<u>Government Support Portal</u> – Those municipal, township, or county authorities can use this self-service web portal to obtain jurisdictional premises information and load data. In addition, State Government authorities whose responsibility includes reporting eligible State tax exemptions and/or verifying the status of customers currently listed with Gas Energy Efficiency Rider (GER) exemptions are able to access this web program to electronically notify effective and termination dates of the applicable exemption(s).   Ameren Illinois calls these groups Government Entities (GE).

The five levels of access built into the web portal are described below:

1. ***<u>Government Site Administrator</u>*** – This is a state, municipal, township, or county employee who completes and maintains registration and has **<u>full</u>** access to the portal. It is the Government Administrator's responsibility to set up additional program administrators, program non-administrator users, and program view only users for access to reports provided by each program.

2. ***<u>Program Administrator</u>*** – This is a state, municipal, township, or county employee who completes and maintains registration and has **<u>full</u>** access to a specific program in the portal. It is the Program Administrator's responsibility to set up additional program non-administrator users and program view only users for access to reports provided by each program.

3. ***<u>Program Non-Administrator / Consultant</u>*** – This can be multiple employees, agents, or a consultant with the GE who has access to view the government dashboard and request, view, and maintain reports.

4. ***<u>Program View Only</u>*** – This can be multiple employees, agents, or a consultant with the GE who has access to view the government dashboard and view reports.

5. ***<u>No Program Level Role</u>*** – This can be applied to any user with multiple service role access and will eliminate the ability for that user to view/edit anything within that selected service.

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Appendix

Government Support Portal
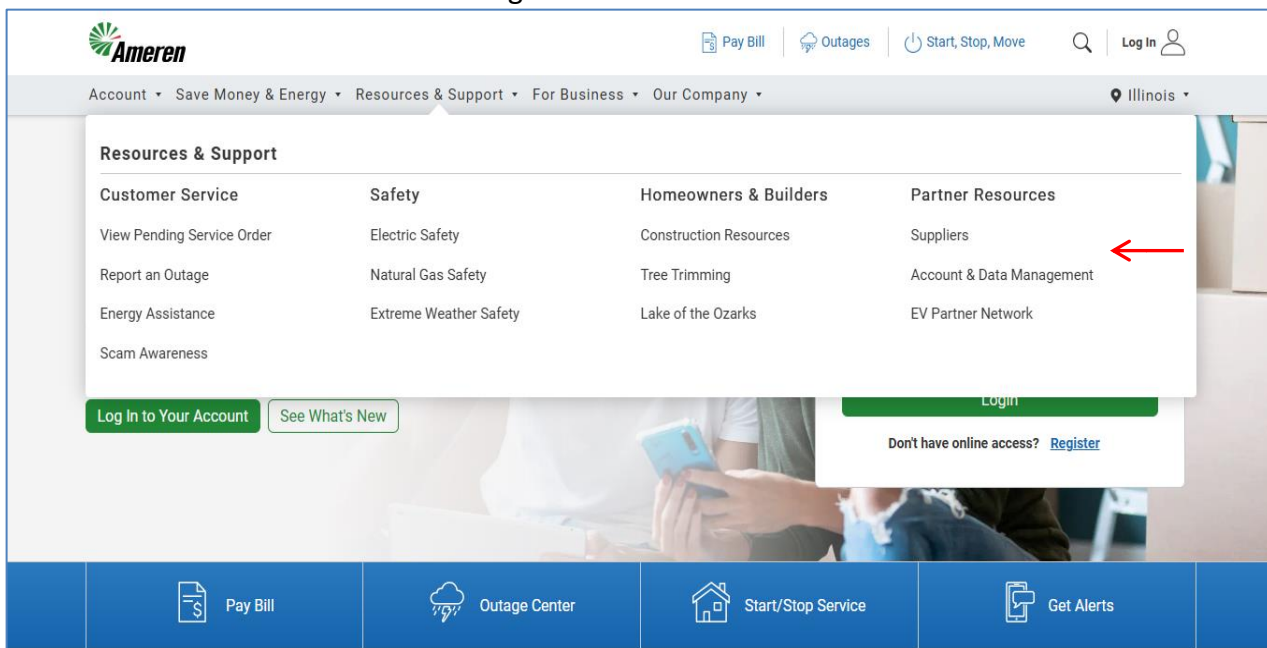
To gain access to the Government Support Portal
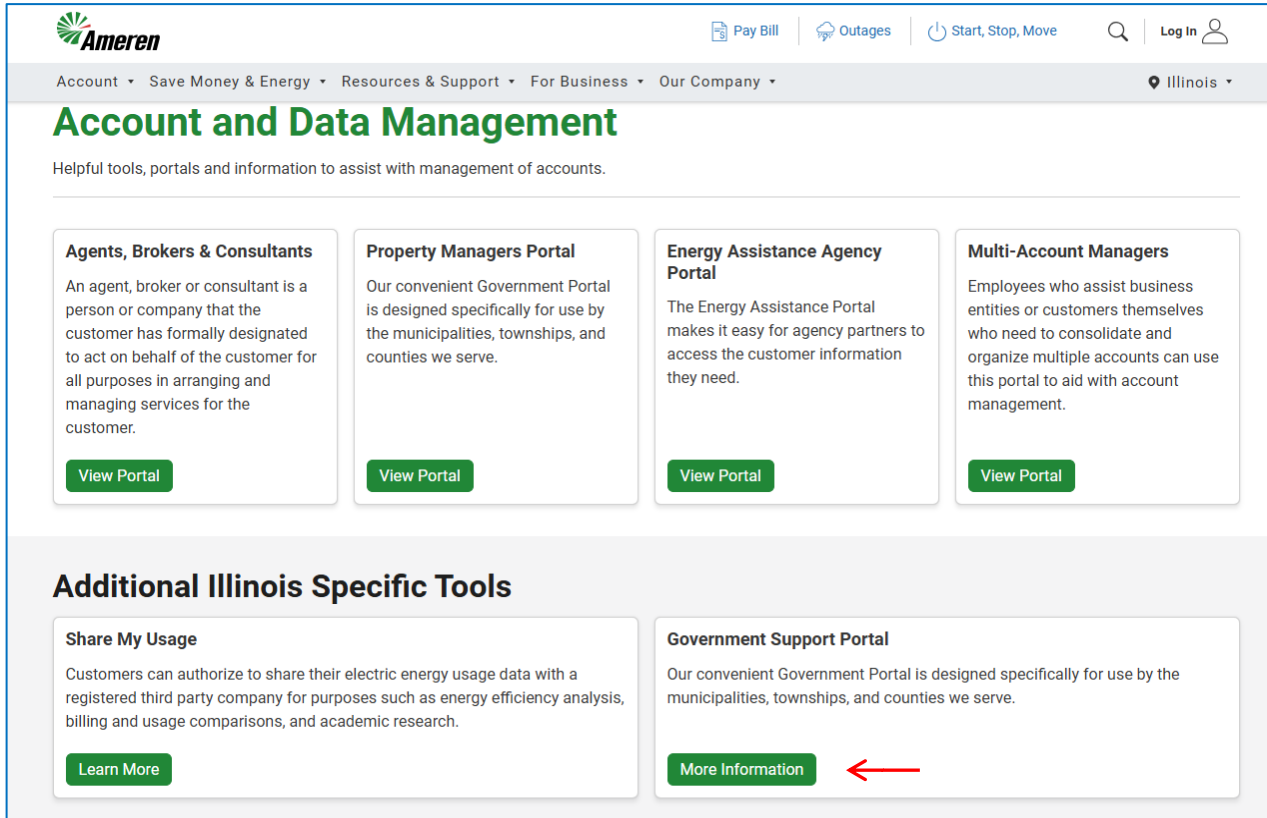
- Go to the Ameren Illinois website at www.Ameren.com.
- Select "Resources & Support"
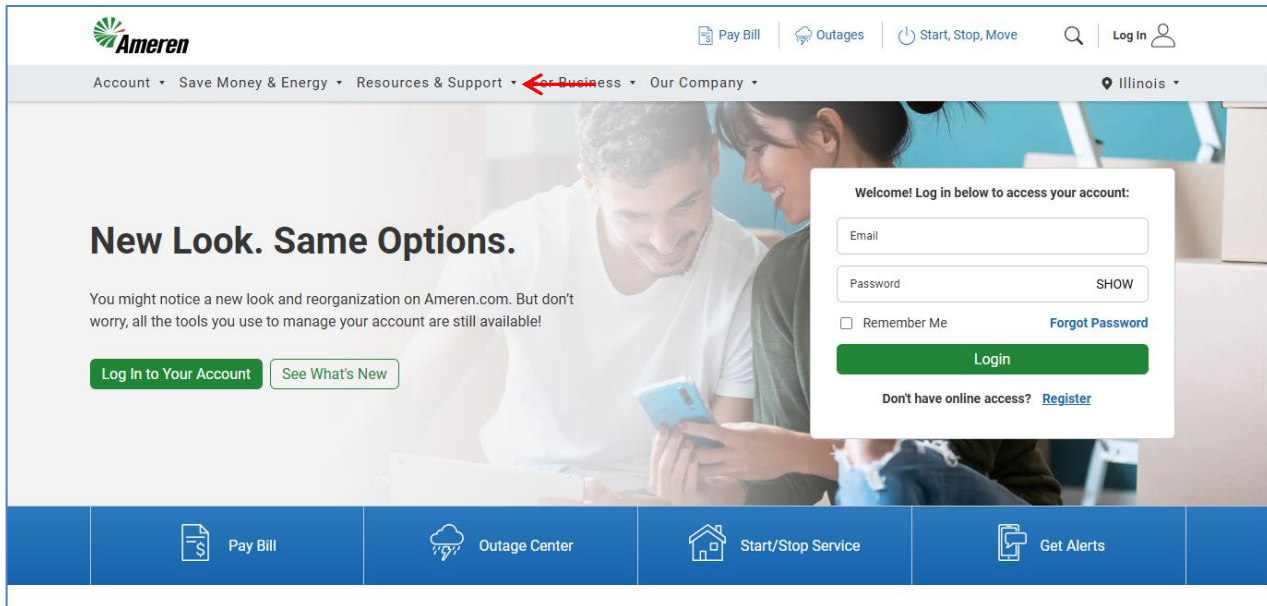
- Select "Account & Data Management".

- Go down to Government Support Portal and select "More Information".

- Select the Government Portal Login (shown with a red arrow)

Registration

A government entity must register to access the Government Portal and complete a premises authentication and can add Government Aggregation or Municipal Utility Tax (Municipalities only)

To begin, select "Government Registration".

A new web window will open to begin the registration. After reading the instructions, select "Next".
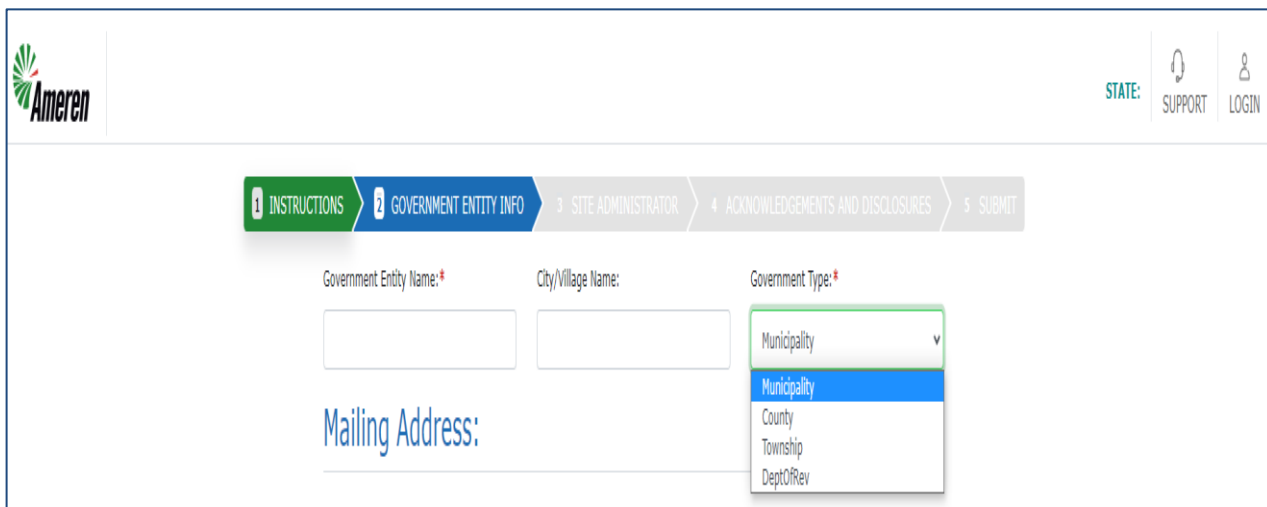
Enter the Government Entity Name and select the Government Type. Once this information is provided the appropriate fields will display.

Fill out all required fields (indicated with an asterisk), select the County|ies your entity is in (if more than 1 county select the control key and select your Counties) and select "Next". Provide as much information as possible during initial registration, to eliminate the need for any additional follow-up work in the future.

The next tab, "Site Administrator", is for primary contact information. The Site Administrator information **MUST** be a government employee or official with authority to act on behalf of the municipality, township, or county (not consultants or non-administrative agents). Complete the required fields, indicated with an asterisk, and select "Next".

Note: The email address entered here will be the future login email address. <u>**Do not use a distribution list email address.**</u>

The next window includes the Acknowledgement & Disclosures and the Non-Disclosure Agreement pertaining to all services offered based on the Government Type originally selected. (Examples of this screen are shown below) The final illustration shows the "Next" button, which is selected after reading the language.

Ameren

STATE: SUPPORT   LOGIN

INSTRUCTIONS > GOVERNMENT ENTITY INFO > SITE ADMINISTRATOR > ACKNOWLEDGEMENTS AND DISCLOSURES > SUBMIT

Acknowledgements & Disclosures

Government Aggregator (GA)

To the extent required by law, Ameren Illinois Company d/b/a Ameren Illinois ("Ameren Illinois") will assist the GA throughout the aggregation process. Please be advised that Ameren Illinois is neutral as to the choice of supplier and is legally obligated to refrain from expressing any preferences between suppliers or supply options. The GA is encouraged to consult with the Illinois Power Agency ("IPA") for assistance in purchasing commodity under an aggregation program.

Data and Timing

Ameren Illinois is obligated to provide certain lists, as described herein and in Ameren Illinois' tariffs, and to transmit them to the GA. Upon completion of the GA's Registration and Non-Disclosure Agreement ("NDA"), GA's will be provided access to obtain said lists by using this Government Portal ("Portal").

Ameren Illinois will provide these lists in "as-is condition," based upon the most currently available data and without warranty as to the accuracy of the information. Please be advised that persons and businesses can, and often do move locations; new premises and services may be added or removed; and premises may change ownership at any time. Accordingly, information presented on these lists is subject to change, and it is the responsibility of the GA to access updated lists with regular frequency in an attempt to ensure and maintain the accuracy of the information contained thereon.

Premises Authentication – Government Aggregator

Each GA is required to verify the premises within its jurisdiction to ensure privacy of customer-specific information and compliance with Section 1-92 of the IPA Act prior to receiving detailed customer data. To complete this task, Ameren Illinois will provide to the GA a list of the premises currently coded in Ameren Illinois' system as located within the GA's jurisdiction, as defined below. By submitting a verified, authenticated premises list, the GA represents that such list contains an accurate representation of premises to the best of the GA's knowledge, information and belief. Ameren Illinois is not liable for the GA's failure to identify with accuracy the premises in its jurisdiction.

GAs are accountable for identifying and providing Ameren Illinois a list of Critical Facilities. Ameren Illinois cannot guarantee preferred restoration efforts of electric service to these facilities unless the GA has properly identified them. The GA must communicate to Ameren Illinois what it deems critical so Ameren Illinois can consider those in its restoration efforts. Prior to completing a review of Critical Facilities, the GA must complete a Premises Authentication. This may result in a change to the GA's Aggregation and Municipal Utility Tax. Ameren Illinois is not liable for the GA's failure to properly review and verify the information entered into the system is accurate and up-to-date.

GAs that are municipalities are accountable for the premises within their incorporated jurisdictions

GAs that are county boards are accountable for premises within their unincorporated jurisdictions and outside of other incorporated areas.

GAs that are townships are accountable for premises located within the township boundaries, as defined by its governing commissioners.

Aggregation Boundaries vs. Taxation Boundaries

To avoid complications, the GA should ensure the aggregation boundaries submitted to the Company match the boundaries it submits as part of any applicable taxation program. To the extent information is inconsistent between information provided during any authentication process and previous submittals, either related to aggregation or taxation, the Company reserves the right to use the most current information provided. Any adjustments to premises made by the GA are done by the Company on a prospective basis with the GA's knowledge, consent and understanding that any such changes may affect the collection and/or remission of taxes going forward. Ameren Illinois is not liable for any discrepancies that may exist between customer taxation designations and customer aggregation designations and is not liable for any tax implications and/or related loss(es) of revenue resulting from the GA's use of the Portal.

Government Entity (GE) Municipal Utility Tax

To the extent required by law, Ameren Illinois will assist the GE throughout the municipal utility tax process. As provided by law, the Company will make an additional charge to its customers receiving service in municipalities imposing the tax authorized by Section 8-11-2 of the Illinois Municipal Code. Said additional charge will be separately shown on each such customer's bill and designated as a "Municipal Charge" or by a similar description.

Prior to commencing a municipal utility tax, the GE shall first authenticate all premises within their jurisdiction and provide Ameren Illinois with a certified ordinance enabling the municipal utility tax. Ameren Illinois must update the appropriate tariffs and its' billing systems to implement the municipal utility tax, which may result in a reasonable delay in tax implementation.

Data and Timing

NON-DISCLOSURE AGREEMENT

WHEREAS, Ameren Illinois Company d/b/a Ameren Illinois ("Ameren Illinois") is in possession of certain Confidential Information (as defined herein) relating to Ameren Illinois' business operations, Ameren Illinois' customers and/or the services provided by Ameren Illinois;

WHEREAS, Recipient, including its officers, agents, consultants or others acting on its behalf (collectively "Recipient") has requested from Ameren Illinois certain Confidential Information for the purpose of completing a lawful objective or function; and

WHEREAS, Ameren Illinois has agreed, subject to the terms of this Agreement and to the extent required or permitted by Illinois law, to the disclosure of such Confidential Information to Recipient; and

WHEREAS, Ameren Illinois desires to have all such Confidential Information handled by Recipient on a confidential and need-to-know basis, subject to the terms of this Agreement; and

NOW THEREFORE, in consideration of the execution of this Agreement, and other good and valuable consideration, and the covenants made herein, the Parties agree that the disclosure of such Confidential Information by Ameren Illinois to Recipient is subject to the following terms and conditions:

1. Confidential Information Defined. Confidential Information includes non-public information from or about Ameren Illinois or its affiliates, customers or business partners, including but not limited to customer-specific information, or other information that may, by operation of law or in accordance with best practices, be subject to heightened protections or sensitivities. Under this Agreement, all information disclosed by Ameren Illinois whether provided in oral, written, visual, electronic or other form is presumed to be Confidential Information unless it falls within one of the exclusions of Section 3. Confidential Information as used herein also includes information supplied by Ameren Illinois to Recipient prior to the execution of this Agreement, and such Confidential Information shall be considered in the same manner and be subject to the same treatment as the Confidential Information made available after the execution of this Agreement.

2. Exclusions from Definition. Confidential Information as used herein does not include any information that (i) is already known to the Recipient at the time it is disclosed to the Recipient, provided that such prior knowledge can be substantiated by written records and documents or (ii) is or has become generally known to the public through no wrongful act of the Recipient, (iii) information permitted to be disclosed by consent or authority of a customer or customers, or (iv) is obtained by the Recipient from a third party who has the right, to the best of the Recipient's knowledge, to disclose the information.

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11. No Waiver; Amendment; Exclusive Agreement. No failure or delay by either of the Parties in exercising any right, power or privilege hereunder shall operate as a waiver thereof, nor shall any single or partial exercise thereof preclude any other or further exercise thereof or the exercise of any other right, power or privilege hereunder. This Agreement shall not be modified, supplemented or amended except by a writing signed by both Parties hereto. This Agreement represents the exclusive agreement between the Parties in connection with the subject matter hereof.

12. Applicability to Affiliates. Any Confidential Information disclosed by an affiliated company of Ameren Illinois which would otherwise constitute Confidential Information hereunder if disclosed by Ameren Illinois, shall be deemed to constitute Confidential Information under this Agreement, and the rights of Ameren Illinois under this Agreement may be enforced by any such affiliate as if such affiliate were also a Party to this Agreement.

13. APPLICABLE LAW; JURISDICTION; WAIVER OF JURY TRIAL THIS AGREEMENT SHALL BE GOVERNED BY ILLINOIS LAW, AND SHALL BE DEEMED TO HAVE BEEN EXECUTED AND PERFORMED IN THE STATE OF ILLINOIS.

14. Notices. All notices, demands and other communications required or permitted to be given under this Agreement shall be in writing and shall be deemed to be made or given when personally delivered or 3 business days after being mailed by registered or certified United States mail, postage prepaid, return receipt requested, or 1 business day after being sent by Federal Express or other recognized courier guaranteeing overnight delivery, to the Parties at the following respective addresses, or at such other address as a respective Party may designate from time to time pursuant to a notice duly given hereunder to the Ameren Illinois:

[Back]   [**Next**] ←

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The last window allows you to review and edit the information you have input and is the affirmation that you are the authorized contact for the Government Entity and review for the Non-Disclosure Agreement is complete. Select the check boxes and "Submit". If you choose, you

can print and/or save a version of the registration data by selecting the link *before* you select "Submit".

A confirmation page explaining an email with further instructions will follow.

Logging into the Government Portal

To access the Government Portal there are two options:

1. Confirmation Email - After registration you will receive a confirmation email, which includes a temporary password and a link to the website. It is **recommended** to copy & paste the temporary password on to the password field.
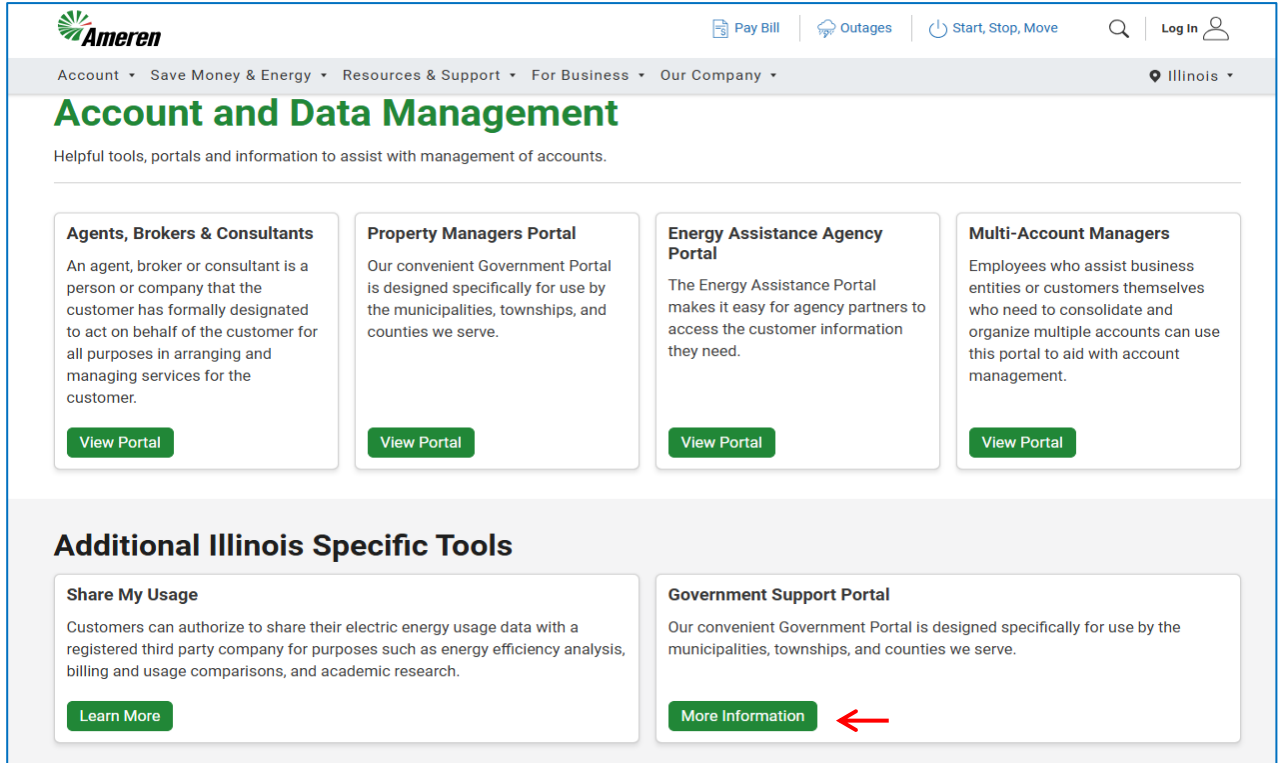

has been provided access to the Government Portal.

Please select a program you wish to participate in and complete the required registration. You have been granted "All Programs" authorization.

You can use the following information to log in:

Email:
Password:

Upon logging in you will be prompted to replace your temporary password.

THIS MESSAGE WAS SENT FROM THE AMEREN ILLINOIS GOVERNMENT PORTAL

Our website address is http://gpdev.ameren.com/Login

THANK YOU FOR USING THE GOVERNMENT PORTAL

If you have any questions, please email GovernmentSupportTeam@AmerenIllinois.com.

Ameren Illinois will never contact you by email asking you to validate your password. If you receive such a request, please notify us.

2. Go to the Ameren Illinois website at www.Ameren.com, Select "Resources & Support".

3. Go down to Government Support Portal and select "More Information"

4. Select "Government Portal Login".
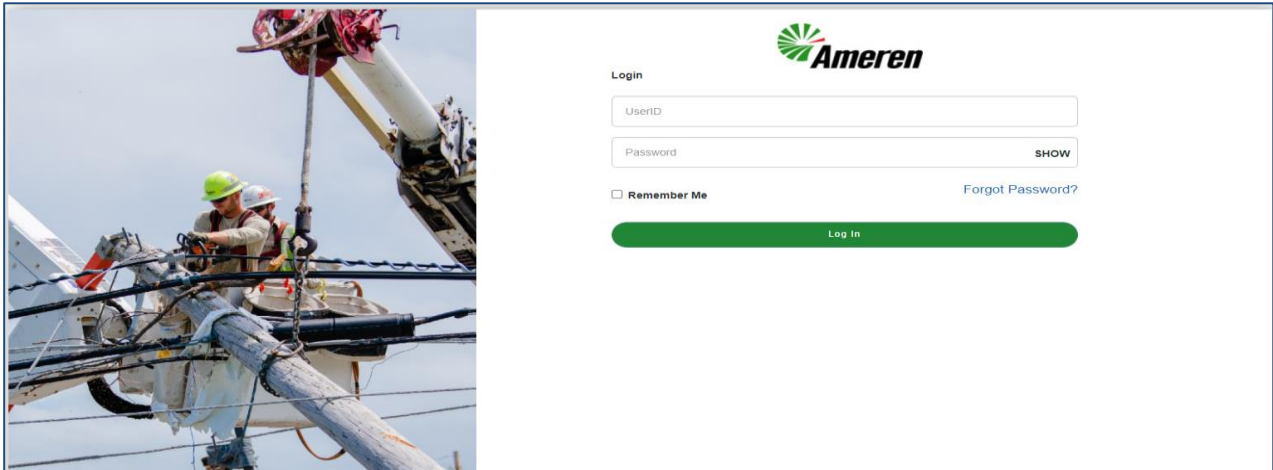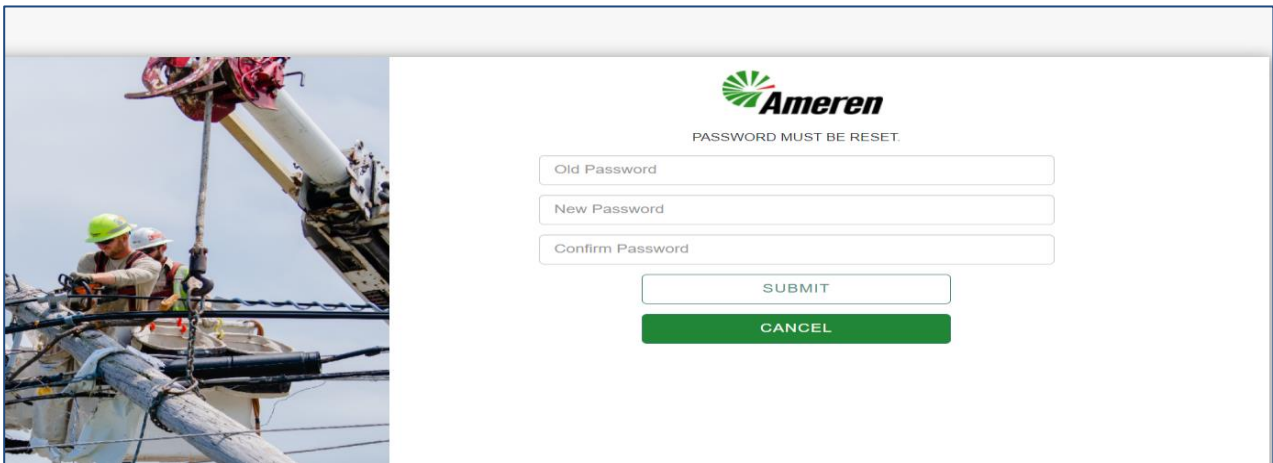
For a first-time user enter your email address used during registration and the temporary password that was sent to you after registration.

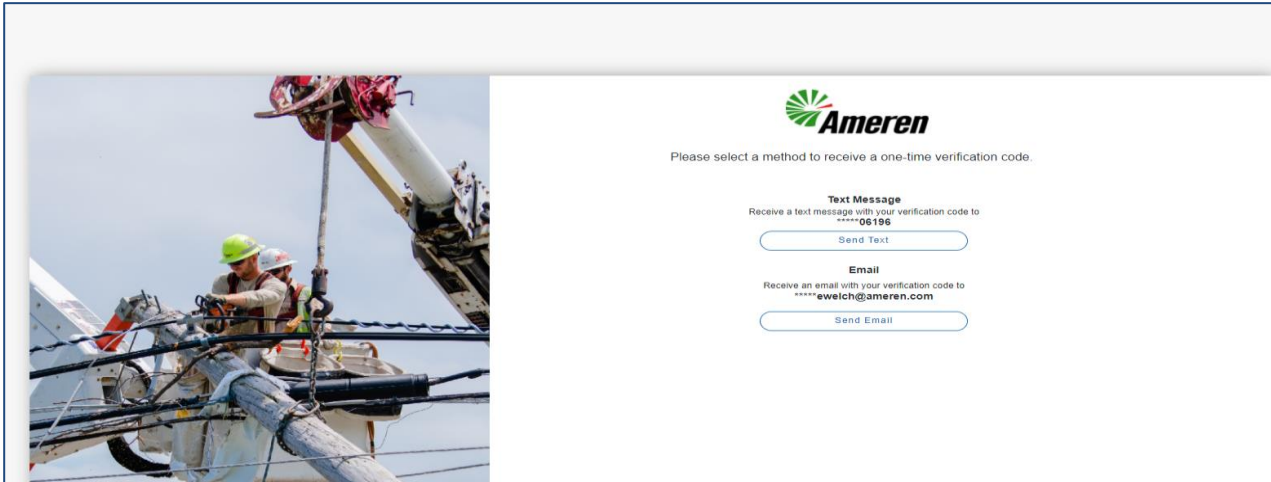You will be prompted to set up a new, permanent password.

And you will then be asked to enter a verification code.
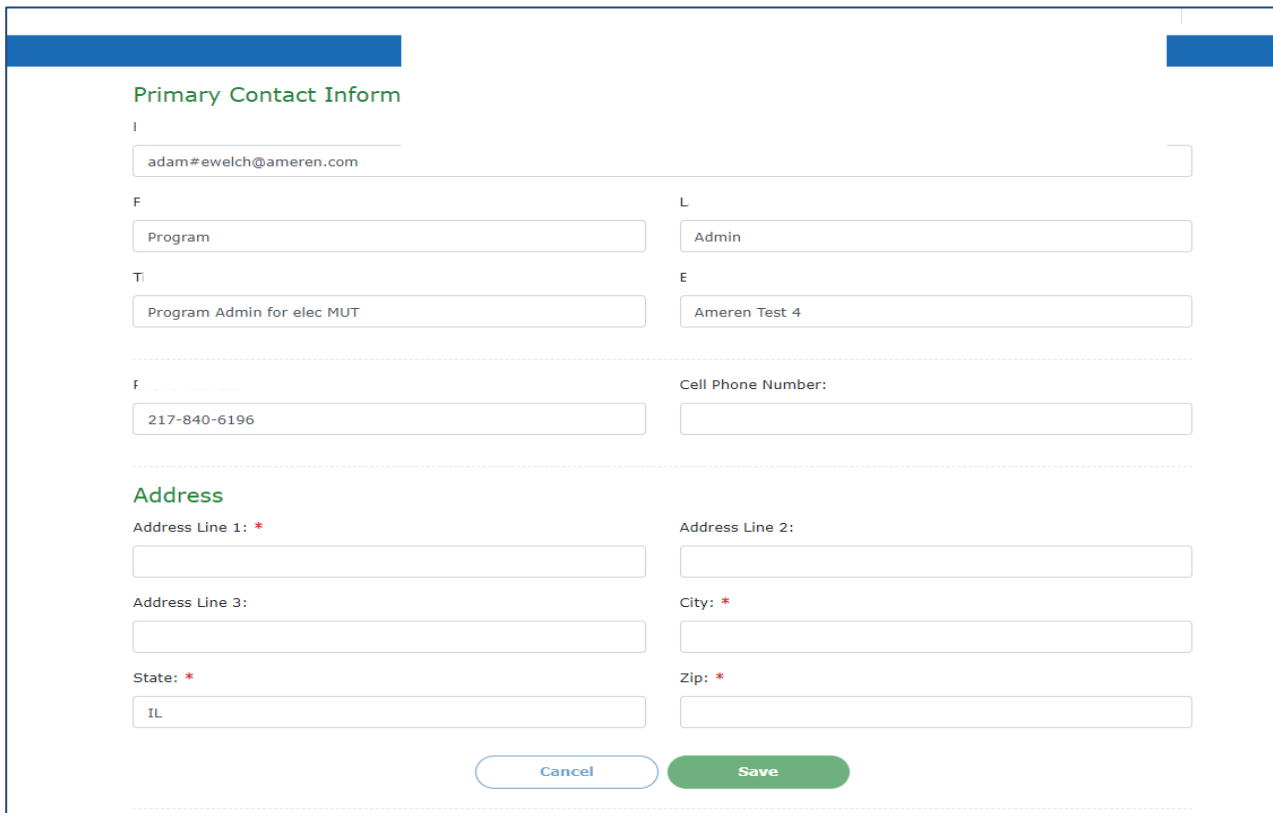
After successful log in, the user is directed to the "Profile Information" window to complete your user profile.

After completing the user profile, select "Save". The user is then directed to the Government Dashboard where Municipalities, Counties, and Townships begin to register for their specialized service(s).

You can also change your password on this page. Please pay close attention to the rules provided when creating a password.

Change Password

- Must be at least 8 characters long
- Must not exceed 250 characters
- No leading or trailing spaces
- Must have a capital letter
- Cannot contain whitespace other than a space
- Cannot have two continuous spaces

- Must have a letter, number and a special character
- Cannot repeat any character more than twice
- Cannot use following characters <,>,&,-
- Password cannot match UserID/email address

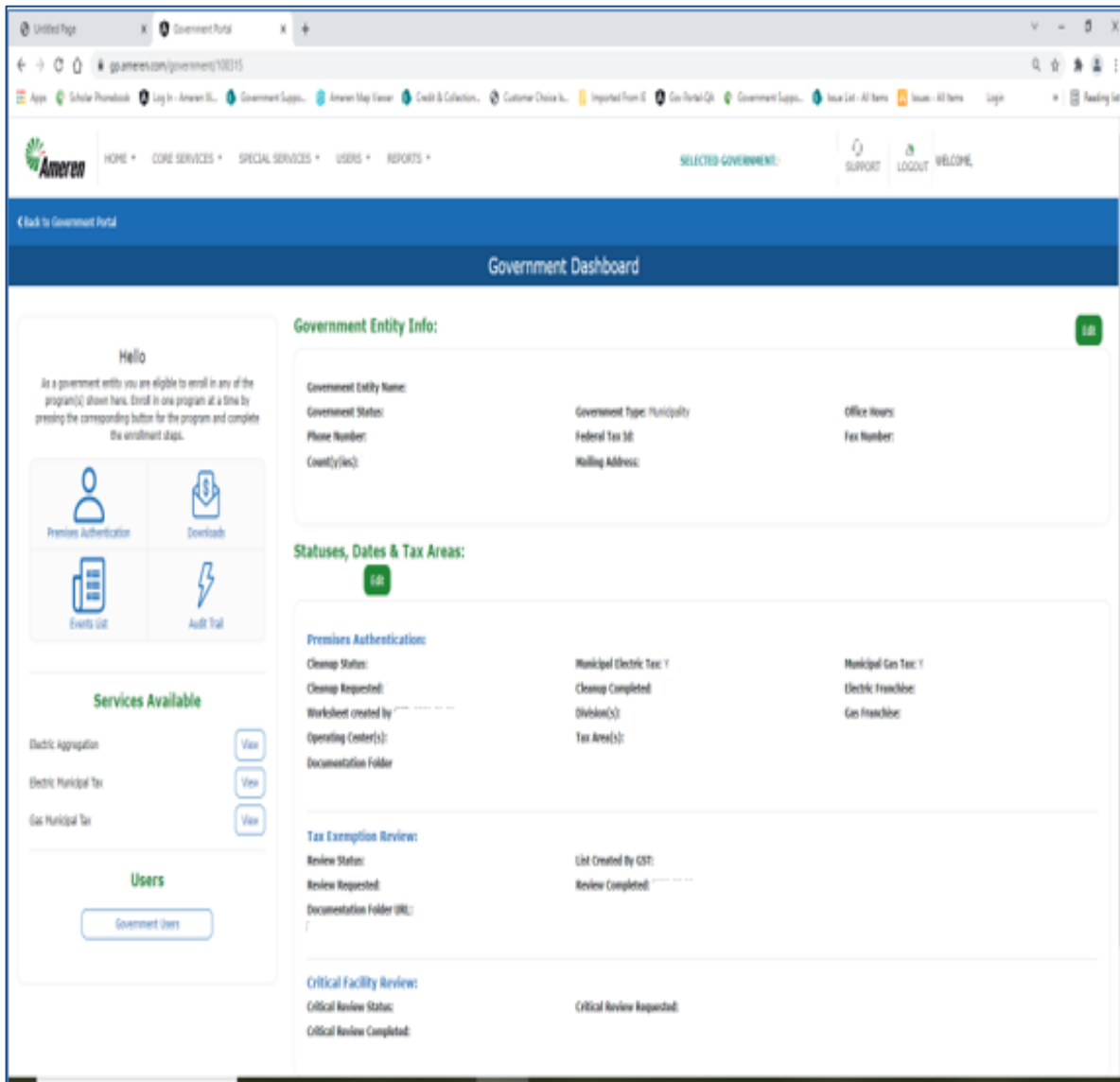Current Password: *

New Password: *

Re-enter new Password: *
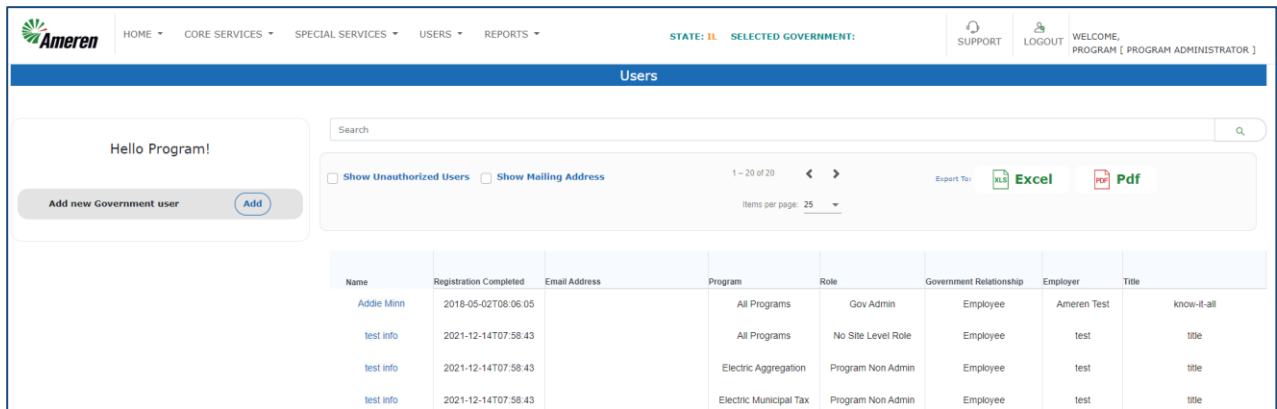
Cancel   Change Password

Government Dashboard

"Government Dashboard", contains GE specific data that can be edited by the Government Site Administrator and where services are accessed or added. This window will list all services available based on the Government Type selected during initial registration.

Users

Selecting Users, then Manage Users, will show the Government Site Administrator a list of authorized individuals and the level of access given to each user. This window also provides the administrator the ability to see all users, authorized and not authorized, by selecting the check box.

To Add Users for Electric Aggregation & Municipal Utility Tax

To add users, simply select Add and add their email address and select "Continue".

The GE Administrator will receive the window below and will need to complete the required fields, indicated with an asterisk, select the Role, access rights for each service, and the Relationship to the GE. Select "Submit". The user will receive an email advising that they have been granted access to the Government Support Portal and their temporary password.

(A detailed description for access rights is provided on pages 1 or 33)

Note: Users, who have already registered, are notified immediately once the GE Administrator enters their email address. The GE Administrator will only need to fill out the role, service access rights, and relationship for those users. We are only able to release information to consultants if they have access to the portal.

To Remove Users for Electric Aggregation & Municipal Utility Tax

The "Users" tab is also where the GE Site Administrator or GE Program Administrator can remove access for users. To remove access, the GE administrator needs to select the name/link of the non-admin user.

Select the "Edit" button.

Email:
First Name:
Last Name:
Ph   :
Cell Number:
Role:
Government:
Electric Aggregation:
Electric Municipal Tax:
Gas Municipal Tax:
Relationship to the GA:
Employer:
Title:

Cancel   Edit

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In the same window, the Role field becomes active. The GE administrator should select the drop down for Role and change it to "Not Authorized" and select "Submit".

Email:
First Name: *
Last Name: *
Phone Number:
Cell Number: 123-456-7890
Role: *   Government Administrator
  Government Administrator
  Governmnet Non-Administrator
  No Site Level Role
  Not Authorized
  Government Communications Relations
Relationship to the GA: *
Employer: *
Title:

Cancel   Save

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The user's whose access was changed will receive an email advising that authorization was updated to No Program Level Role.
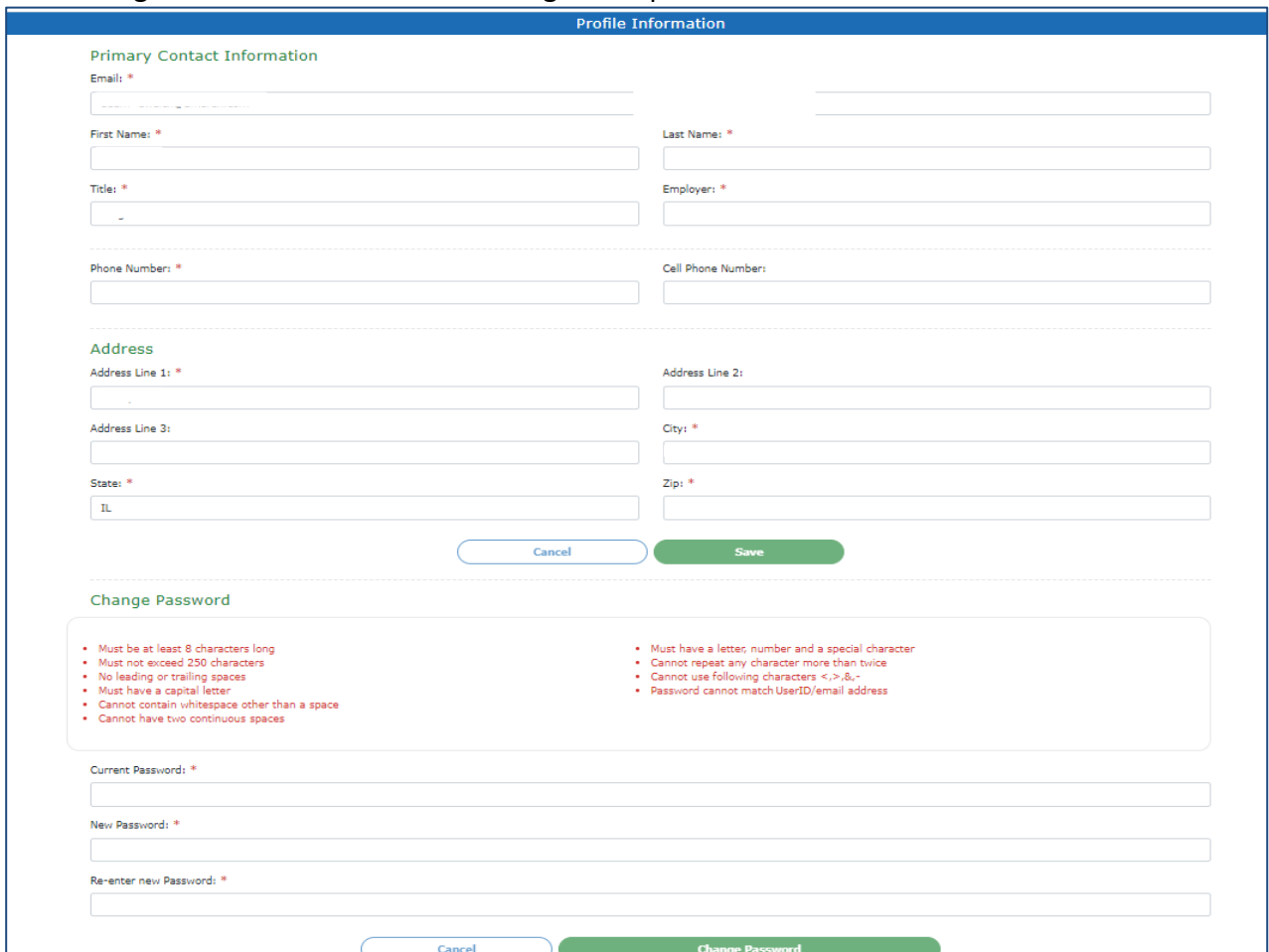
User Profile

To view the "User Profile", select Users and then select "User Profile from the drop-down menu.

This allows the user currently signed into the Government Support Portal to make corrections to their registration information and change their password.

Add Government Officials (GO) /Emergency Responders (ER)

To add a Government Official or Emergency Responder, select the Government Officials/Emergency Responders on the Core Services drop down menu.

Once on the Government Officials/Emergency Responders page, select either Add Government Official or Add Emergency Responder link.

Once on the Add New User page, the selected User Type will show at the top. Fill in all the required fields (those indicated by an asterisk) and select "Submit".

Add Government Official

User Type:*
Government Official

Title:*
[dropdown]

Email Address:*
[   ]

Confirm Email Address:*
[   ]

First Name:*
[   ]

Last Name:*
[   ]

☐ * Check this box if this user is an elected Official?

Address:

Address Line 1:*
[   ]

Address Line 2:
[   ]

Address Line 3:
[   ]

City:*
[   ]

State:*
[IL   ]

Zip Code:*
[   ]

Phone Number:*
[123-456-7890]

ext:
[   ]

Cell Phone Number:
[123-456-7890]

Fax Number:
[   ]

☐ Enable Text Messaging?   ⓘ Disclaimer: The text message feature is not currently active. Selecting this option indicates that you want to receive text messages when the functionality is enabled. Message and data rates may apply.

Government Entity Website:
[   ]

Board Meeting Day(s):
[   ]

[Back]   [Submit]

Once submitted, the user will populate on the Government Officials/Emergency Responders page.

Government Officials/Emergency Responders

[Search   🔍]   [Add Government Official]   [Add Emergency Responder]

☑ Government Officials   ☑ Emergency Responders   ☐ Show Inactive Users

Export To: 📊 **Excel**   📄 **Pdf**

Email#	Status	Type	Title	Name	Term Expiration	Business Phone Number	Cell Phone Number	Enable Text Messages?
	Active	Government Official	Public Works Superintendent					YES
	Active	Emergency Responder	Police Chief					YES
	Active	Government Official	Comptroller					YES

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The page will show **all active** users. If you want to view just Government Officials or just Emergency Responders, uncheck the box of who you <u>do not</u> want to view.

If you want to view who is an Inactive User, select the "Show Inactive users?" checkbox and uncheck the other 2. Up to a total of **20** Government Officials and **20** Emergency Responders can be added for each Government.

Remove Government Official/Emergency Responder (Inactive)

To remove/make a Government Official or Emergency Responder inactive, click the email of the user from the Government Officials/Emergency Responders page. Select the "Edit User" button. Once the Edit User page displays, uncheck the "Status (Active?)" checkbox and select "Submit".

View User Details

User Type: GovernmentOfficial

Status (Active?):
Title:
First Name:
Last Name:
Mailing Address:
Business Phone Number:
Cell Phone Number:
Fax Number:
Enable Text Messaging?:

Back   **Edit User**   ←

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Edit Government Official

User Type:*   Title:*
Government Official

Email Address:*   Status:
                                   ✓   Active

First Name:*   Last Name:*
                                   ✓   ✓

☐ * Check this box if this user is an elected Official?

Address:

Address Line 1:*   Address Line 2:   Address Line 3:

City:*   State:*   Zip Code:*
                          IL

Phone Number:*   ext: Cell Phone Number: Fax Number:

☑ Enable Text Messaging?   ⓘ Disclaimer: The text message feature is not currently active. Selecting this option indicates that you want to receive text messages when the functionality is enabled. Message and data rates may apply.

Downloads

To access select either the "Downloads" from the quick side menu _or_ the "Downloads option under the Core Services menu at the top of the page.
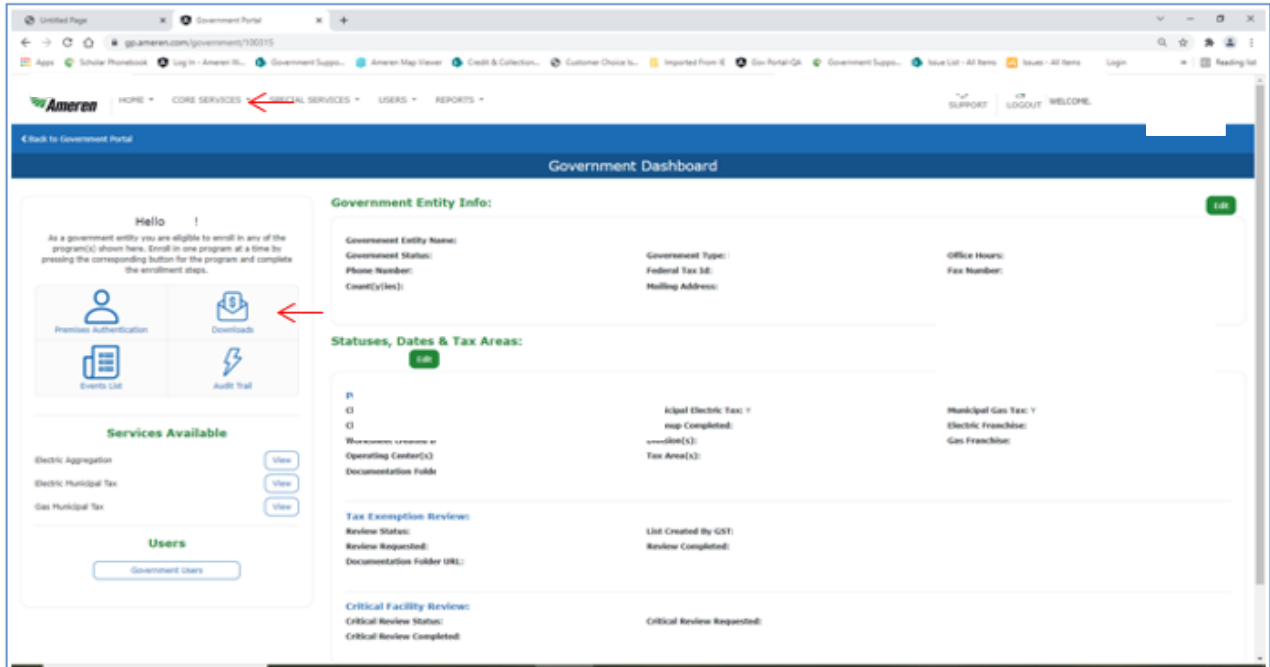
Select "Downloads". To request a new report please make sure you are on the "Request" sub-window and then click the appropriate report name. If reports were previously requested you will need to select "Request" to the left of "Retrieve". If a Government Entity is registered for multiple programs, reports provided are dependent on the access rights of the user logged in. In the example below, the Site Administrator is logged in therefore all service reports are listed.
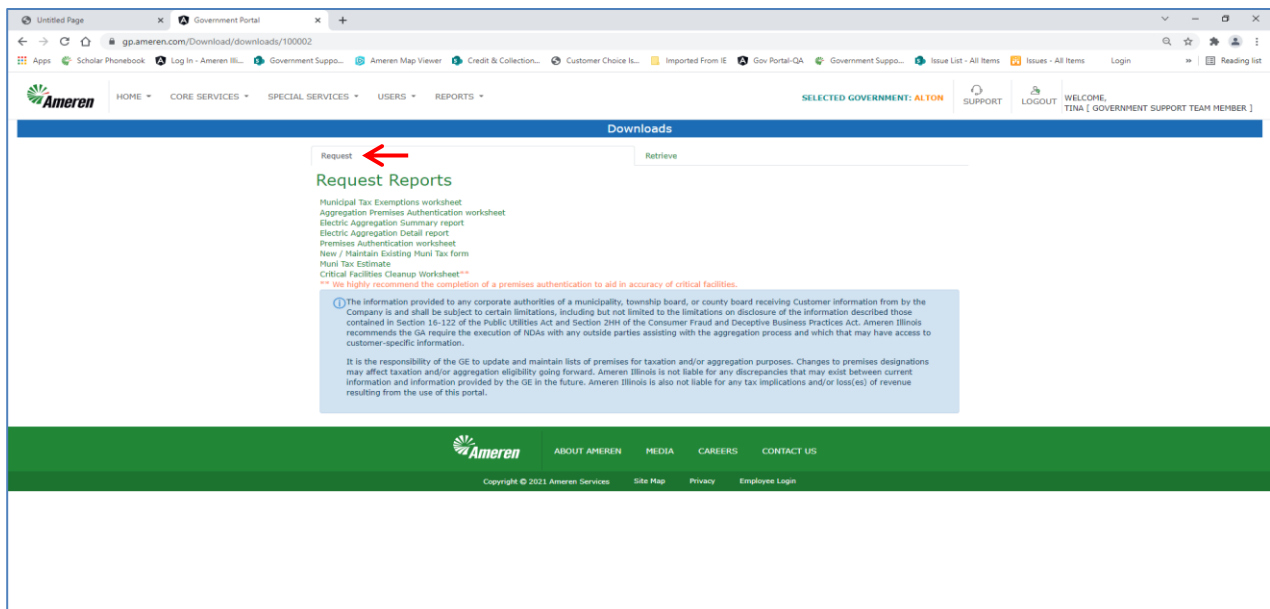
Municipalities will not have the ability to request a Muni Tax Estimate or New/Maintain Existing Muni Tax form until premises authentication is complete.
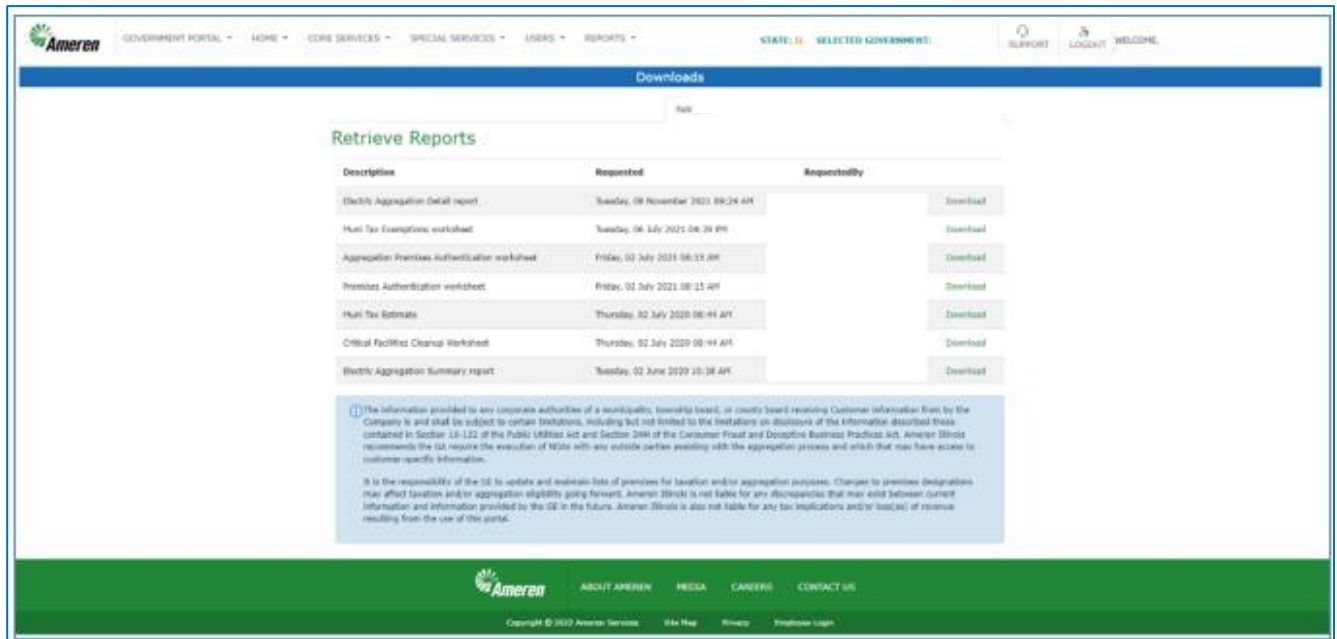
Townships will not have the ability to request a preliminary Electric Aggregation Summary report or Electric Aggregation Detail report until premises authentication is complete.

Counties and Townships will not have the ability to request a Muni Tax Estimate or New/Maintain Existing Muni Tax form.

- **Aggregation/Premises Authentication Worksheet** – Once this report is retrieved it must be reviewed and completed by the GE and Ameren Illinois before the GE can request a new premises authentication report.
- **Electric Aggregation Summary Report** – The first time the summary report is pulled, (assuming it is pulled at the same time as the premises authentication report), the data will reflect the premises prior to premises authentication. A revised summary report can be requested the Monday after receipt of the completion email for premises authentication.
- **Electric Aggregation Detail Report** – Prior to completion of the premises authentication report and receipt of ordinance (opt-in) or certified referendum results (opt-out), the detailed report *will not* include the customer account numbers.
- **Muni Tax Estimate** – Once the premises authentication report is reviewed and completed, this report will become available to begin the estimate process of establishing a municipal utility tax.
- **Muni Tax Exemptions Report** – Once the premises authentication report is reviewed and completed, this report will provide information related to those customers who are exemption from the Municipal's Utility Tax.
- **New / Maintain Existing Muni Tax Form** – This form is available after the completion of premises authentication and is for municipalities who are looking to implement or modify an existing municipal utility tax. Once the form is completed you can either fax or mail it into Ameren Illinois' Tax Department.
- **Critical Facilities Cleanup Worksheet** – Once this report is retrieved it must be reviewed and completed by the GE/GO/ER and Ameren Illinois before the GE can request a new Critical Facilities Cleanup report.

The requested report will automatically move to the "Retrieve" window. To view the report(s), select the "Download" link. The report(s) can then get exported to an Excel document.

Critical Facility Review

We _highly_ recommend that a Premises Authentication be completed prior to starting a critical facility review as it will aid in the accuracy of the information that is provided on the report. All users will be able to view, on the Government Dashboard, when the last time a Premises Authentication was completed. The user will request and download the Critical Facilities worksheet. They will need to access the Critical Facility Review window to complete the review process.

To access this window, click on Core Services from the top menu bar and then select Critical Facility Review.

If the Critical Facilities list is accurate and requires no revisions, select "No Modifications Needed". A message will appear confirming the status of the critical facility review and notify the Government Support Team.

Add a Critical Facility

"Add Critical Facility" allows the user to add accounts to the Critical Facilities worksheet.
Select "Add Critical Facility".

The following window will populate, fill out all required fields indicated with an asterisk. Select "Submit".

The following is a list of options for the Critical Care Facility Type:

- o Critical Health Care – Hospitals & Illinois licensed nursing homes
- o First Responder – Police and Fire Stations
- o Critical Infrastructure – Water Supply, Sewage Systems, Waste Systems
- o Schools – Elementary, Junior High, High School, Colleges and University

Update a Critical Facility

"Update Critical Facility" allows a user to change the Critical Facility Type on a premise that is already listed as a Critical Facility. It requires the premise number provided on the Critical Facility worksheet. (An example of the worksheet header is shown below)

The premise number allows the Government Portal to locate the premise and critical facility type, and helps ensure that we perform maintenance on the correct account.

Users must enter and validate the premise number before they can enter any further information. Enter the "Premise Number" and select the Validate button.

The Premise Number, Customer Name & Address pre-populate after selecting "Validate".

Enter the updated information (i.e. – Critical Facility Type), an explanation in the comments as to why the Critical Facility Type is changing, and select "Submit".

Remove a Critical Facility

"Remove Critical Facility" allows a user to remove a critical facility from the Critical Facility worksheet. It also requires the premise number provided on the Critical Facility worksheet. (An example of the worksheet header is shown below)

Premise Number	Premise Name	Premise Address Line 1	Premise Address Line 2	Premise Address City	Premise Address State Code	Premise Address Zip Code	Current Tax Area Name	Critical Facility Type	New Premise in Taxing Area?	If a Premise is Not part of your jurisdiction or address corrections are necessary, please indicate in this column

The premise number allows the Government Portal to locate the premise and critical facility type, and helps ensure that we perform maintenance on the correct account.
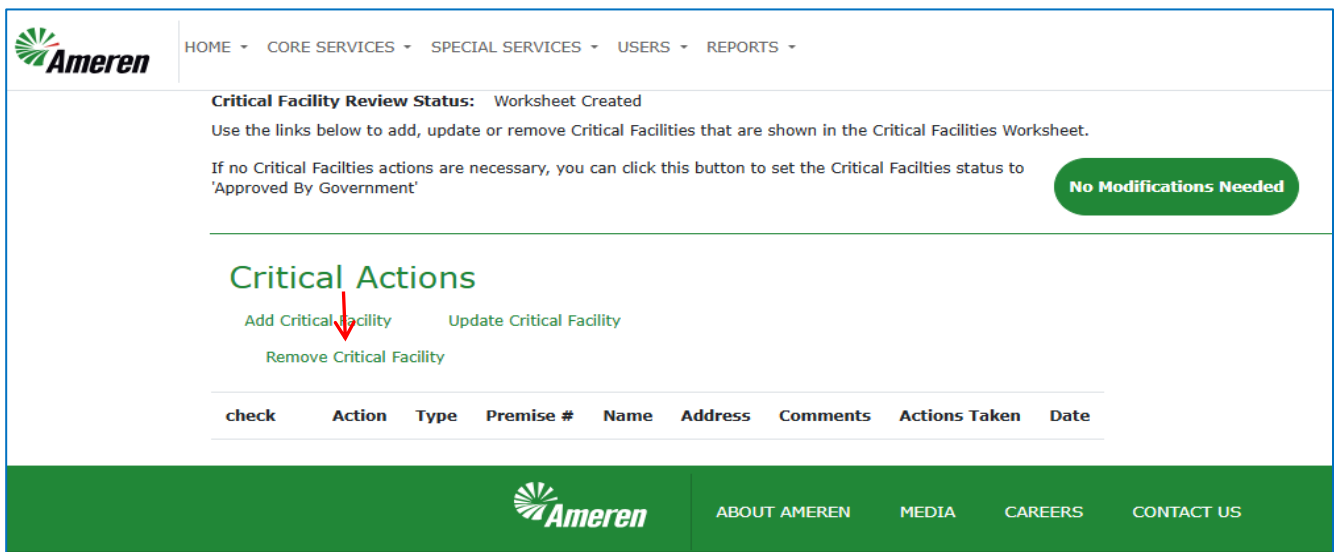
Users must enter and validate the premise number before they can enter any further information. Enter the "premise number" and select the Validate button.

The Premise Number, Customer Name & Address pre-populate after selecting "Validate". The Critical Facility Type will always say "None" when processing a remove request.

Enter an explanation in the comments as to why the Critical Facility Type is being removed and select "Submit".

Lock and Submit Critical Facility Review

Once the Critical Facility worksheet has been thoroughly reviewed and premises have been removed, updated, or added select "Lock & Submit". The first message users will receive is a verification of the action, select "Yes" as long as you are ready to submit the modifications. The final message will appear notifying the Government Support Team (GST) of the submission.

The Ameren Illinois Government Support Team & Community and Public Relations has been notified of your submission, and will be in contact with you soon.

Government Review of completed Critical Facility Review

Once Ameren Illinois has completed the review, the GE will receive an email advising that they should log into the portal to review and approve or decline the modifications completed by Ameren Illinois.

Ameren Illinois has completed its internal review of the Critical Facilities List that you provided and revised the list to accurately reflect the customers in your municipality or county.

Please log in to the portal to review the revised Critical Facilities List and approve all requested changes.

THIS MESSAGE WAS SENT FROM THE AMEREN ILLINOIS GOVERNMENT PORTAL

Our website address is https://gp.ga.ameren.com/Login

THANK YOU FOR USING THE GOVERNMENT PORTAL

If you have any questions, please email GovernmentSupportTeam@AmerenIllinois.com.

Ameren Illinois will never contact you by email asking you to validate your password. If you receive such a request, please notify us.

Decline Modifications

After the user has reviewed and should they disagree with Ameren Illinois' modifications, enter comments in the decline reason box and select "Decline Approval".

HOME ▾   CORE SERVICES ▾   SPECIAL SERVICES ▾   USERS ▾   REPORTS ▾

Critical Facility Review Status: Assigned To G E

Ameren Illinois has finished reviewing your Critical Facilities List. Please click the appropriate button. "Approved by Government":

Approve

Decline Reason:

The GE declines the work that was done because….

Decline

This will automatically notify GST & Community and Public Relations that further review and modifications are required. Once Ameren Illinois completes the additional review and/or modifications the GE will receive an email advising to log into the portal, review and approve or decline the modifications completed by Ameren Illinois.

Ameren Illinois has completed its internal review of the Critical Facilities List that you provided and revised the list to accurately reflect the customers in your municipality or county.

Please log in to the portal to review the revised Critical Facilities List and approve all requested changes.

THIS MESSAGE WAS SENT FROM THE AMEREN ILLINOIS GOVERNMENT PORTAL

Our website address is https://gp.qa.ameren.com/Login

THANK YOU FOR USING THE GOVERNMENT PORTAL

If you have any questions, please email GovernmentSupportTeam@AmerenIllinois.com.

Ameren Illinois will never contact you by email asking you to validate your password. If you receive such a request, please notify us.

If the GE agrees with the additional modifications, continue with the instructions below to approve.

Approve Modifications

After the user has reviewed and agrees with Ameren Illinois' modifications, select "Approve".

HOME ▾   CORE SERVICES ▾   SPECIAL SERVICES ▾   USERS ▾   REPORTS ▾

Critical Facility Review Status: Assigned To G E

Ameren Illinois has finished reviewing your Critical Facilities List. Please click the appropriate button. "Approved by Government":

Approve

Decline Reason:

Decline

This will automatically notify GST & Public and Community Relations to change the Critical Facility Review status to "Critical Care Complete". The GE will receive an email advising the critical review is complete.

The Critical Facilities review process has been completed for

THIS MESSAGE WAS SENT FROM THE AMEREN ILLINOIS GOVERNMENT PORTAL

Our website address is https://gp.qa.ameren.com/Login

THANK YOU FOR USING THE GOVERNMENT PORTAL

If you have any questions, please email GovernmentSupportTeam@AmerenIllinois.com.

Ameren Illinois will never contact you by email asking you to validate your password. If you receive such a request, please notify us.
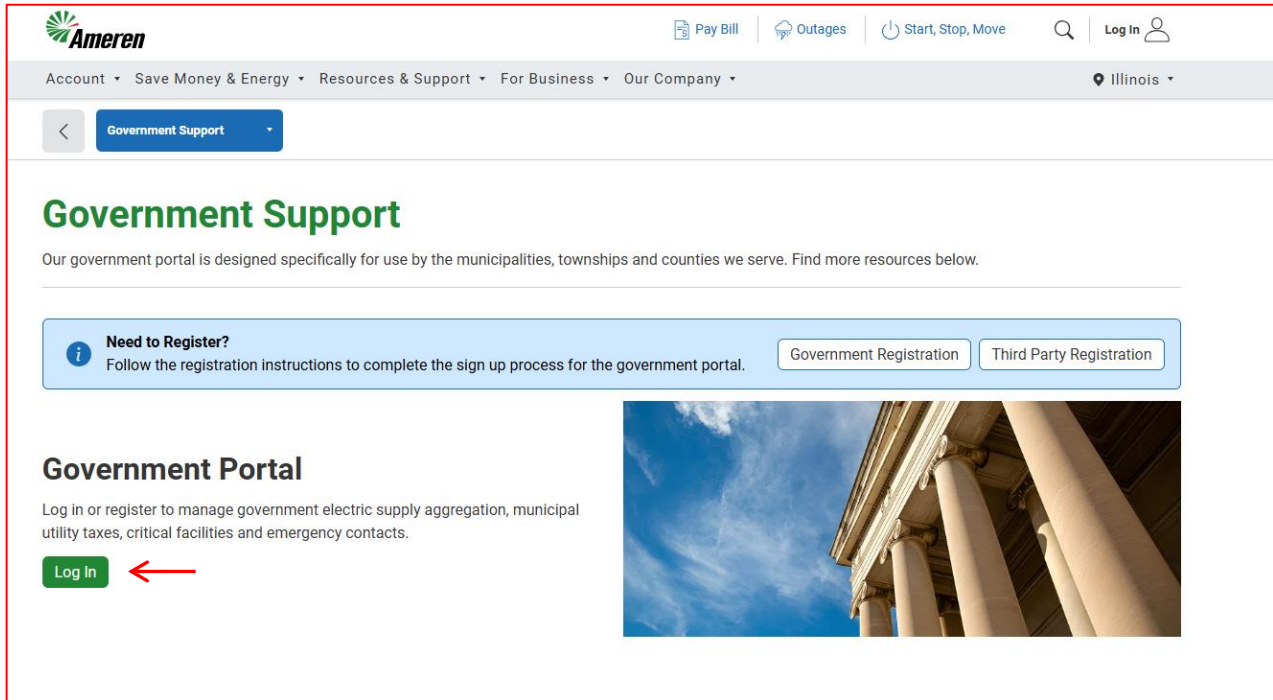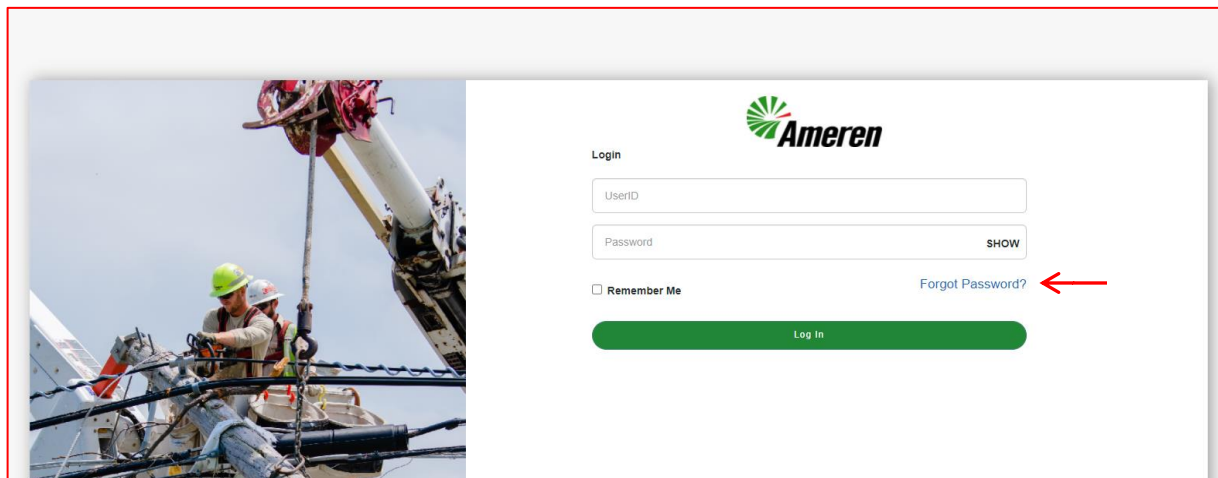
Appendix

Forgot Password

Once you have selected the Government Support page (steps begin on page 3), users can select the Government Portal Login page.

Select the "Forgot Password?"

Enter your email address used during registration and select "I'm not a robot".

As long as the address is valid, the following page will display.
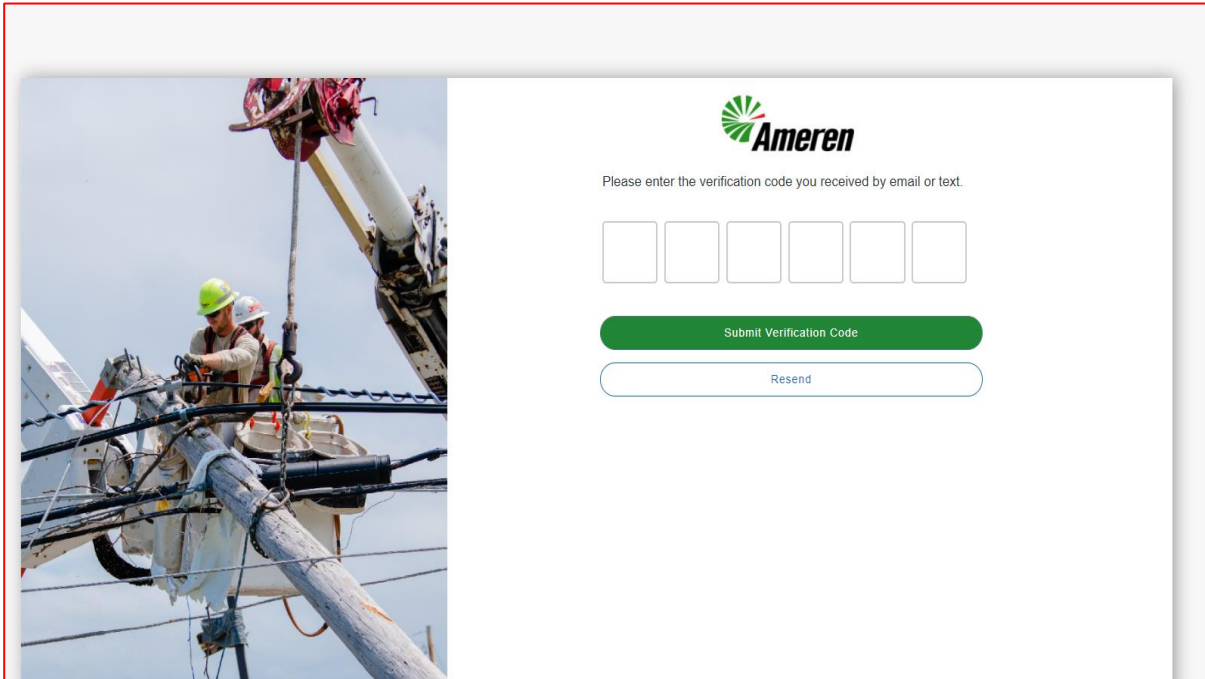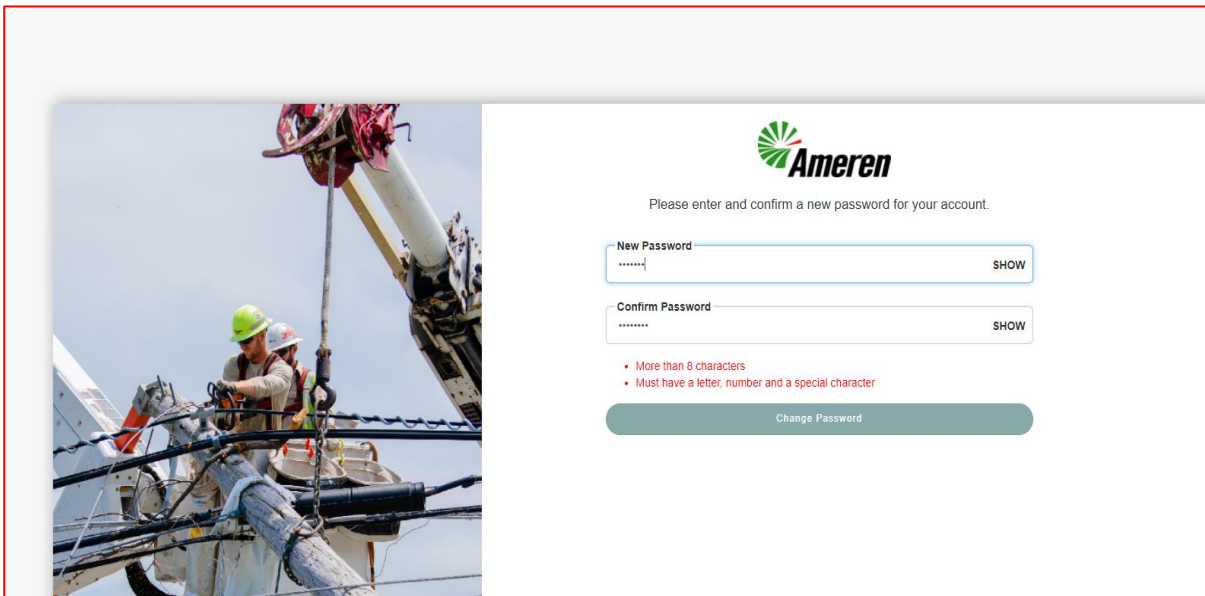
You will need to select to have either a code sent to you via text or email.

Enter the code that is sent to you and select "Submit Verification Code."

You will then be prompted to enter a new password and to confirm that password.

Your password is case sensitive. Follow the guidelines provided and set a new password. Select "Change Password".

You should receive the screen below and select "Continue".
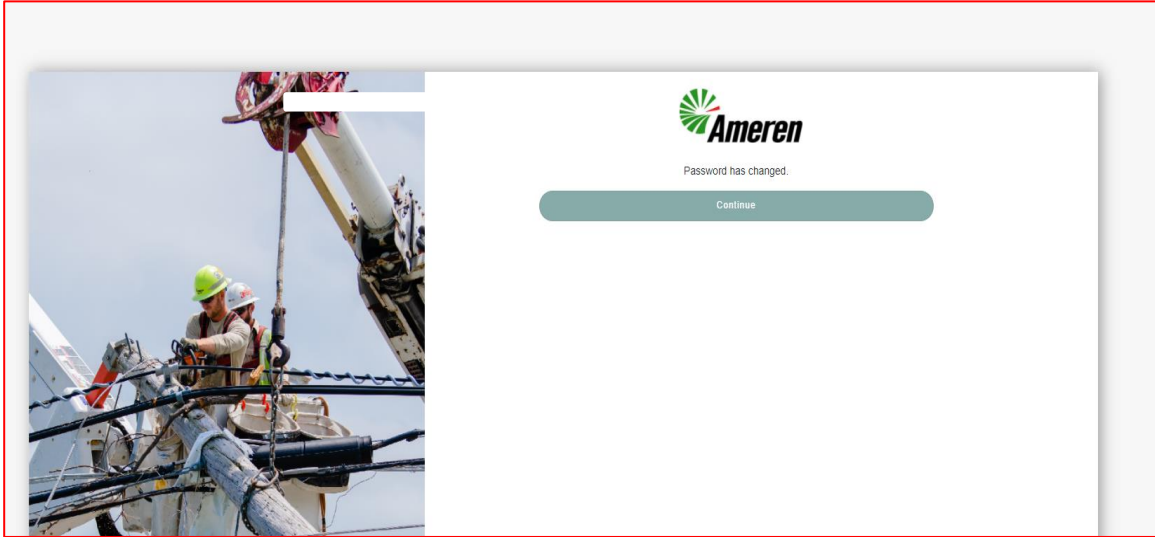
Glossary

Detail Report – Prior to completion of the premises authentication and receipt of ordinance (opt-in) or certified referendum results (opt-out), the detailed report ***will not*** include the customer account numbers.

Government Aggregation – Corporate authorities of a municipality, township, and county board of a county who may aggregate residential and small commercial retail customers.

Government Site Administrator – This is a municipal, township, or county employee who completes and maintains registration and has **full** access to the portal. It is the Government Administrator's responsibility to set up additional program administrators, program non-administrator users, and program view only users for access to reports provided by each program.

Municipal Utility Tax – Ameren Illinois will work with the municipality to make an additional charge (tax) to its customers receiving service in municipalities pursuant to 65 ILCS 5/8-11-2.

Muni Tax Estimate – Once the premises authentication report is reviewed and completed, this report will become available to begin the estimate process of establishing a municipal utility tax.

New / Maintain Existing Muni Tax – This form is for municipalities who are looking to implement or modify an existing municipal utility tax. Once the form is completed you can either fax or mail it into Ameren Illinois' Tax Department.

No Program Level Role – This can be applied to any user with multiple service role access and will eliminate the ability for that user to view/edit anything within that selected service.

Premises Authentication Report – Once this report is retrieved it must be reviewed and updated by the GE and Ameren Illinois before the GE can request a new premises authentication report.

Program Administrator – This is a municipal, township, or county employee who completes and maintains registration and has **full** access to a specific program in the portal. It is the Program Administrator's responsibility to set up additional program administrators, program non-administrator users, and program view only users for access to reports provided by each program.

Program Non-Administrator / Consultant – This can be multiple employees, agents, or a consultant with the GE who has access to view the government dashboard and request, view, and maintains reports.

Program View Only – This can be multiple employees, agents, or a consultant with the GE who has access to view the government dashboard and view reports.

Summary Report – The first time the summary report is pulled, (assuming it is pulled at the same time as the premises authentication report), the data will reflect the premises prior to premises authentication. A revised summary report can be requested the Monday after receipt of the completion email for premises authentication.

Tax Exemption – This is the exclusion of a utility tax to an active customer's account. To allow a customer tax exemption status proper documentation (i.e. – ordinance) must be on file with the utility.

<u>Contact Information</u>

Staffing Hours:

Monday – Friday 7:00 am – 4:00 pm

Send your general inquires to us by email.

Email: GovernmentSupportTeam@amerenillinois.com

Phone: 217.424.6968

Fax: 217.424.6964