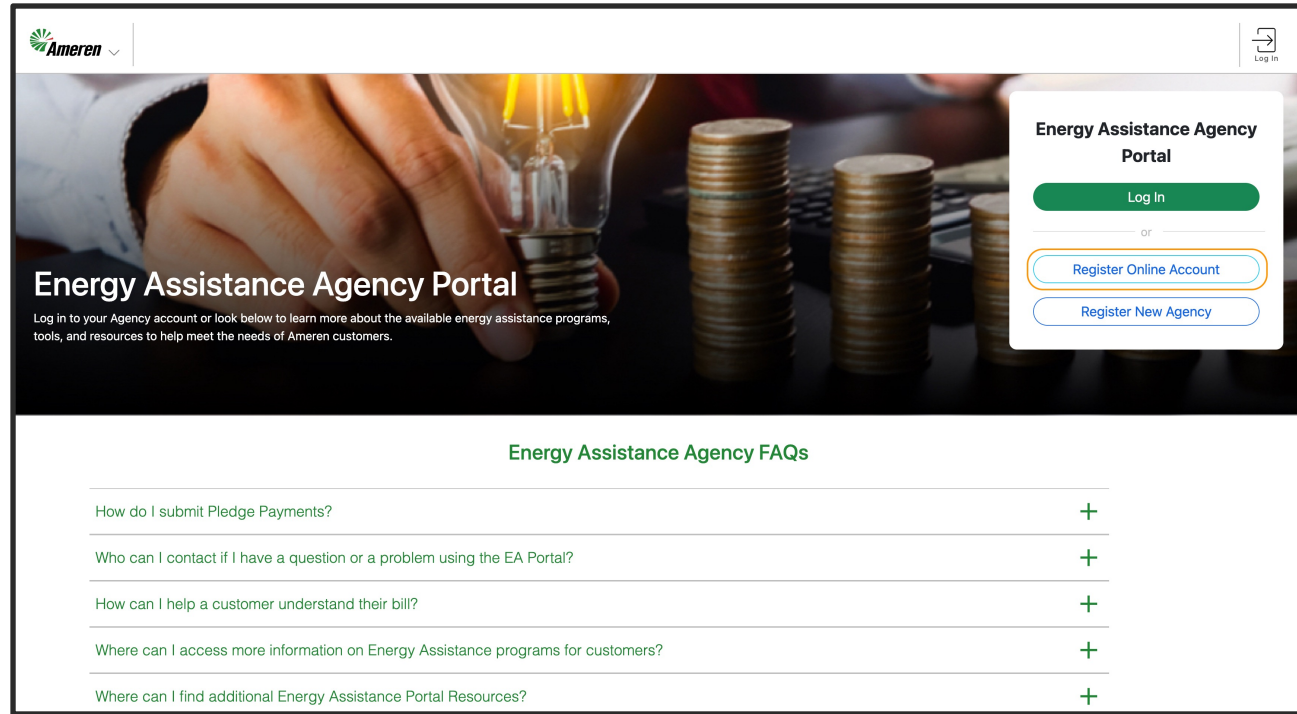
Email: ILEnergyAssistanceTeam@ameren.com

Phone: 1.888.667.7861

Website: <https://eap.ameren.com/illinois>

The Registration Process

The first person to register from your agency will be the Agency Administrator. Please make sure the first person who registers is the person from your agency who is responsible for approving or denying other agency users.



The screenshot shows the Ameren Energy Assistance Agency Portal. At the top left is the Ameren logo. The main header image features a hand holding a glowing lightbulb next to stacks of coins. The text 'Energy Assistance Agency Portal' is prominently displayed. Below it, a sub-header reads: 'Log in to your Agency account or look below to learn more about the available energy assistance programs, tools, and resources to help meet the needs of Ameren customers.' On the right side, there is a registration box with the title 'Energy Assistance Agency Portal'. It contains a green 'Log In' button, followed by the word 'or', and two blue-outlined buttons: 'Register Online Account' and 'Register New Agency'. Below the registration box is a section titled 'Energy Assistance Agency FAQs' which lists five questions, each with a green plus icon to its right for expansion:

- How do I submit Pledge Payments?
- Who can I contact if I have a question or a problem using the EA Portal?
- How can I help a customer understand their bill?
- Where can I access more information on Energy Assistance programs for customers?
- Where can I find additional Energy Assistance Portal Resources?

The Registration Process

The Agency Administrator (first person to register) will fill out the information on the New User Registration screen. Once all fields are filled, click the "Submit" button.

If a "User already exists" error appears during registration, please confirm this email is not already being used in any of Ameren's portals.

The screenshot displays the 'New User Registration' form on the Ameren website. The form is divided into several sections: Personal Information, Contact Information, Password, and Terms & Conditions. Callouts highlight specific error messages:

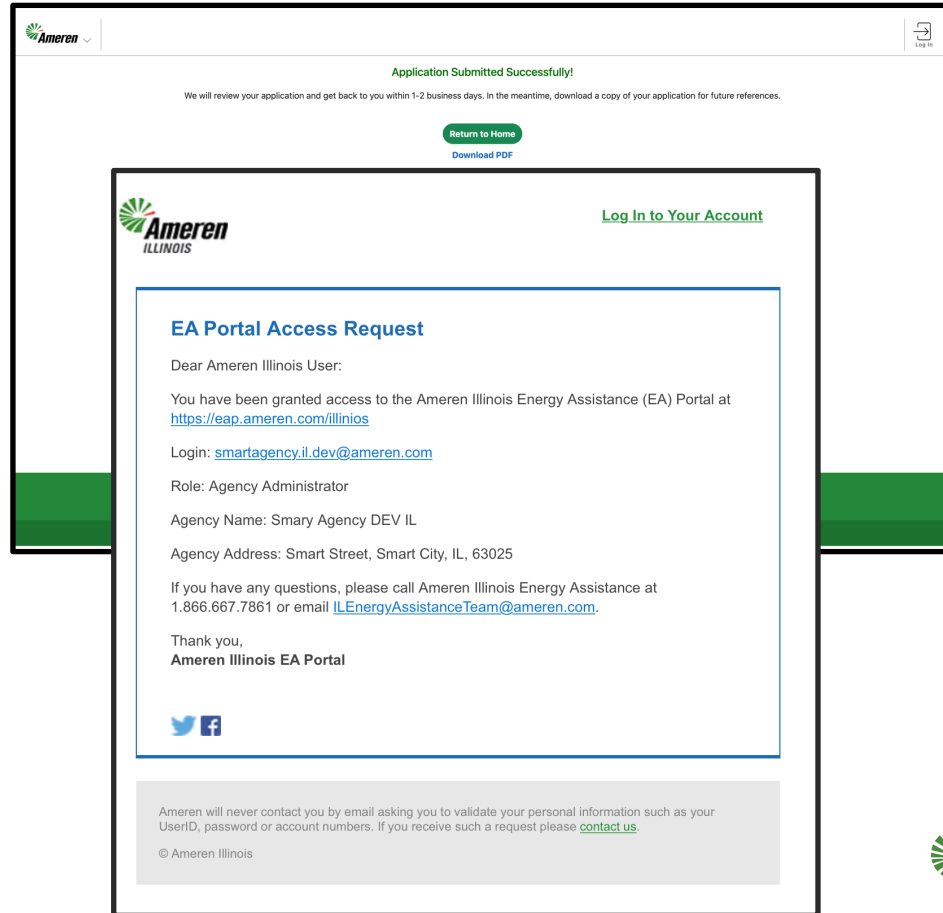
- Contact Information Callout:** Shows the 'Email Address' and 'Confirm Email Address' fields filled with 'demo.campaign.eap.dev@ameren.com'. The 'Phone Number' field contains '(123) 456-7890'. The 'Agency Pin' field contains '12678' and is marked as invalid with a red border and an information icon. Below it, a red message states: 'This agency pin is invalid.' The 'State' dropdown menu is set to 'Missouri'.
- Password Callout:** Shows the 'Create Password' and 'Confirm Password' fields filled with dots. Below these fields, two checkboxes are checked: 'I would like to receive information from Ameren as outlined in the Privacy Policy.' and 'I have read and accept the Terms and Conditions and I understand that I should keep my UserID and Password Confidential.' Below the checkboxes, a red message states: 'Sorry, User already exists.'

The main form includes a 'Submit' button at the bottom. The footer contains the Ameren logo, copyright information, and links to Site Map, Legal & Privacy, and Employee Login.

The Registration Process

The Agency Administrator will receive an approval email from Ameren Missouri Energy Assistance.

Once this email is received, other agency users can register for access.



The Registration Process

When an agency user submits their registration, the Agency Administrator will need to approve or deny the request for access to the portal.

NOTE: The Agency Administrator can remove access for any user.

The screenshot displays the 'Smart IL Agency' registration page. The header includes the Ameren logo and navigation links: Agency Pledges, Search Client, Campaign List, Admin, Home, and Log Out. The main content area is divided into three sections: Profile Information, Agency Information, and Add Additional Agency. The Profile Information section shows a user profile for 'Demo F Demo L' with an email address and an 'Edit Profile' button. The Agency Information section shows the agency name 'Smart IL Agency' and address. The Add Additional Agency section has a text input for 'Enter Agency Pin' and a 'Submit' button. On the right, the 'Agency Administrators' table lists the user 'Demo L Demo F' with various status indicators.

Name	Email	Revoke	Pending	View-Only	Can Pledge	Admin
Demo L Demo F	smartagency.il.qa@ameren.com	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Selecting a Client


To search for a new client, click on “Search Client” from the top right menu bar. You will need at least two of the following to search for a client:

- Bill Account
- Account Name
- Client SSN

The screenshot displays the Ameren Smart IL Agency portal. The top navigation bar includes the Ameren logo, the text "Smart IL Agency Smart Street Smart City IL 63025", and a menu with icons for "Agency Pledges", "Search Client" (highlighted with a yellow box), "Campaign List", "Admin", "Home", and "Log Out". Below the navigation bar, the "Agency Pledges" section features a "Pay Via EFT" button, a search bar, and filters for "Select Date", "Pledge Type", and "Pledge Status". A table with columns for "Account Number", "Client", "Pledge Date", "Requested By", "Pledge Type", "Pledge Amount", "Status", "Date Satisfied", "Campaign ID", and "Campaign Name" is visible. A "Search New Client" modal form is open in the center, containing input fields for "Account Number", "Account Name" (with a note "(Without Spaces & Hyphens)"), and "Client SSN", along with a "Search" button. The footer of the portal includes the Ameren logo, copyright information "Copyright © 2023 Ameren Services", and links for "Site Map", "Legal & Privacy", and "Employee Login".

Viewing Client Details

A successful client search will display the Client Quick View page, which includes the **Summary of the Bill Account**, **Payment Agreement** details, and **Budget Billing** information (if the client is enrolled).

Smart II Agency
Smart Street, Smart City 6, 53025

Agency Profiles

Search Client

Campaign List

Admin

Home

Log Out

JS

Search New Client

Client

- Client Quick View
- Billing and Payment History
- Pledge Notifications
- Client Pledge
- Pledge Entry

Client Quick View

Collection Status :Active Collections

Cash Only :NO

SSN :[REDACTED]

Company :Illinois

Account Balance :\$657.43

Ameren is Primary Heating Vendor? :YES

Total Customer Payments :\$00.00 (past 90 days)

Total Energy Assistance Payments :\$00.00 (past 90 days)

Pending Payments :\$00.00

Pending Pledges :\$122.00

Service Type :COMBO

Unbilled Payment Agreement :\$00.00

Unbilled Deposit Balance :\$00.00

Budget Billing Amount :\$234.00

Cut Out Non-Pay Count :\$00.00 (past 12 months)

Broken Payment Agreements :0 (past 12 months)

Minimum Payment :\$540.57

Account Start Date :May 30, 2020

Payment Agreement

Options	Required Payment :	Payment Due Date :	Number of Monthly Installments :	Installment Amount :
Minimum Payment Due The minimum amount required to pay the balance due on your account and prevent collection activity.	\$657.43	01/30/2023		
Payment Agreement This option allows you to pay a portion of your balance in several monthly installments. A payment may be required to activate a payment agreement.	\$0	02/19/2023	12	\$55

Above are the current payment options available for today's date, and are subject to change. As an Energy Assistance agency, you have view-only access to payment options. When the payment agreement option is chosen, Ameren account holders must activate the agreement through their online account or by calling Ameren Missouri at 800.552.7583 first and then the pledge can be entered on the account.


Budget Billing History


The Budget Billing History table provided reflects the difference in the amount you are billing and the amount you actually used. Please refer to your monthly statement to review additional Budget Billing details.

Search

ExcelPDF


Bill Date	Budget Bill Month	Budget Bill Amount	Actual Amount Used	Ahead/Behind	Total Amount Deferred
2017-03-14	02	\$234.00	\$151.04	A	-\$116.86
2017-02-16	01	\$234.00	\$200.10	A	-\$33.90
2017-01-16	12	\$245.00	\$276.07		\$0.00
2016-12-13	11	\$245.00	\$205.33	B	\$35.36
2016-11-10	10	\$225.00	\$35.01	B	\$75.03
2016-11-10	10	\$225.00	\$35.68	B	\$40.02

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Payment History

From the Client Quick View Page, click the “Billing and Payment History” link from the left-side menu to see the client’s billing and payment details.



Smart Agency DEV IL
Smart Street Smart City IL 63025

Agency Pledges

Search Client

Campaign List

Profile

Admin

Log Out

SB

Search New Client

Client

Client Quick View

Billing and Payment History

Pledge Notifications












Client Pledge


Pledge Entry

Billing and Payment History

Search

Excel | PDF

Bill Image	Billing Period	Prior Balance	Current Bill Amount	Total Billed	Due Date	Usage	Service Charge	Payment Information
	11/2/22 - 1/5/23	\$1706.18	\$518.76	\$2224.94	1/27/2023	53 Therms	Gas: \$91.76	
	10/4/22 - 11/1/22	\$1513.56	\$192.62	\$1706.18	11/23/2022	24 Therms	Gas: \$55.61	
	8/31/22 - 10/3/22	\$1351.33	\$162.23	\$1513.56	10/25/2022	12 Therms	Gas: \$38.65	
	8/2/22 - 8/30/22	\$1138	\$213.33	\$1351.33	9/21/2022	12 Therms	Gas: \$38.76	
	7/1/22 - 8/1/22	\$890.12	\$247.88	\$1138.00	8/23/2022	13 Therms	Gas: \$40.03	
	6/2/22 - 6/30/22	\$689.11	\$201.01	\$890.12	7/22/2022	12 Therms	Gas: \$37.65	
	5/4/22 - 6/1/22	\$562.18	\$126.93	\$689.11	6/23/2022	23 Therms	Gas: \$50.26	
	4/2/22 - 5/3/22	\$392.35	\$169.83	\$562.18	5/25/2022	61 Therms	Gas: \$94.8	
	3/3/22 - 4/1/22	\$210.04	\$182.31	\$392.35	4/25/2022	78 Therms	Gas: \$114.48	
	2/3/22 - 3/2/22	\$90	\$220.04	\$310.04	3/24/2022	110 Therms	Gas: \$146.64	3/25/22: Customer Payment: \$100
	1/4/22 - 2/2/22	\$0	\$90	\$90.00	2/24/2022	127 Therms	Gas: \$166.53	




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Pledge Entry

To set up a client pledge, click on the “Pledge Entry” link from the left-side menu.

Smart IL Agency
Smart Street, Smart City IL 53025

Agency Pledges

Search Client

Campaign List

Admin

Home

Log Out

JS

Search New Client

Client

Client Quick View

Billing and Payment History

Pledge Notifications

Client Pledge

Pledge Entry


Pledge Entry
Smart IL Agency
Smart Street Smart City IL 53025
Minimum Amount: \$540.57

	Account Number	Pledge Amount \$	Pledge Type
		2	IL HUSTL
		6	IL COMMUNITY ASSISTANCE

Amount Remaining: \$532.57 Total: \$8.00

+ Add Another Pledge

Submit



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Pledge Submit

After entering the pledge amount and selecting the pledge type, click the “Submit” button to review your entry and then, hit the Approve button to complete.

NOTE: You can add more than one pledge at a time.

The screenshot displays the Ameren Digital Pledge Entry interface. A modal window titled "Approve Pledges" is centered on the screen, showing a summary of the pledges to be approved. The modal includes a close button (X) in the top right corner. Below the title, it lists the following details:


- Pledge Amount:** \$2
- Pledge Type:** IL HUSTL
- Pledge Amount:** \$6
- Pledge Type:** IL COMMUNITY ASSISTANCE

Below the list, it asks "Do you approve the above pledges" and provides two buttons: "Cancel" and "Approve".

The background interface shows the "Pledge Entry" section for "Smart IL Agency". It includes a "Search New Client" button, a "Client" sidebar with links to "Client Quick View", "Billing and Payment History", "Pledge Notifications", "Client Pledge", and "Pledge Entry". The main area displays a table of pledges with columns for "Pledge Amount" and "Pledge Type". The table shows two entries: one for \$2 (IL HUSTL) and one for \$6 (IL COMMUNITY ASSISTANCE). Below the table, it shows "Amount Remaining: \$532.57" and "Total: \$8.00". At the bottom right, there are buttons for "+ Add Another Pledge" and "Submit".

Pledge Success

Once the pledge entry is successfully submitted, you will see a confirmation message with the pledge details that you submitted for the client.



Smart IL Agency
Smart Street, Smart City IL 53025

Agency Pledges

Search Client

Campaign List

Admin

Home

Log Out

JS

Search New Client

Client

Client Quick View

Billing and Payment History

Pledge Notifications

Client Pledge

Pledge Entry

Pledge Entry
Smart IL Agency
Smart Street Smart City IL 53025
Minimum Amount: \$540.57

	Account Number	Pledge Amount \$	Pledge Type
		2	IL HUSTL
		6	IL COMMUNITY ASSISTANCE

Amount Remaining: \$532.57 Total: \$8.00

+ Add Another Pledge

Submit

Pledge(s) displayed below where successfully submitted


Account Number		Pledge Amount: \$2	Pledge Type: IL HUSTL
Account Number		Pledge Amount: \$6	Pledge Type: IL COMMUNITY ASSISTANCE



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Client Pledges

To see all the client's pledges and pledge details, click the "Client Pledge" link from the left-side menu.



Smart IL Agency
Smart Street, Smart City IL 63025

JS

Search New Client

Client

Client Quick View

Billing and Payment History

Pledge Notifications

Client Pledge

Pledge Entry


Client Pledge

Search

Select Date

ExcelPDF

<input type="checkbox"/>	Campaign Name	Pledge Date	Pledge Types	Agency	Pledge Amount	Status	Date Satisfied
<input type="checkbox"/>		2023-01-30	IL Fresh Start - Gas	Smart IL Agency	\$1.00	Open	
<input type="checkbox"/>		2023-01-27	IL COMMUNITY ASSISTANCE	AW Dec 16 Test	\$25.00	Open	
<input type="checkbox"/>		2023-01-27	IL COMMUNITY ASSISTANCE	AW Dec 16 Test	\$35.00	Open	
<input type="checkbox"/>		2023-01-27	IL COMMUNITY ASSISTANCE	AW Dec 16 Test	\$35.00	Open	
<input type="checkbox"/>		2023-01-27	IL COMMUNITY ASSISTANCE	AW Dec 16 Test	\$13.00	Open	
<input type="checkbox"/>		2023-01-27	IL COMMUNITY ASSISTANCE	AW Dec 16 Test	\$13.00	Open	




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Agency Pledges

To see all your agency's pledges, click on "Agency Pledges" from the top right menu bar. Use the various table filters to see details.



Smart IL Agency
Smart Street Smart City IL 53025

Agency Pledges

Search Client

Campaign List

Admin

Home

Log Out


Pay Via EFT

Search

Select Date | Pledge Type | Pledge Status

Excel PDF

<input type="checkbox"/>	Account Number	Client	Pledge Date	Requested By	Pledge Type	Pledge Amount	Status	Date Satisfied	Campaign ID	Campaign Name
<input type="checkbox"/>			2023-01-30	Demo F Demo L	IL Fresh Start - Gas	\$1.00	Open			
<input type="checkbox"/>			2023-01-30	Demo F Demo L	IL COMMUNITY ASSISTANCE	\$6.00	Open			
<input type="checkbox"/>			2023-01-30	Demo F Demo L	IL HUSTL	\$2.00	Open			



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Energy Assistance Agency Portal

New Agency Contact Card!

Please mail your Pledge Payments to:

Ameren Illinois
Attn: Energy Assistance A-10
P.O. Box 2543
Decatur, IL 62525-2543

Please contact below if you have any questions or problems:

Ameren Illinois
Email: ILEnergyAssistanceTeam@ameren.com
Phone: 888.667.7861
Fax: 217.424.6496

Reminders:

- This is for Agency Internal Use only
- Can be made available to your agency by request
- Save digital copy of this