

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!

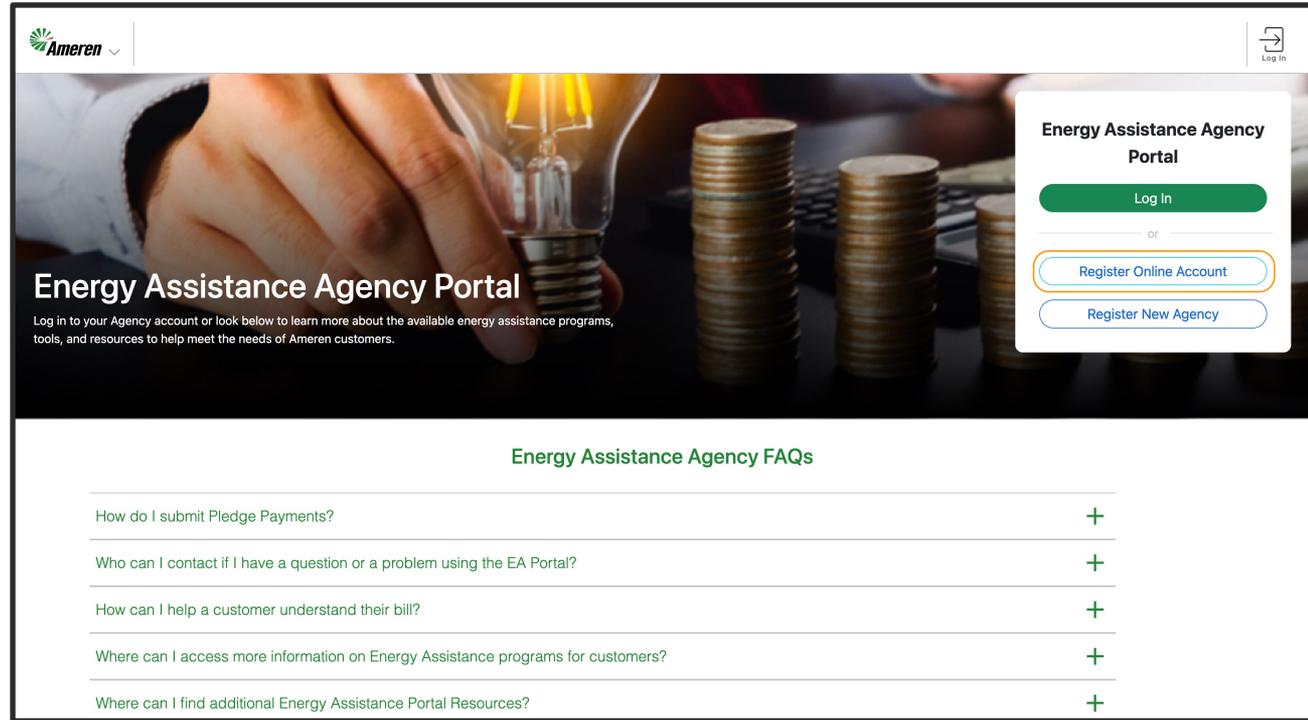
Email: EAssistance@ameren.com

Phone: 1.800.894.5211

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

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.



Ameren | [Log In](#)

Energy Assistance Agency Portal

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.

[Log In](#)

or

[Register Online Account](#)

[Register New Agency](#)

Energy Assistance Agency FAQs

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 shows the 'New User Registration' form on the Ameren portal. The form is divided into several sections: Personal Information, Contact Information, Password, and a Terms & Conditions section. A callout box highlights the 'Contact Information' section, showing an error message: 'This agency pin is invalid.' The 'Agency Pin' field contains '12678' and has a red border and an information icon. Another callout box highlights the 'Password' section, showing an error message: 'Sorry, User already exists.' The 'Create Password' and 'Confirm Password' fields are filled with dots. The 'Submit' button is visible at the bottom of the form.

Personal Information

First Name *

Last Name *

Contact Information

Email Address *

Confirm Email Address *

Phone Number

Agency Pin *

State *

Password

Create Password *

Confirm Password *

I would like to receive information from Ameren as outlined in the Privacy Policy.

I have read and accept the [Terms and Conditions](#) and I understand that I should keep my UserID and Password Confidential.

This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply.

Callout 1 (Contact Information):

Contact Information

Email Address *

demo.campaign.eap.dev@ameren.com

Confirm Email Address *

demo.campaign.eap.dev@ameren.com

Phone Number

(123) 456-7890

Agency Pin *

12678

This agency pin is invalid.

State *

Missouri

Callout 2 (Password):

Password

Create Password *

.....

Confirm Password *

.....

I would like to receive information from Ameren as outlined in the Privacy Policy.

I have read and accept the [Terms and Conditions](#) and I understand that I should keep my UserID and Password Confidential.

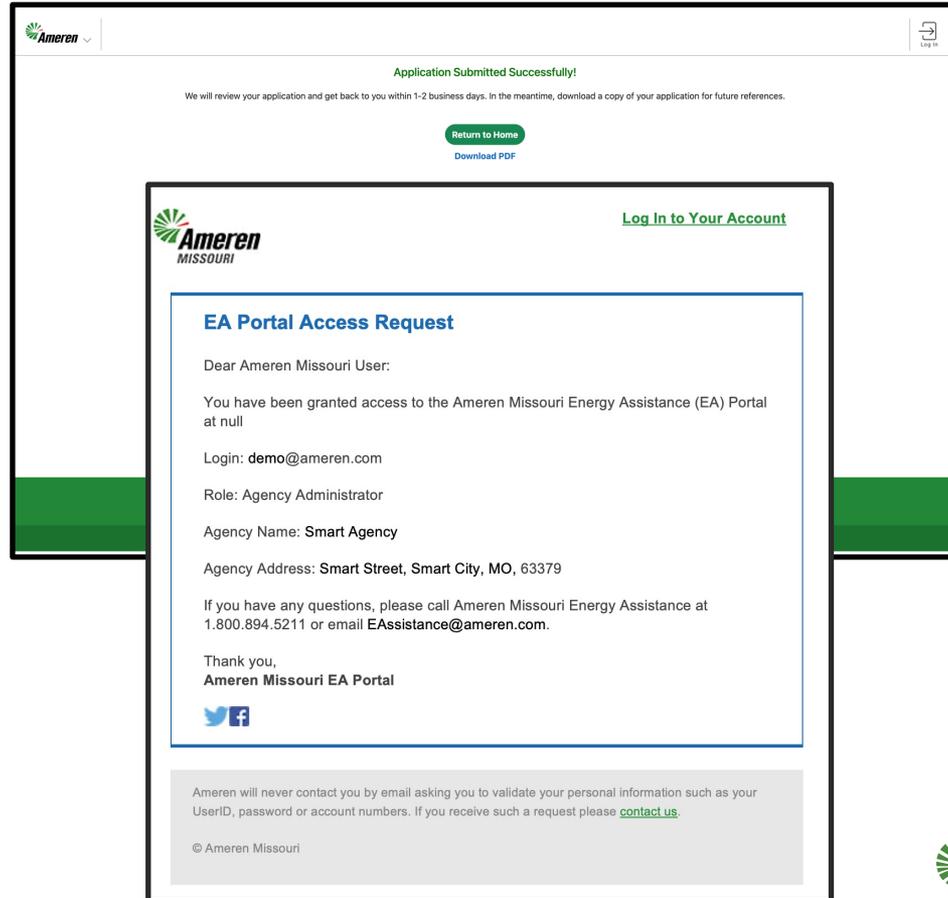
This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply.

Sorry, User already exists.

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.

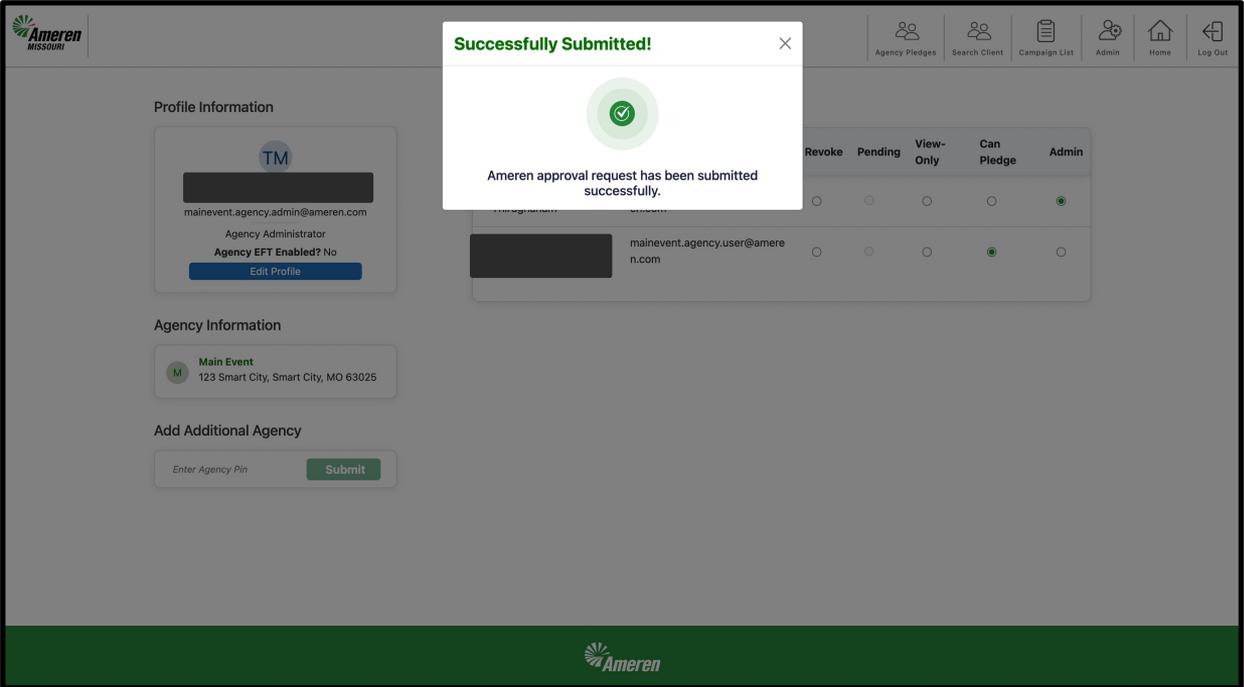


The screenshot shows an email interface with the Ameren logo in the top left and a 'Log In' button in the top right. The main heading is 'Application Submitted Successfully!'. Below this, a message states: 'We will review your application and get back to you within 1-2 business days. In the meantime, download a copy of your application for future references.' There are two buttons: 'Return to Home' and 'Download PDF'. The email body is titled 'EA Portal Access Request' and contains the following text: 'Dear Ameren Missouri User: You have been granted access to the Ameren Missouri Energy Assistance (EA) Portal at null. Login: demo@ameren.com. Role: Agency Administrator. Agency Name: Smart Agency. Agency Address: Smart Street, Smart City, MO, 63379. If you have any questions, please call Ameren Missouri Energy Assistance at 1.800.894.5211 or email EAssistance@ameren.com. Thank you, Ameren Missouri EA Portal'. At the bottom, there are social media icons for Twitter and Facebook, a disclaimer: 'Ameren will never contact you by email asking you to validate your personal information such as your UserID, password or account numbers. If you receive such a request please contact us.', and a copyright notice: '© Ameren Missouri'.

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 Ameren Missouri portal interface. A modal window titled "Successfully Submitted!" is centered on the screen, indicating that the Ameren approval request has been submitted successfully. The background shows the "Profile Information" section with a user profile for "mainevent.agency.admin@ameren.com" and an "Agency Administrator" role. Below this is the "Agency Information" section, which includes the "Main Event" details: "123 Smart City, Smart City, MO 63025". At the bottom, there is a section for "Add Additional Agency" with a "Submit" button. On the right side, a table lists users with columns for "Revoke", "Pending", "View-Only", "Can Pledge", and "Admin". The "Admin" column for the user "mainevent.agency.user@ameren.com" shows a green checkmark, indicating approval.

Revoke	Pending	View-Only	Can Pledge	Admin
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input 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 Missouri Agency Pledges web application. The top navigation bar includes the Ameren Missouri logo, the user's name 'Main Event', and the address '123 Smart City Smart City MO 63025'. On the right side of the navigation bar, there are icons for 'Agency Pledges', 'Search Client' (highlighted with a yellow box), 'Campaign List', 'Admin', 'Home', and 'Log Out'. Below the navigation bar, the main content area is titled 'Agency Pledges' and features a search bar, a 'Pay Via EFT' button, and filters for 'Select Date', 'Pledge Type', and 'Pledge Status'. A table of pledges is visible, with columns for 'Account Number', 'Client', 'Pledge Date', 'Requested By', 'Pledge Type', 'Pledge Amount', 'Status', 'Date Satisfied', 'Campaign ID', and 'Campaign Name'. A modal window titled 'Search New Client' is open in the center, containing a search prompt and three input fields: 'Account Number', 'Account Name (Without Spaces & Hyphens)', and 'Client SSN'. A 'Search' button is located at the bottom of the modal. The footer of the page includes the Ameren logo, copyright information for 2023, 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).

Ameren Missouri Main Event 123 Smart City, Smart City, MO 63015

Client Quick View

Collection Status : Not in Collections

Cash Only : NO

SN : [REDACTED]

Company : Missouri

Account Balance : \$3,615.47

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 : \$00.00

Service Type : ELECTRIC

Unbilled Payment Agreement : \$00.00

Unbilled Deposit Balance : \$00.00

Budget Billing Amount : \$00.00

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

Broken Payment Agreements : 0 (past 12 months)

Minimum Payment : \$3,615.47

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.	\$3615.47	02/01/2016		
Cold Weather Rule 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.	\$782	01/23/2023	12	\$237

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 800.662.7568 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

Bill Date	Budget Bill Month	Budget Bill Amount	Actual Amount Used	Ahead/Behind	Total Amount Deferred
2014-11-19	00	\$220.00	\$138.02		\$0.00
2014-10-20	11	\$220.00	\$135.01	A	-\$4.95
2014-09-17	10	\$220.00	\$194.31	B	\$60.04
2014-08-18	09	\$220.00	\$201.39	B	\$105.73
2014-07-18	08	\$220.00	\$210.04	B	\$124.34
2014-06-18	07	\$220.00	\$194.05	B	\$134.30

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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.

The screenshot displays the Ameren Digital Client Quick View interface. At the top left, the Ameren logo and address are shown. The top right contains navigation icons for Agency Pledges, Search Client, Campaign List, Admin, Home, and Log Out. A search bar is present above the main content area. The left sidebar lists navigation options: Client Quick View, Billing and Payment History (highlighted), Pledge Notifications, Disconnect History, Client Pledge, and Pledge Entry. The main content area is titled "Billing and Payment History" and features a table with columns for Bill Image, Billing Periods, Prior Balance, Current Bill Amount, Total Billed, Due Date, Usage, Service Charges, and Payment Information. The table lists 12 billing entries with their respective dates and amounts. At the bottom, there is a footer with the Ameren logo, copyright information, and links for Site Map, Legal & Privacy, and Employee Login.

Bill Image	Billing Periods	Prior Balance	Current Bill Amount	Total Billed	Due Date	Usage	Service Charges	Payment Information
	12/22/22 - 1/24/23	\$237.11	\$13.93	\$251.04	2/15/2023	45 KWH	Elec: \$13.93	
	11/22/22 - 12/21/22	\$223.67	\$13.44	\$237.11	1/18/2023	40 KWH	Elec: \$13.44	
	10/21/22 - 11/21/22	\$209.93	\$13.74	\$223.67	12/14/2022	43 KWH	Elec: \$13.74	
	9/22/22 - 10/20/22	\$196.09	\$13.84	\$209.93	11/14/2022	39 KWH	Elec: \$13.84	
	8/23/22 - 9/21/22	\$181.02	\$15.07	\$196.09	10/13/2022	40 KWH	Elec: \$15.07	
	7/23/22 - 8/22/22	\$165.81	\$15.21	\$181.02	9/14/2022	41 KWH	Elec: \$15.21	
	6/23/22 - 7/22/22	\$150.74	\$15.07	\$165.81	8/15/2022	40 KWH	Elec: \$15.07	
	5/24/22 - 6/22/22	\$136.11	\$14.63	\$150.74	7/15/2022	40 KWH	Elec: \$14.63	
	4/23/22 - 5/23/22	\$122.58	\$13.53	\$136.11	6/15/2022	41 KWH	Elec: \$13.53	
	3/24/22 - 4/22/22	\$109.14	\$13.44	\$122.58	5/16/2022	40 KWH	Elec: \$13.44	
	2/23/22 - 3/23/22	\$95.86	\$13.28	\$109.14	4/14/2022	39 KWH	Elec: \$13.28	
	1/25/22 - 2/22/22	\$82.89	\$12.97	\$95.86	3/16/2022	39 KWH	Elec: \$12.97	

Pledge Entry

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

The screenshot shows the Ameren Digital Pledge Entry interface. At the top left is the Ameren logo and the text "Main Event 123 Smart City, Smart City MO 63025". At the top right are navigation icons for Agency Pledges, Search Client, Campaign List, Admin, Home, and Log Out. On the left side, there is a client profile card with initials "KH" and a "Search New Client" button. Below this is a "Client" menu with options: Client Quick View, Billing and Payment History, Pledge Notifications, Disconnect History, Client Pledge, and Pledge Entry (highlighted in blue). The main content area is titled "Pledge Entry" and shows "Main Event 123 Smart City, Smart City, MO, 63025" with a "Minimum Amount: \$3,615.47". Below this is a table with columns "Account Number", "Pledge Amount \$", and "Pledge Type". The "Account Number" column contains a redacted black box. The "Pledge Amount \$" column has an input field with the placeholder "\$ Enter amount". The "Pledge Type" column has a dropdown menu labeled "Select Pledge Type". Below the table, it shows "Amount Remaining: \$0.00 Total: \$0.00". At the bottom right of the form are two buttons: "+ Add Another Pledge" and "Submit". The footer contains the Ameren logo, copyright information "Copyright © 2023 Ameren Services", and links for "Site Map", "Legal & Privacy", and "Employee Login".

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 Missouri Pledge Entry interface. At the top, the header includes the Ameren Missouri logo, the text "Main Event 123 Smart City Smart City MO 63025", and navigation icons for Agency Pledges, Search Client, Campaign List, Admin, Home, and Log Out. The main content area is titled "Pledge Entry" and shows "Main Event 123 Smart City Smart City M". Below this, there is a table of pledges with columns for amount and type. Two pledges are listed: one for \$4 with type "Tornado Relief" and another for \$5 with type "MO ECIP WINTER". A modal dialog titled "Approve Pledges" is open in the center, asking "Do you approve the above pledges" and providing "Cancel" and "Approve" buttons. Below the table, the total amount is shown as "Total: \$9.00". At the bottom right, there are buttons for "+ Add Another Pledge" and "Submit". A sidebar on the left contains a "Client" section with links for Client Quick View, Billing and Payment History, Pledge Notifications, Disconnect History, Client Pledge, and Pledge Entry (which is highlighted).

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.

The screenshot shows the Ameren Missouri Pledge Entry confirmation page. At the top left is the Ameren Missouri logo and the text "Main Event 123 Smart City Smart City MO 63025". The top right navigation bar includes links for Agency Pledges, Search Client, Campaign List, Admin, Home, and Log Out. A "DP" status indicator is visible above a redacted area, with a "Search New Client" button below it. A left sidebar menu lists options: Client Quick View, Billing and Payment History, Pledge Notifications, Disconnect History, Client Pledge, and Pledge Entry (highlighted). The main content area is titled "Pledge Entry" and "Main Event 123 Smart City Smart City MO 63025". It features a table with columns for Account Number, Pledge Amount \$, and Pledge Type. Two rows are shown: one with a \$4 pledge for "Tornado Relief" and another with a \$5 pledge for "MO ECIP WINTER". Below the table, a "Total: \$9.00" is displayed, along with "+ Add Another Pledge" and "Submit" buttons. A summary table at the bottom lists the submitted pledges: "Account Number: [redacted] Pledge Amount: \$4 Pledge Type: Tornado Relief" and "Account Number: [redacted] Pledge Amount: \$5 Pledge Type: MO ECIP WINTER". The footer contains the Ameren logo, copyright information "Copyright © 2023 Ameren Services", and links for Site Map, Legal & Privacy, and Employee Login.

Ameren MISSOURI Main Event 123 Smart City Smart City MO 63025

Agency Pledges Search Client Campaign List Admin Home Log Out

DP

Search New Client

Client

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

Pledge Entry
Main Event
123 Smart City Smart City MO 63025

Account Number	Pledge Amount \$	Pledge Type
[redacted]	4	Tornado Relief
[redacted]	5	MO ECIP WINTER

Total: \$9.00

+ Add Another Pledge Submit

Pledge(s) displayed below where successfully submitted

Account Number:	[redacted]	Pledge Amount: \$4	Pledge Type: Tornado Relief
Account Number:	[redacted]	Pledge Amount: \$5	Pledge Type: MO ECIP WINTER

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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.

The screenshot shows the Ameren Missouri web application interface. At the top left, the Ameren Missouri logo is displayed next to the address: Main Event, 123 Smart City, Smart City MO 63025. The top right navigation bar includes icons for Agency Pledges, Search Client, Campaign List, Admin, Home, and Log Out. A central header area contains a 'Client Pledge' title, a search bar, a 'Select Date' dropdown, and 'Excel' and 'PDF' export options. Below this is a table with columns: Campaign Name, Pledge Date, Pledge Type, Agency, Pledge Amount, Status, and Date Satisfied. The table lists 12 pledges, with the Agency column redacted by a black box. A left-side menu is visible with options: Client Quick View, Billing and Payment History, Pledge Notifications, Disconnect History, Client Pledge (highlighted), and Pledge Entry. A 'Search New Client' button is located above the menu. The footer features the Ameren logo, copyright information for 2023, and links for Site Map, Legal & Privacy, and Employee Login.

<input type="checkbox"/>	Campaign Name	Pledge Date	Pledge Type	Agency	Pledge Amount	Status	Date Satisfied
<input type="checkbox"/>	Tornado Relief	2023-01-03	Tornado Relief		\$300.00	Open	
<input type="checkbox"/>	Tornado Relief	2023-01-03	Tornado Relief		\$400.00	Open	
<input type="checkbox"/>	Tornado Relief	2023-01-03	Tornado Relief		\$500.00	Open	
<input type="checkbox"/>		2023-01-11	MO EA (Energy Assistance)		\$47.00	Open	
<input type="checkbox"/>		2023-01-11	MO FEMA		\$47.00	Open	
<input type="checkbox"/>	Covid 2023	2023-01-26	Covid 2023		\$8.00	Open	
<input type="checkbox"/>	Low Income Program	2023-01-26	Low Income Program		\$42.00	Open	
<input type="checkbox"/>	Covid 2023	2023-01-26	Covid 2023		\$7.00	Open	
<input type="checkbox"/>	Financial Assistance	2023-01-26	Financial Assistance		\$42.00	Open	
<input type="checkbox"/>	Covid 2023	2023-01-26	Covid 2023		\$9.00	Open	
<input type="checkbox"/>		2023-01-25	MO EA (Energy Assistance)		\$1.00	Open	
<input type="checkbox"/>		2023-01-26	MO EA (Energy Assistance)		\$7.00	Open	

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.

The screenshot shows the Ameren Missouri web application interface for Agency Pledges. At the top left, the Ameren Missouri logo is displayed next to the text "Main Event 123 Smart City Smart City MO 63025". The top right navigation bar includes icons for "Agency Pledges" (highlighted with a yellow box), "Search Client", "Campaign List", "Admin", "Home", and "Log Out". Below the navigation bar, the page title "Agency Pledges" is shown. A green "Pay Via EFT" button is on the left, followed by a search bar. On the right, there are filters for "Select Date", "Pledge Type", and "Pledge Status", along with "Excel" and "PDF" download options. The main content is a table with the following columns: Account Number, Client, Pledge Date, Requested By, Pledge Type, Pledge Amount, Status, Date Satisfied, Campaign ID, and Campaign Name. The table contains six rows of data, with the first two columns of each row redacted by black boxes.

<input type="checkbox"/>	Account Number	Client	Pledge Date	Requested By	Pledge Type	Pledge Amount	Status	Date Satisfied	Campaign ID	Campaign Name
<input type="checkbox"/>	[Redacted]	[Redacted]	2023-01-26	[Redacted]	Financial Assistance	\$42.00	Open		100206	Financial Assistance
<input type="checkbox"/>	[Redacted]	[Redacted]	2023-01-26	[Redacted]	Covid 2023	\$9.00	Open		100215	Covid 2023
<input type="checkbox"/>	[Redacted]	[Redacted]	2023-01-26	[Redacted]	Covid 2023	\$8.00	Open		100215	Covid 2023
<input type="checkbox"/>	[Redacted]	[Redacted]	2023-01-26	[Redacted]	Low Income Program	\$42.00	Open		100220	Low Income Program
<input type="checkbox"/>	[Redacted]	[Redacted]	2023-01-26	[Redacted]	Covid 2023	\$7.00	Open		100215	Covid 2023
<input type="checkbox"/>	[Redacted]	[Redacted]	2023-01-25	[Redacted]	MO EA (Energy Assistance)	\$1.00	Open			

The footer of the application features the Ameren logo, copyright information "Copyright © 2023 Ameren Services", and links for "Site Map", "Legal & Privacy", and "Employee Login".

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>

Reminders:

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

