Energy Assistance Portal

Agency Guide v2.0

WELCOME Ameren Missouri
Energy Assistance Agencies

The Ameren Missouri 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:EAssistance@ameren.com

Phone: 1.800.894.5211

Website: https://eap.ameren.com/missouri

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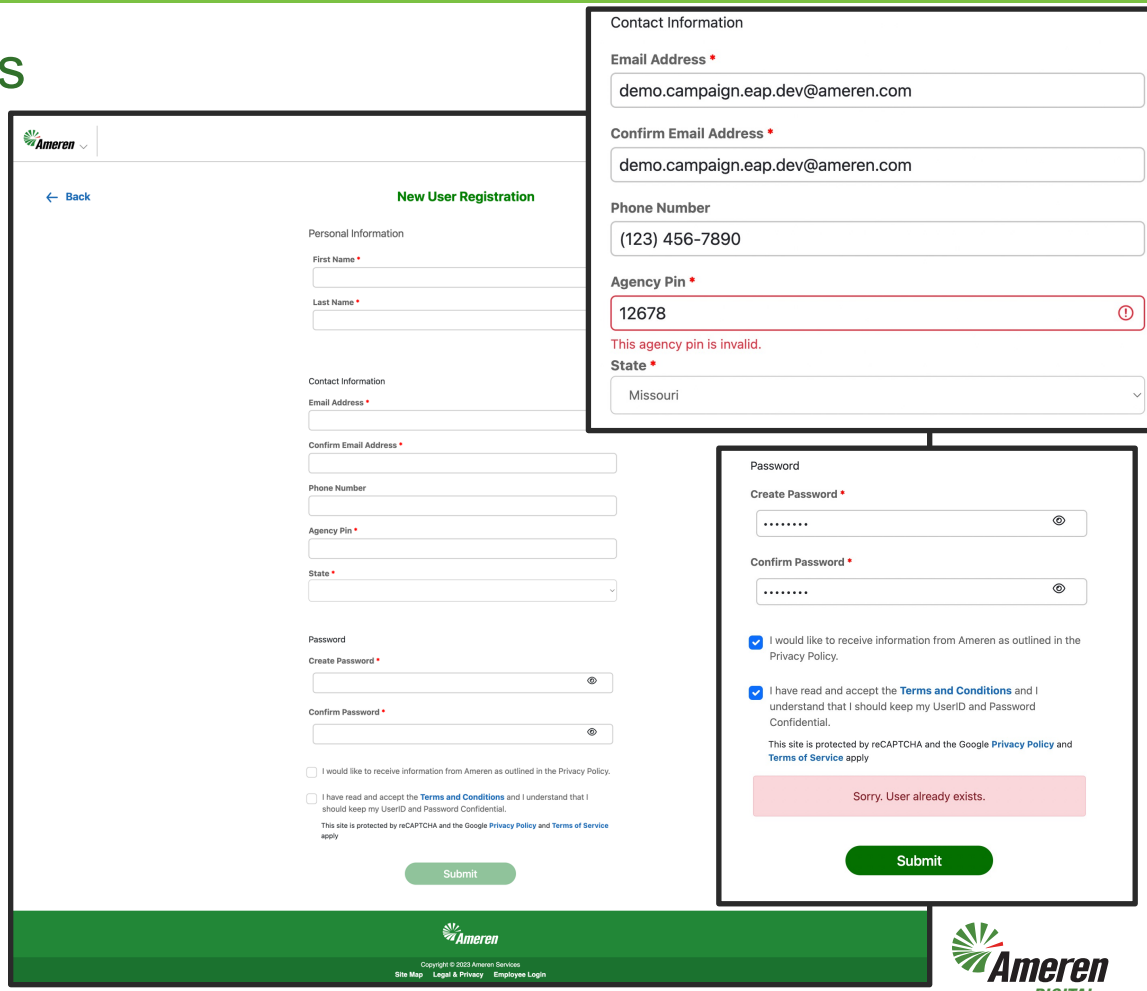
The Registration Process

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 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.

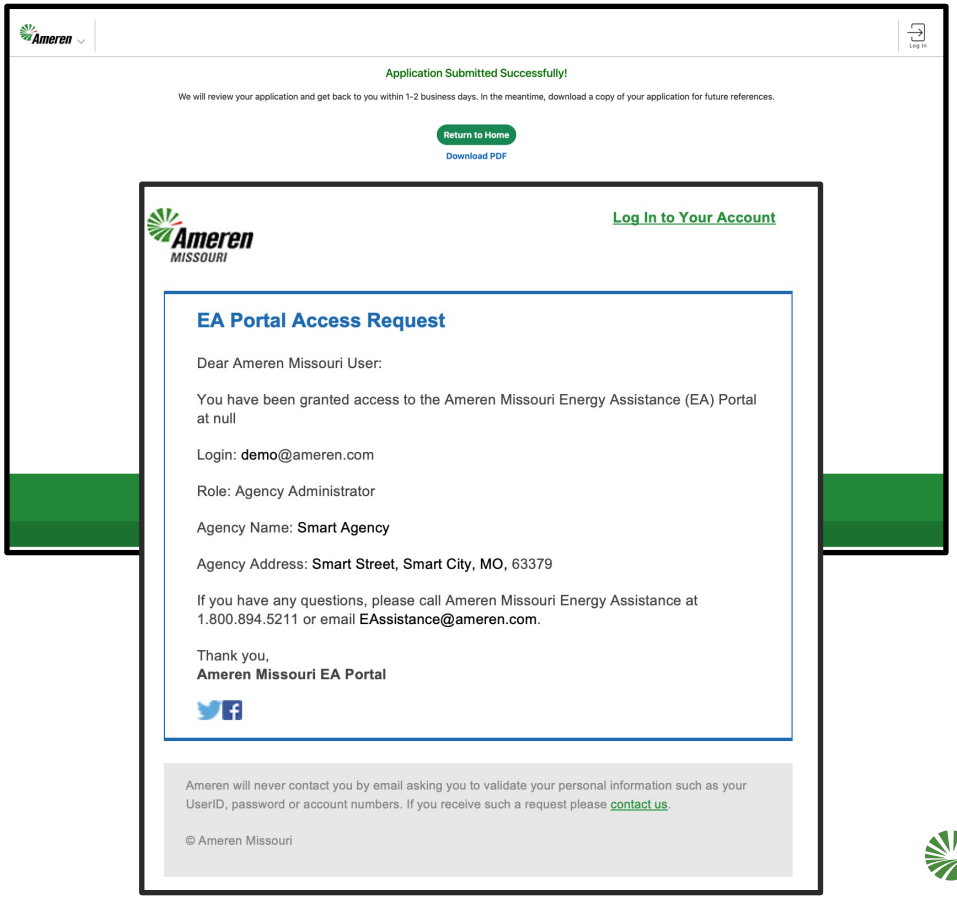
If a "User already exists" error appears during registration, please confirm this email is not already being used in any of Ameren's portals.



The Registration Process

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

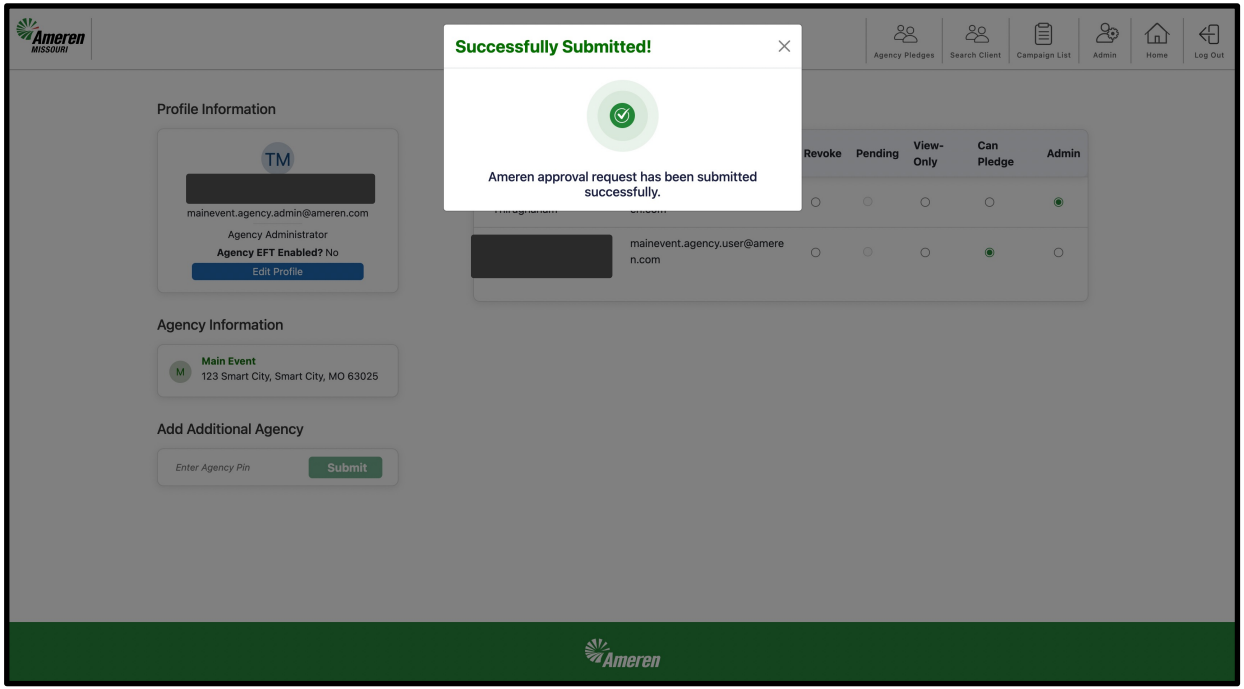
Once this email is received, other agency users can register for access.



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.

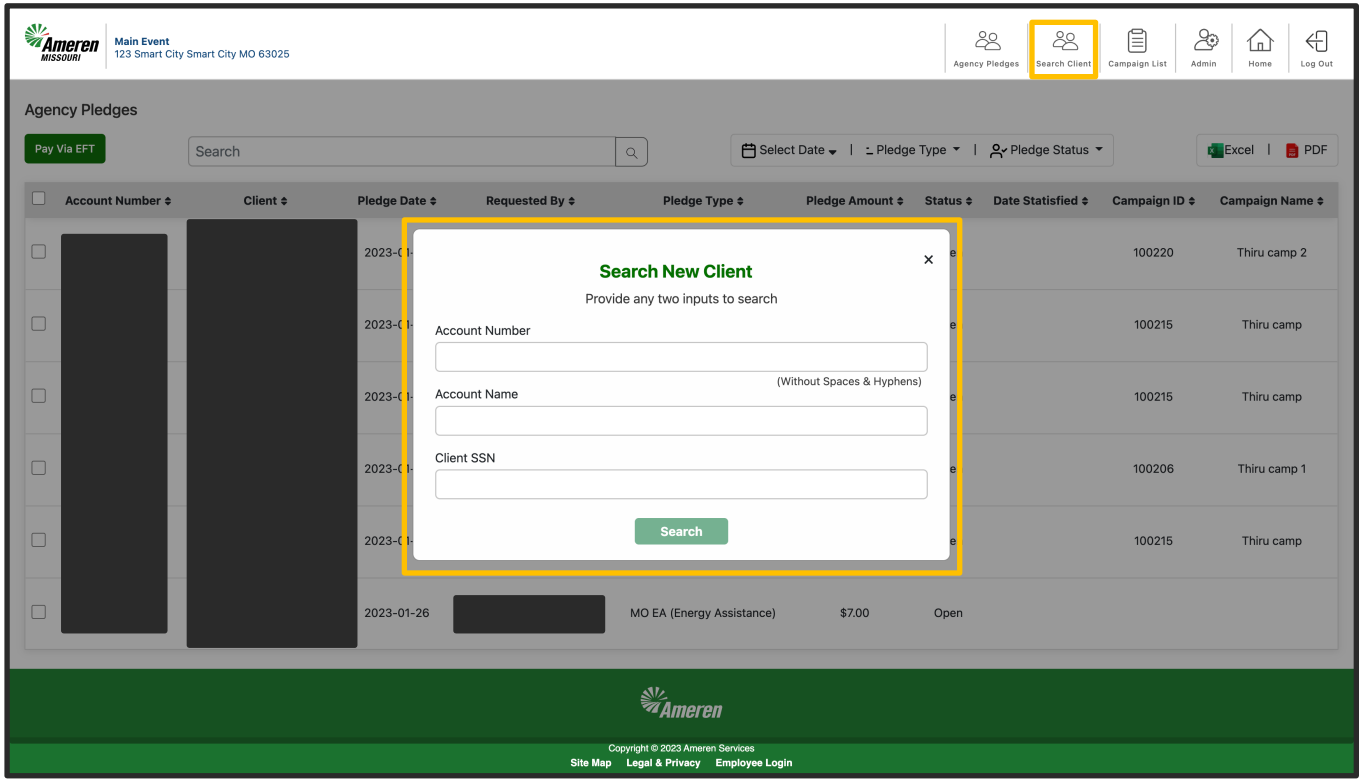
NOTE: The Agency Administrator can remove access for any user.



Selecting a Client

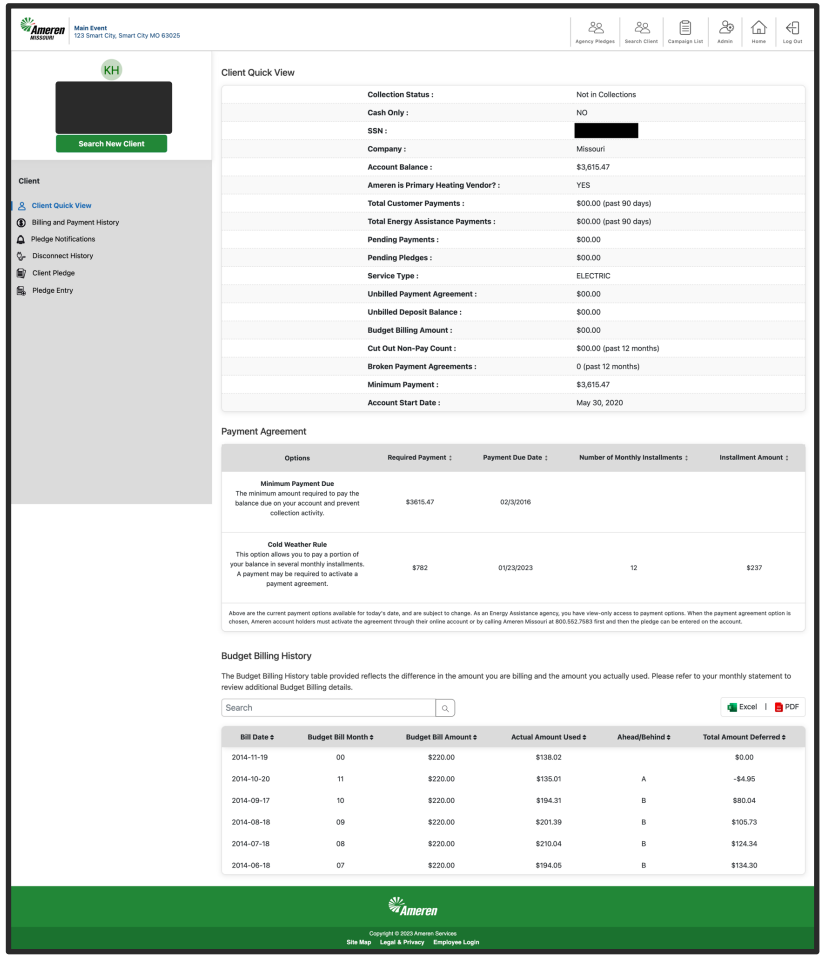
To search for a new client, click on “Search Client” from the top right menu bar. You will need at least two of the following to search for a client:

- Bill Account
- Account Name
- Client SSN



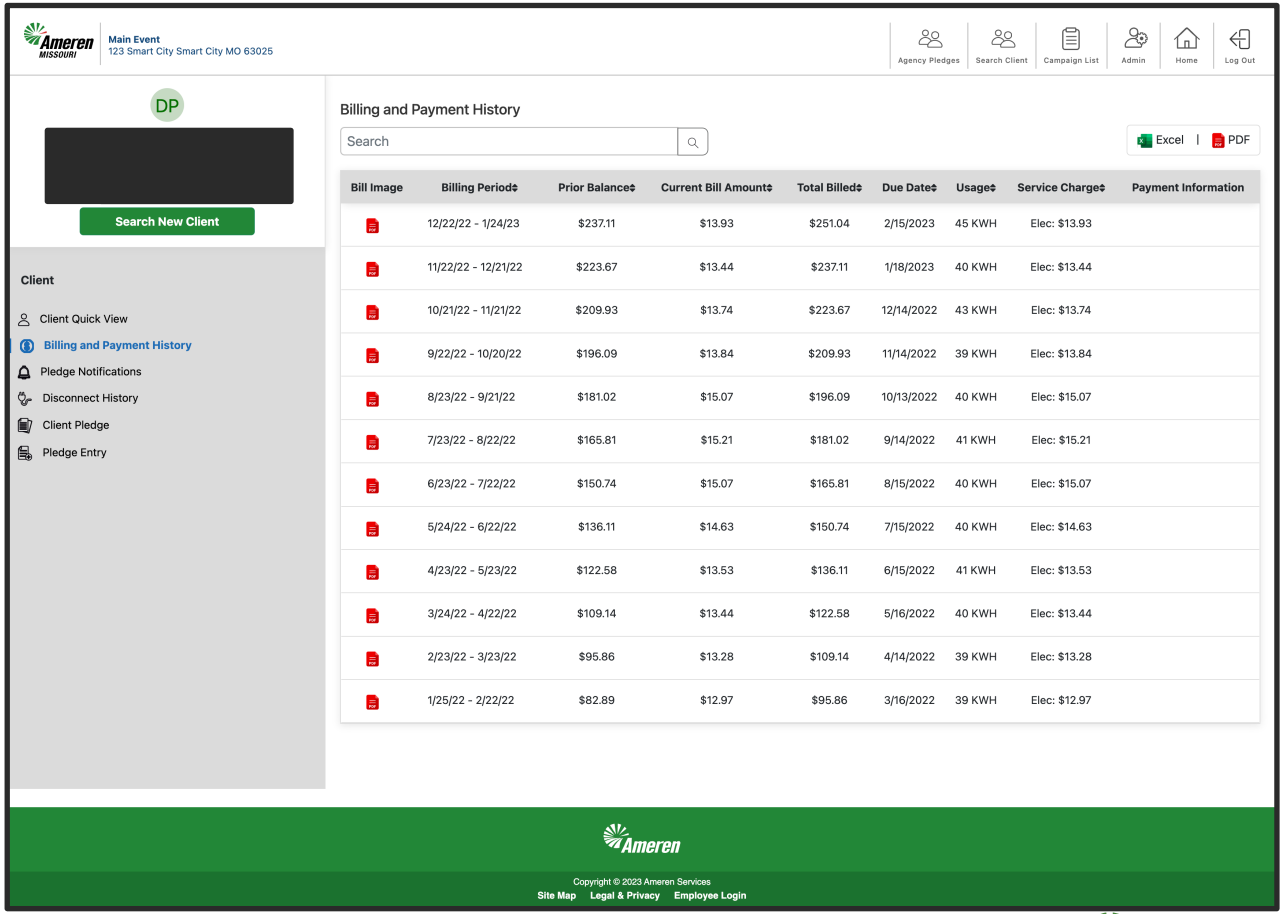
Viewing Client Details

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).



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.



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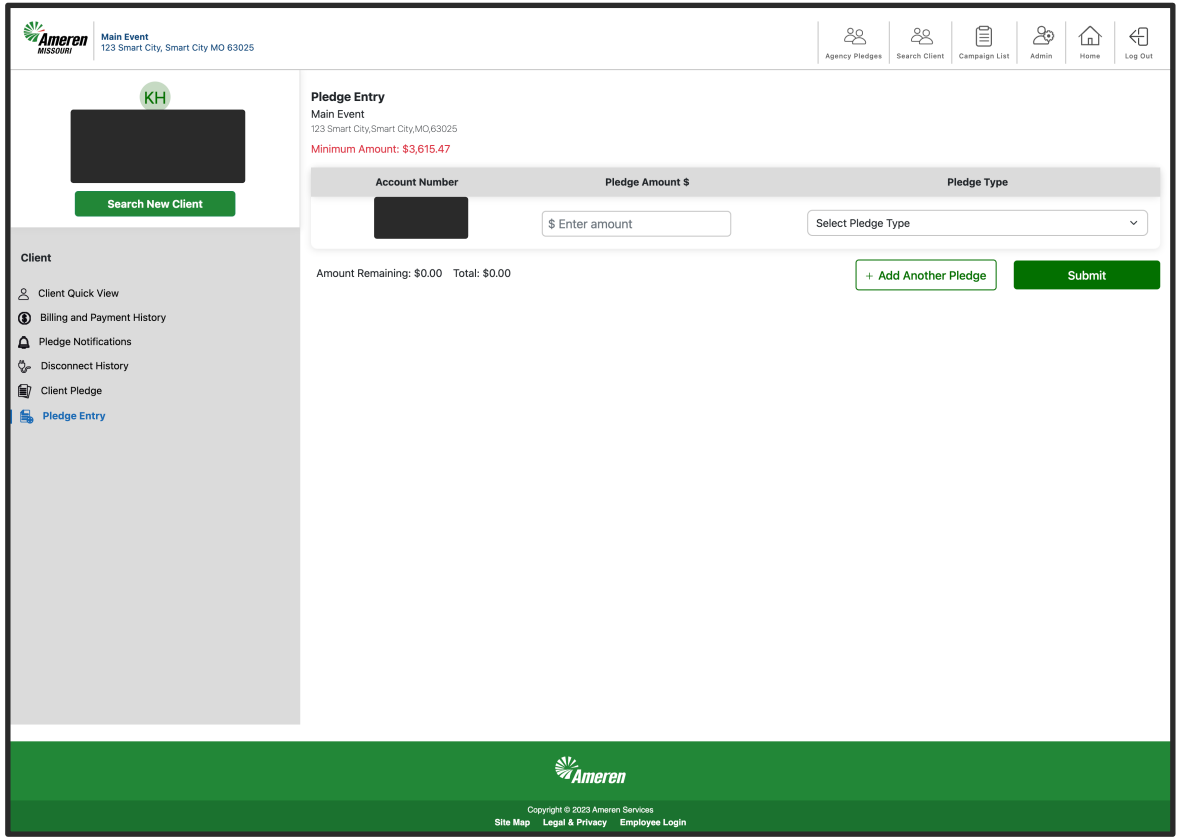
Pledge Entry

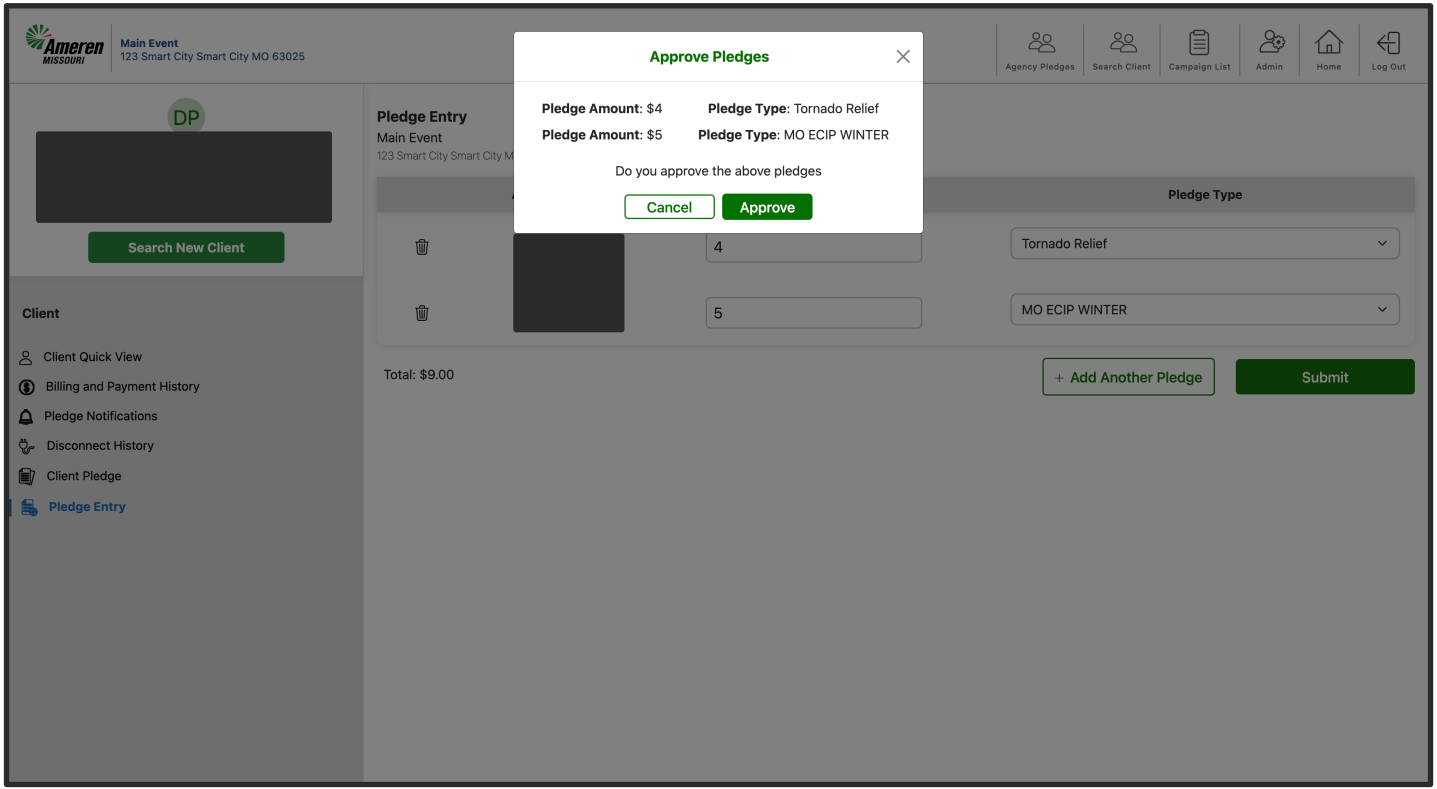
To set up a client pledge, click on the “Pledge Entry” link from the left-side menu.



Pledge Submit

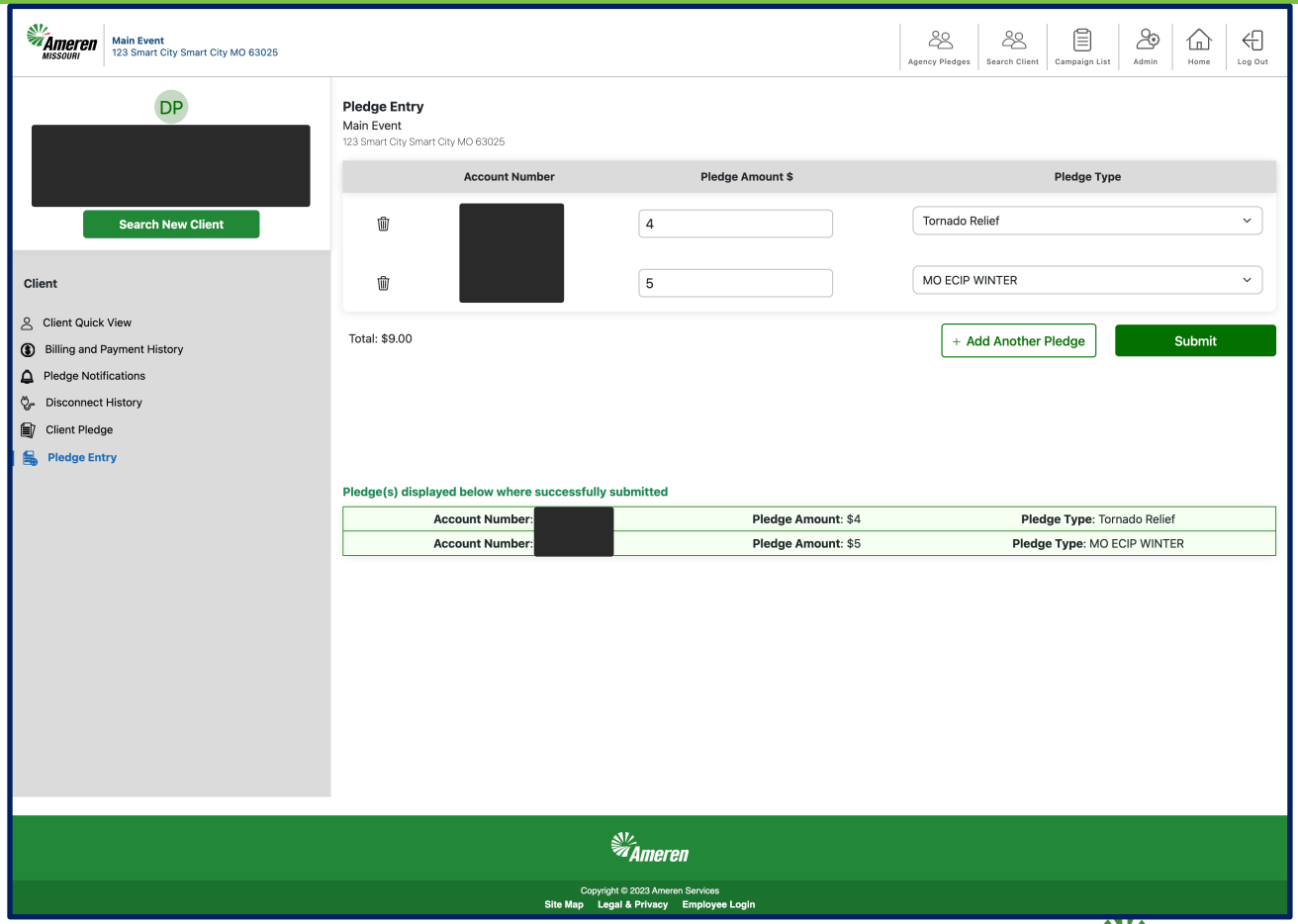
After entering the pledge amount and selecting the pledge type, click the “Submit” button to review your entry and then, hit the Approve button to complete.

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



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.



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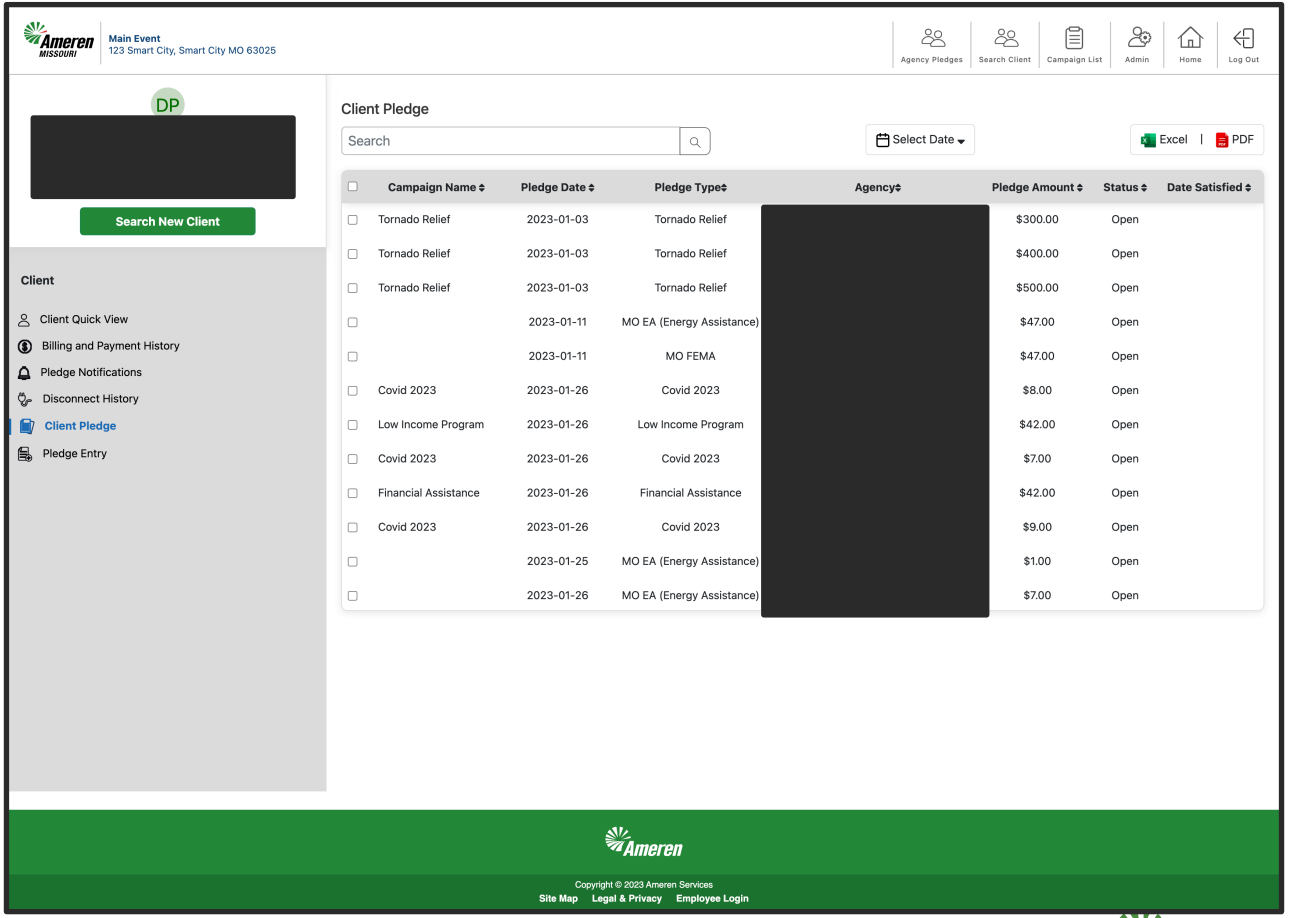
Client Pledges

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



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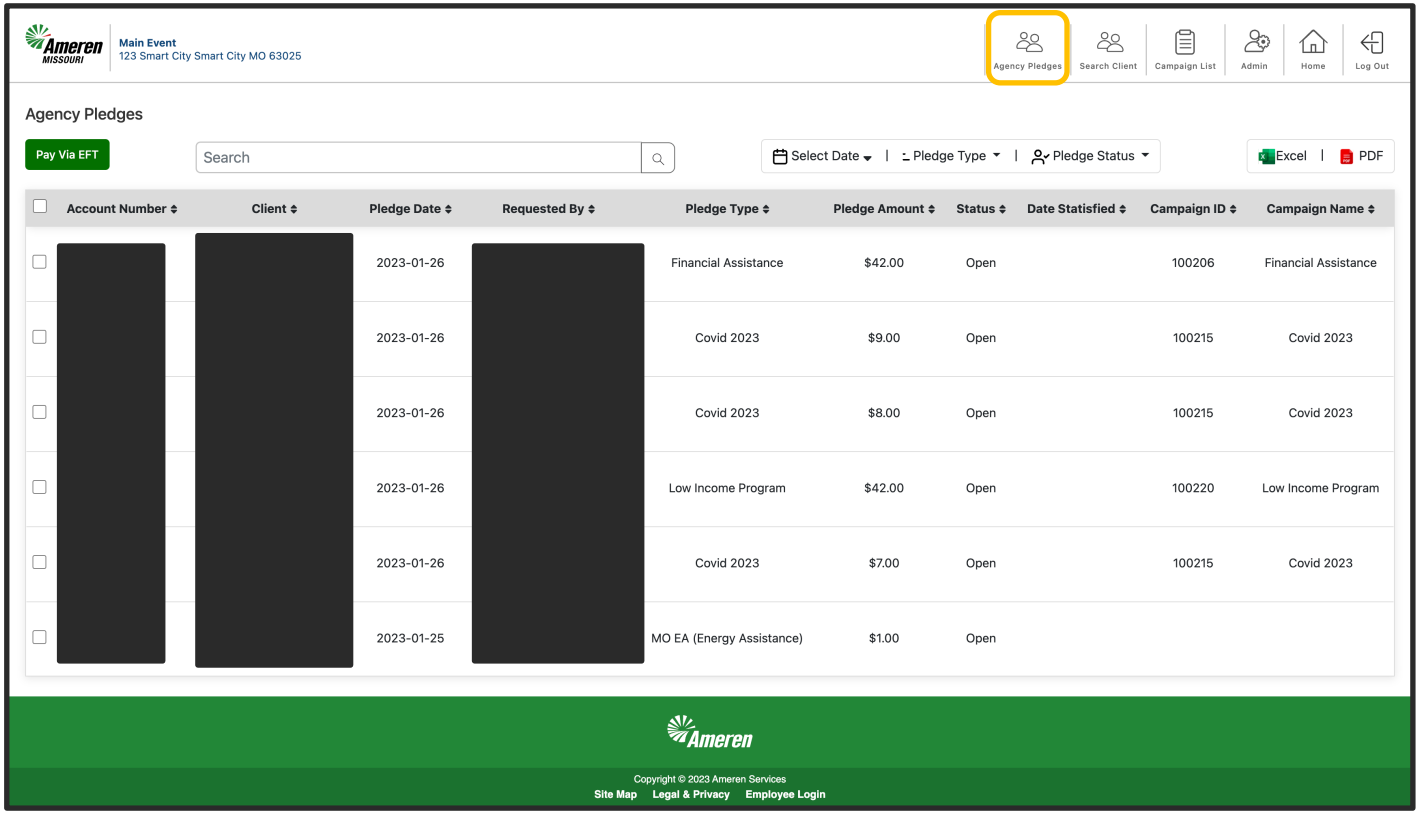
Agency Pledges

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.



Energy Assistance Agency Portal

New Agency Contact Card!

HOW TO CONTACT
AMEREN MISSOURI

INFORMATION BELOW FOR INTERNAL AGENCY USE ONLY

Send Agency Energy Assistance payments to:
Ameren Missouri
Attn: Energy Assistance
P. O. Box 66881
St. Louis, MO 63166

Important phone numbers:
Customer Care: **1.800.552.7583**
To make five or more pledges call: **1.877.726.3736**
To fax your pledge information: **1.314.612.2844**

Additional ways to make a pledge:
https://eap.ameren.com/pub/missouri/account/login
Energy Assistance Information System (EAIS):
1.800.526.3247 or **1.314.554.4499**

Contact our Energy Assistance Department:
For questions or concerns about your payment to
Ameren Missouri or staff/address changes in your organization:
1.800.526.3247 or **1.314.554.4499**
Or email us at: **eassistance@ameren.com**

Find more resources for your agency:
https://www.ameren.com/missouri/residential/energy-assistance/agency-resources

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Reminders:

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