



Critical Facilities Guide Government Portal

Government Support Portal – 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. **Government Site Administrator** – This is a state, 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.
2. **Program Administrator** – This is a state, 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 non-administrator users and program view only users for access to reports provided by each program.
3. **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 maintain reports.
4. **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.
5. **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.



Critical Facilities Guide

Government Portal

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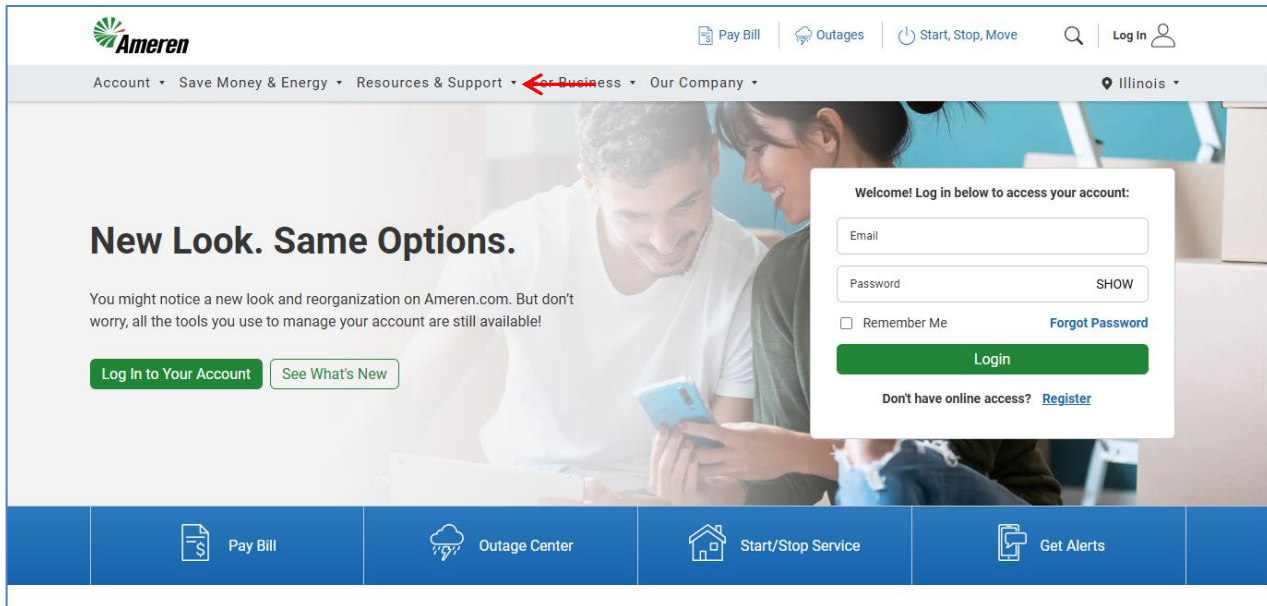
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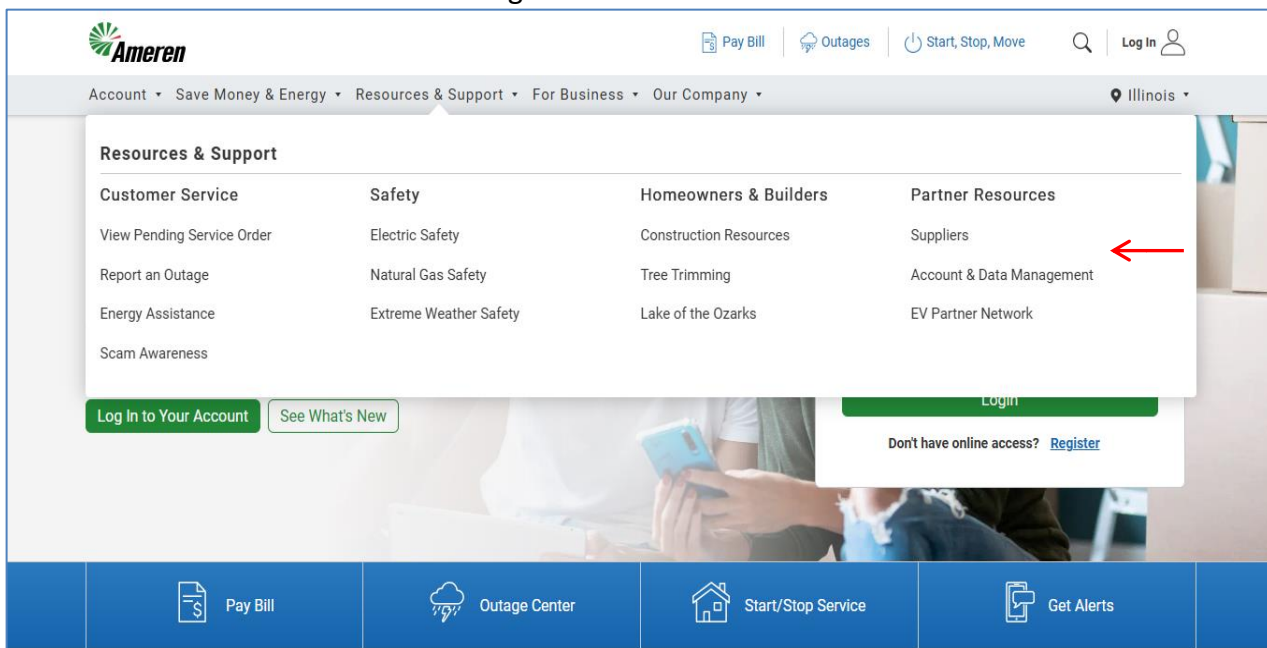
Government Support Portal

To gain access to the Government Support Portal

- Go to the Ameren Illinois website at www.Ameren.com.
- Select “Resources & Support”

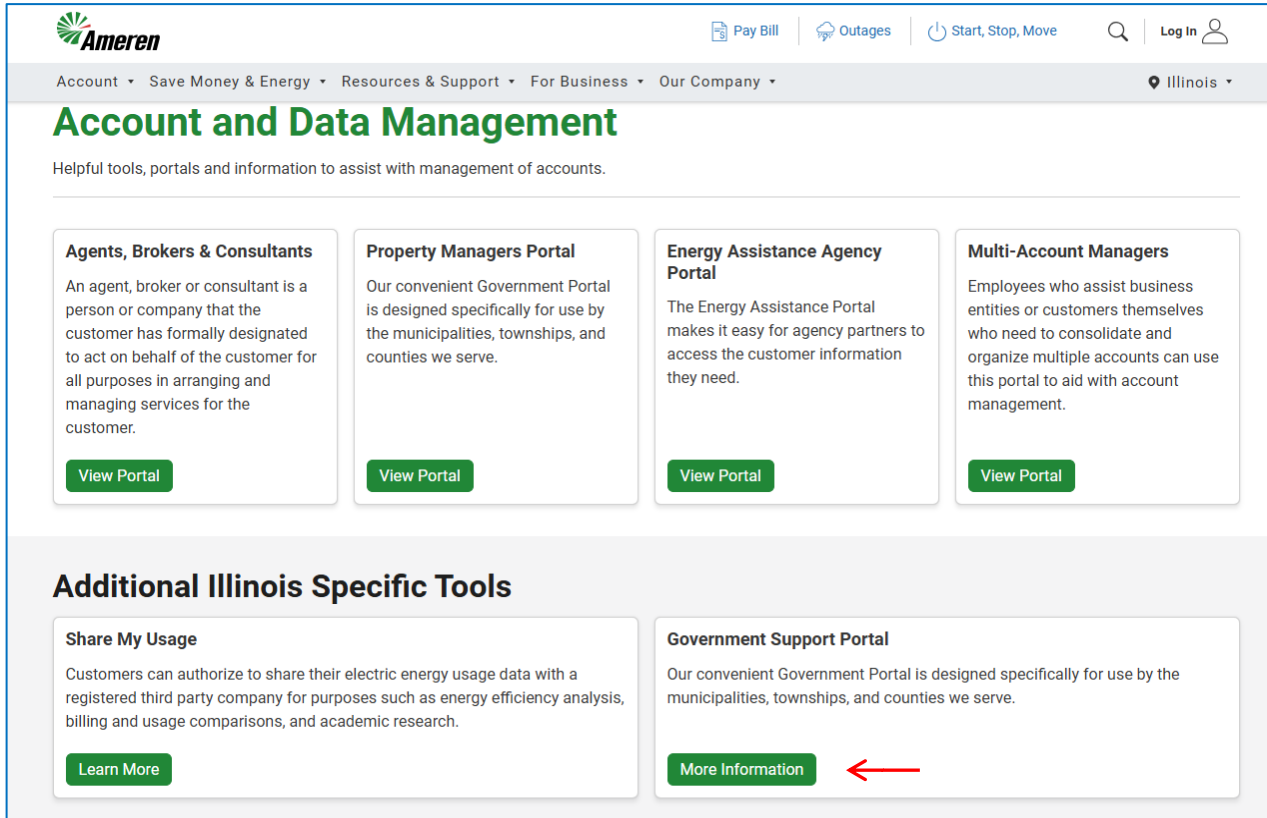


- Select “Account & Data Management”.



Critical Facilities Guide Government Portal

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



Account and Data Management
Helpful tools, portals and information to assist with management of accounts.

Agents, Brokers & Consultants
An agent, broker or consultant is a person or company that the customer has formally designated to act on behalf of the customer for all purposes in arranging and managing services for the customer.
[View Portal](#)

Property Managers Portal
Our convenient Government Portal is designed specifically for use by the municipalities, townships, and counties we serve.
[View Portal](#)

Energy Assistance Agency Portal
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Multi-Account Managers
Employees who assist business entities or customers themselves who need to consolidate and organize multiple accounts can use this portal to aid with account management.
[View Portal](#)

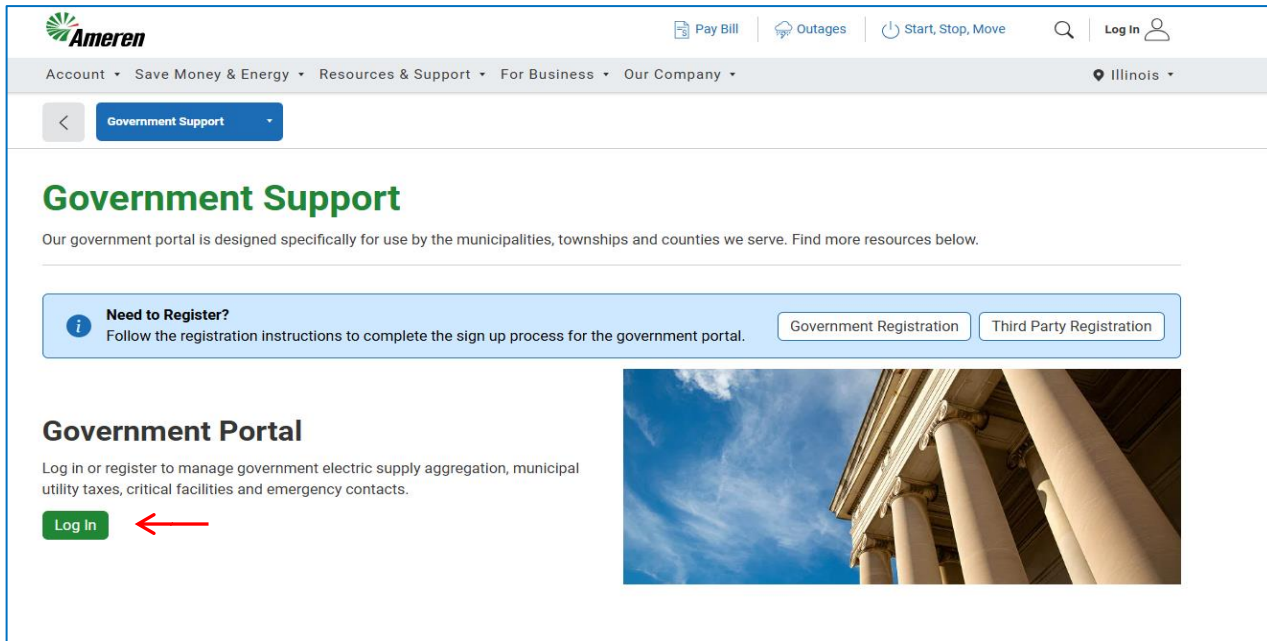
Additional Illinois Specific Tools

Share My Usage
Customers can authorize to share their electric energy usage data with a registered third party company for purposes such as energy efficiency analysis, billing and usage comparisons, and academic research.
[Learn More](#)

Government Support Portal
Our convenient Government Portal is designed specifically for use by the municipalities, townships, and counties we serve.
[More Information](#) ←

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

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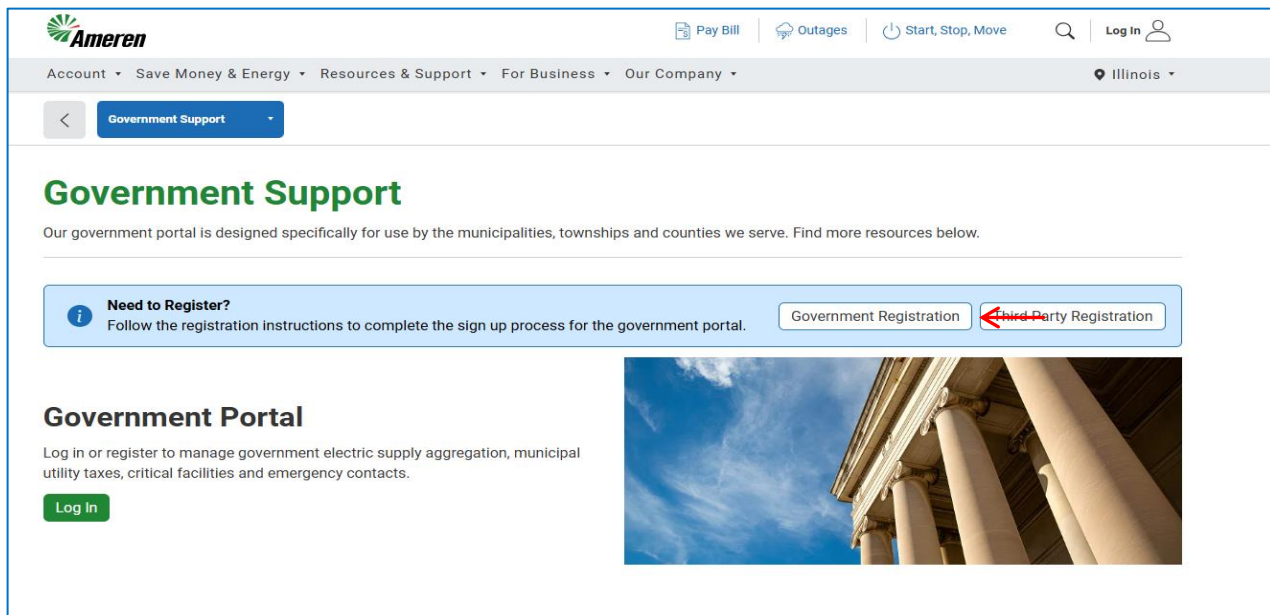


The screenshot shows the Ameren Government Support page. At the top is the Ameren logo and navigation links: Pay Bill, Outages, Start, Stop, Move, and Log In. Below this is a secondary navigation bar with links: Account, Save Money & Energy, Resources & Support, For Business, and Our Company. A dropdown menu for Government Support is open, showing a back arrow and the Government Support link. The main heading is "Government Support" in green. Below it is a subheading: "Our government portal is designed specifically for use by the municipalities, townships and counties we serve. Find more resources below." A blue banner contains an information icon, the text "Need to Register? Follow the registration instructions to complete the sign up process for the government portal.", and two buttons: "Government Registration" and "Third Party Registration". Below the banner is a section titled "Government Portal" with the text: "Log in or register to manage government electric supply aggregation, municipal utility taxes, critical facilities and emergency contacts." A green "Log In" button is present, with a red arrow pointing to it. To the right of the text is a photograph of classical columns under a blue sky.

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".

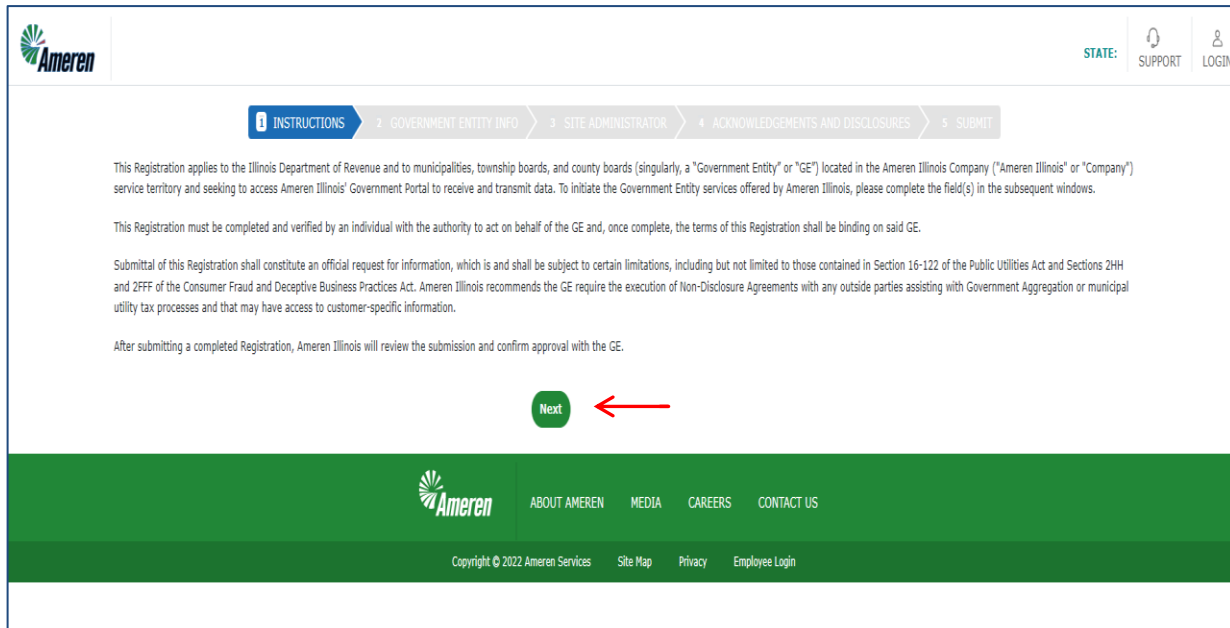


This screenshot is identical to the one above, but with additional highlights for the registration process. The "Third Party Registration" button in the blue banner is crossed out with a red line, and a red arrow points to the "Government Registration" button. Similarly, the "Log In" button in the "Government Portal" section is highlighted with a green box, and a red arrow points to it. The photograph of classical columns remains on the right.

A new web window will open to begin the registration. After reading the instructions, select "Next".

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Government Portal



1 INSTRUCTIONS 2 GOVERNMENT ENTITY INFO 3 SITE ADMINISTRATOR 4 ACKNOWLEDGEMENTS AND DISCLOSURES 5 SUBMIT

This Registration applies to the Illinois Department of Revenue and to municipalities, township boards, and county boards (singularly, a "Government Entity" or "GE") located in the Ameren Illinois Company ("Ameren Illinois" or "Company") service territory and seeking to access Ameren Illinois' Government Portal to receive and transmit data. To initiate the Government Entity services offered by Ameren Illinois, please complete the field(s) in the subsequent windows.

This Registration must be completed and verified by an individual with the authority to act on behalf of the GE and, once complete, the terms of this Registration shall be binding on said GE.

Submittal of this Registration shall constitute an official request for information, which is and shall be subject to certain limitations, including but not limited to those contained in Section 16-122 of the Public Utilities Act and Sections 2HH and 2FFF of the Consumer Fraud and Deceptive Business Practices Act. Ameren Illinois recommends the GE require the execution of Non-Disclosure Agreements with any outside parties assisting with Government Aggregation or municipal utility tax processes and that may have access to customer-specific information.

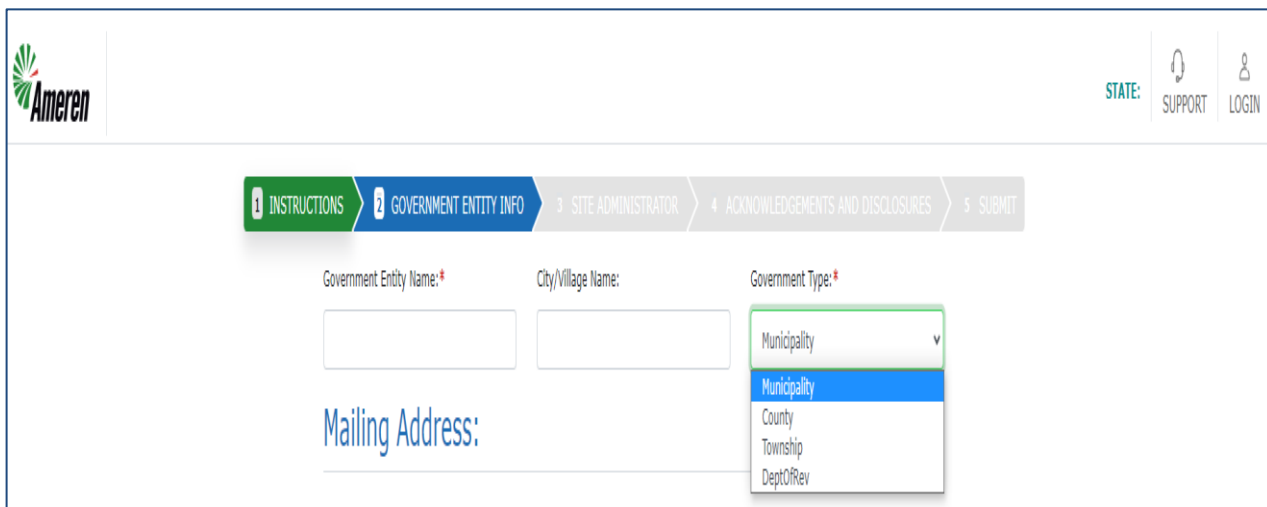
After submitting a completed Registration, Ameren Illinois will review the submission and confirm approval with the GE.

Next

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Enter the Government Entity Name and select the Government Type. Once this information is provided the appropriate fields will display.



1 INSTRUCTIONS **2 GOVERNMENT ENTITY INFO** 3 SITE ADMINISTRATOR 4 ACKNOWLEDGEMENTS AND DISCLOSURES 5 SUBMIT

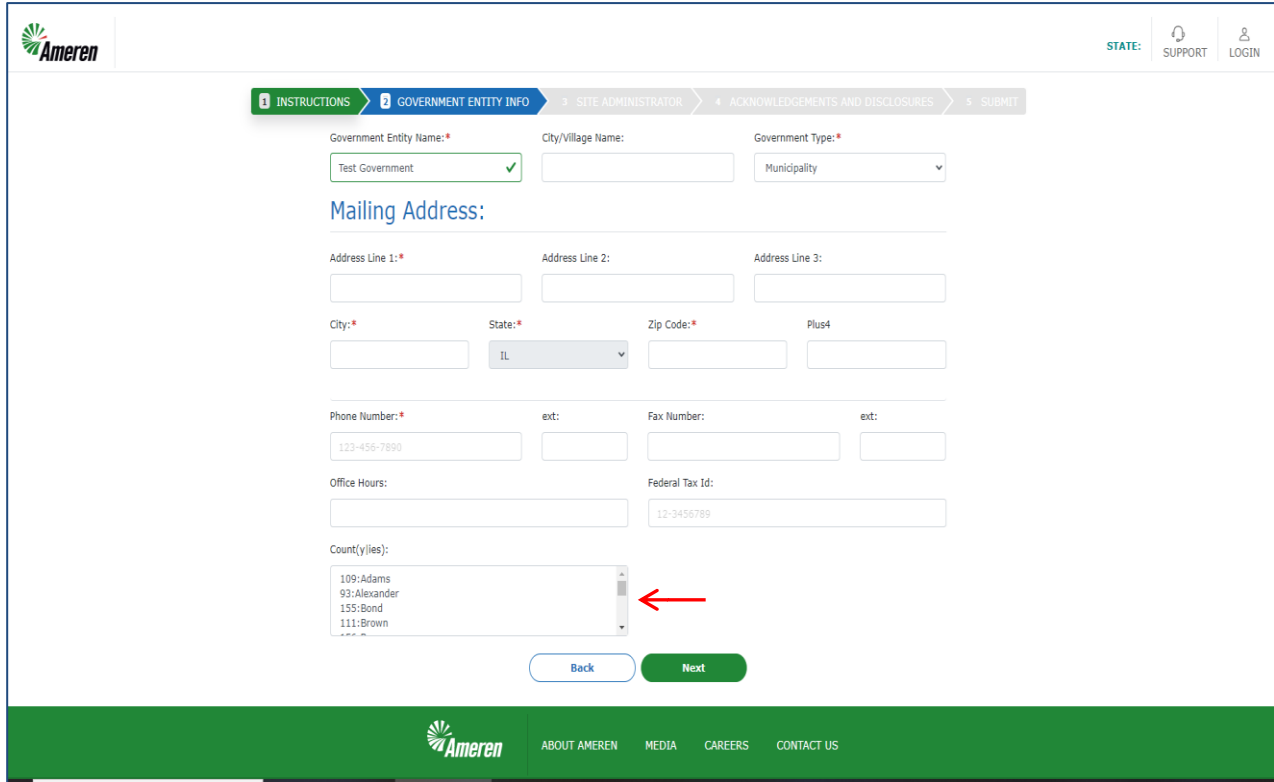
Government Entity Name: * City/Village Name: Government Type: *

Mailing Address:

Municipality
Municipality
County
Township
Dept/Rev

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.

Critical Facilities Guide Government Portal



The screenshot shows the 'GOVERNMENT ENTITY INFO' tab of the Ameren Government Portal. The form includes fields for Government Entity Name (Test Government), City/Village Name, Government Type (Municipality), Mailing Address (Address Line 1, 2, 3), City, State (IL), Zip Code, Plus4, Phone Number, ext., Fax Number, ext., Office Hours, Federal Tax Id, and a dropdown for Count(y/ies). A red arrow points to the Count(y/ies) dropdown. The form has a 'Back' button and a 'Next' button. The footer contains the Ameren logo and links for ABOUT AMEREN, MEDIA, CAREERS, and CONTACT US.

STATE: SUPPORT LOGIN

1 INSTRUCTIONS 2 GOVERNMENT ENTITY INFO 3 SITE ADMINISTRATOR 4 ACKNOWLEDGEMENTS AND DISCLOSURES 5 SUBMIT

Government Entity Name: * City/Village Name: Government Type: *

Test Government ✓

Mailing Address:

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

City: * State: * Zip Code: * Plus4

IL

Phone Number: * ext: Fax Number: ext:

123-456-7890

Office Hours: Federal Tax Id:

12-3456789

Count(y/ies):


109:Adams
93:Alexander
155:Bond
111:Brown

Back Next

Ameren ABOUT AMEREN MEDIA CAREERS CONTACT US

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”.

Critical Facilities Guide Government Portal



[STATE:](#)
[SUPPORT](#)
[LOGIN](#)

1 INSTRUCTIONS
2 GOVERNMENT ENTITY INFO
3 SITE ADMINISTRATOR
4 ACKNOWLEDGEMENTS AND DISCLOSURES
5 SUBMIT

1 The primary contact must be a government employee or official with authority to act on behalf of the GE.

2 Your email address will be your login ID for the Government Portal, and must be unique for the portal. **Don't use a shared or "mailing list" email address!**

Email Address: *

Confirm Email Address: *

First Name: *

Last Name: *

Mailing Address:

Address Line 1: *

Address Line 2:

Address Line 3:

City: *

State: *

IL
v

Zip Code: *

Plus4

Relationship to the GE:

Employee

Employer: *

Title:

Phone Number: *

ext:

Cell Phone Number:

Back


Next



←

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

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.

Critical Facilities Guide Government Portal



STATE:  SUPPORT  LOGIN

1 INSTRUCTIONS

2 GOVERNMENT ENTITY INFO

3 SITE ADMINISTRATOR

4 ACKNOWLEDGEMENTS AND DISCLOSURES

5 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.

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



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

1 INSTRUCTIONS

2 GOVERNMENT ENTITY INFO

3 SITE ADMINISTRATOR

4 ACKNOWLEDGEMENTS AND DISCLOSURES

5 SUBMIT

Government Entity [Edit](#)

Site Administrator [Edit](#)

1 nowhere
anywhere, IL 61856
Government Entity Name
Federal Tax ID
Government Type Municipality
Office Hour
Phone Number
Fax Number

1 anywhere
nowhere, IL 61856
First Name
Last Name
Relationship to the GE
Employer
Title
Phone Number
Cell Phone
Email

I understand that by default I will be the administrator for this program unless I assign another user as the Program Administrator.

Name: Be Best Title: Date: Mon Mar 28 2022 15:42:58 GMT-0500 (Central Daylight Time)

☐ * I affirm that I am the person who prepared this form, or that I have prepared and submitted this form as the duly authorized executor, guardian, authorized officer, or agent of such named person, and that I acknowledge that I have read and understood all of the questions in this form and that all of the information submitted in this form is true and correct to the best of my knowledge, and that all responses to the questions are full and complete, omitting no material information. I have reviewed, understand and agree with the Acknowledgements and Disclosures.

☐ * I affirm that I have reviewed, understand and agree with the Non-Disclosure Agreement.

When you click the "Submit" button, this registration will be added to the Government Portal database with a "Pending" status, and will be reviewed by the Government Support Team. You will be notified via email of the approval status.

Please take a few moments to review entered data before submitting. You can click the "tabs" above to view the previous pages
[click here for a print-friendly summary of your registration data.](#) **Please print the summary and retain a copy for your records.**

Back

Submit

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

Government Portal Registration

[Close this window](#)
FOCUSED ENERGY. For Life.

Thank you for registering for the Government Portal.

An email has been sent to you for verification. Please follow instructions in the email to complete your registration. You cannot login and register for programs until verification of your email address is complete.

Logging into the Government Portal

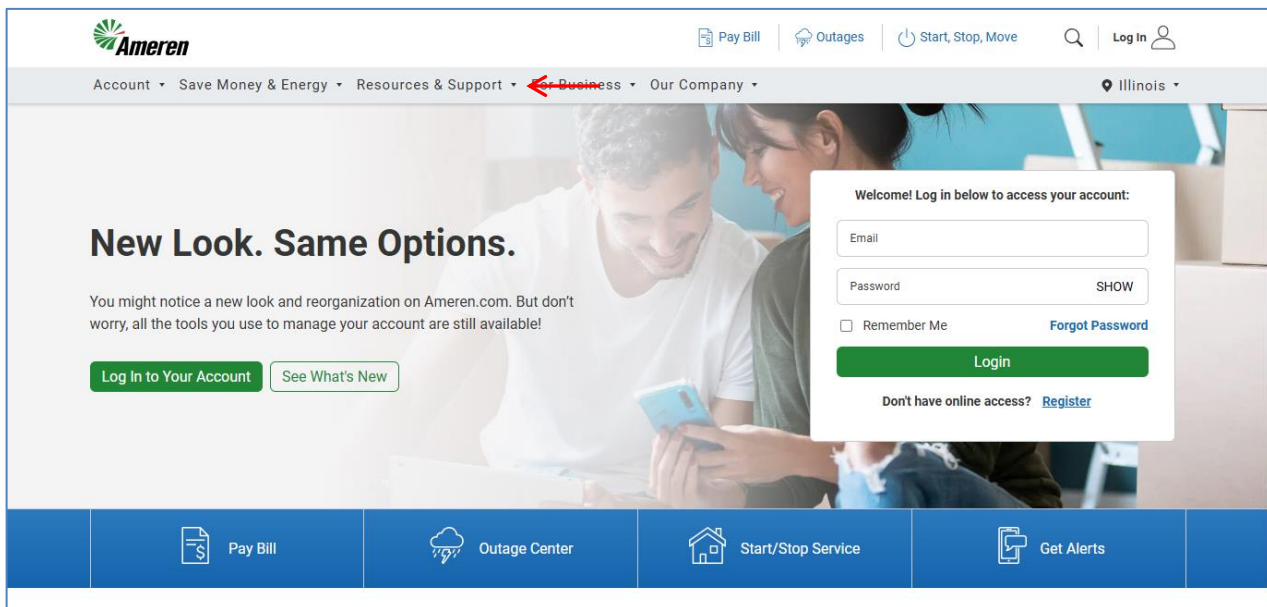
To access the Government Portal there are two options:

Critical Facilities Guide Government Portal

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.



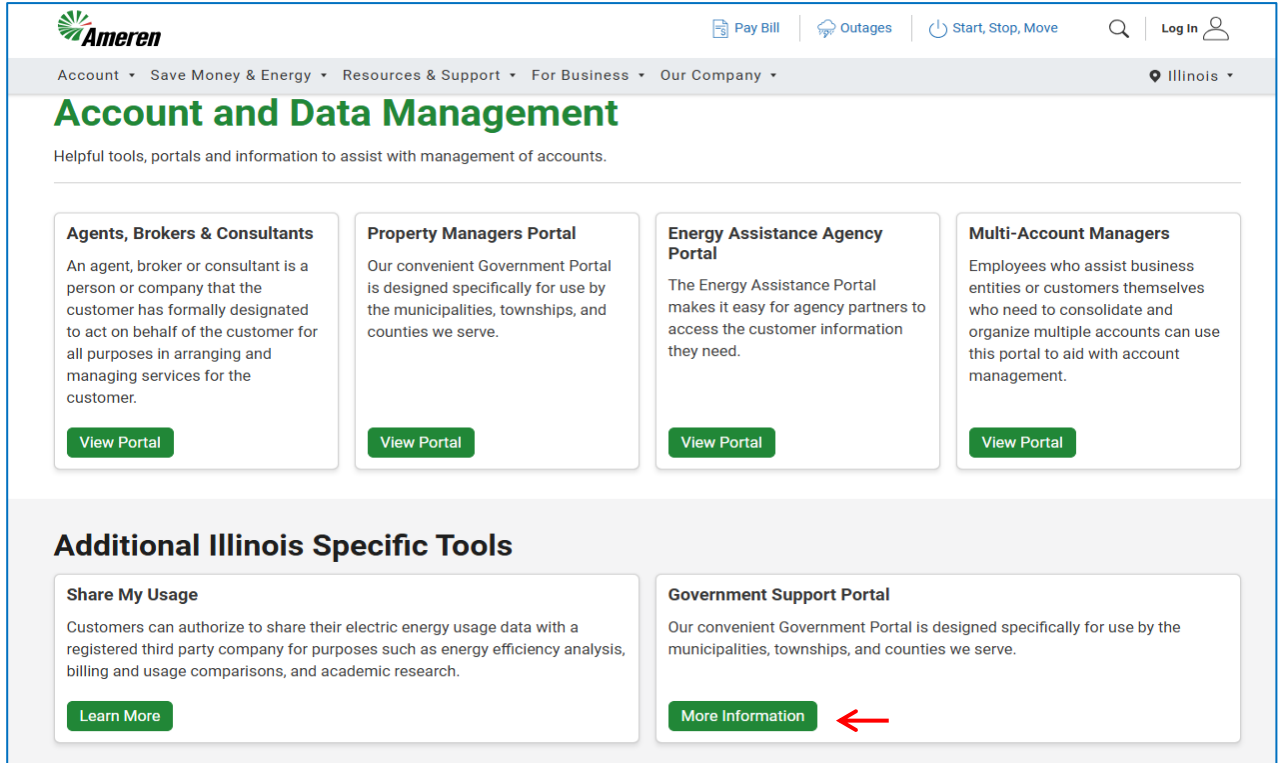
2. Go to the Ameren Illinois website at www.Ameren.com, Select "Resources & Support".



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



Critical Facilities Guide Government Portal



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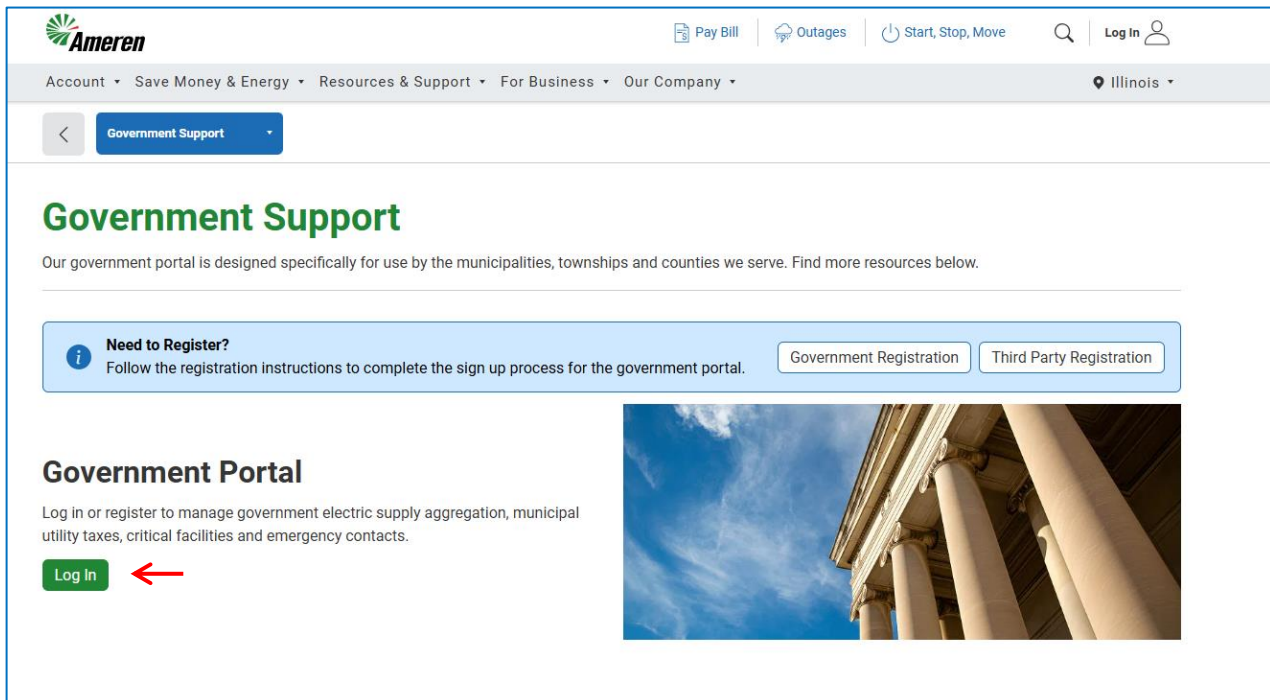
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[View Portal](#)

Additional Illinois Specific Tools

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[Learn More](#)

Government Support Portal
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[More Information](#)

4. Select “Government Portal Login”.



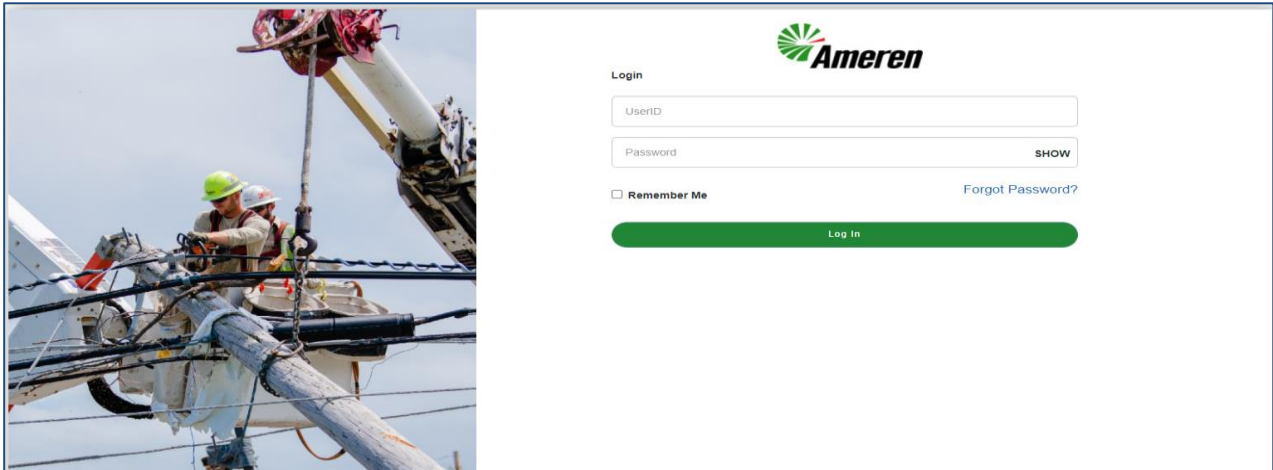
Government Support
Our government portal is designed specifically for use by the municipalities, townships and counties we serve. Find more resources below.

Need to Register?
Follow the registration instructions to complete the sign up process for the government portal.
 [Government Registration](#)
[Third Party Registration](#)

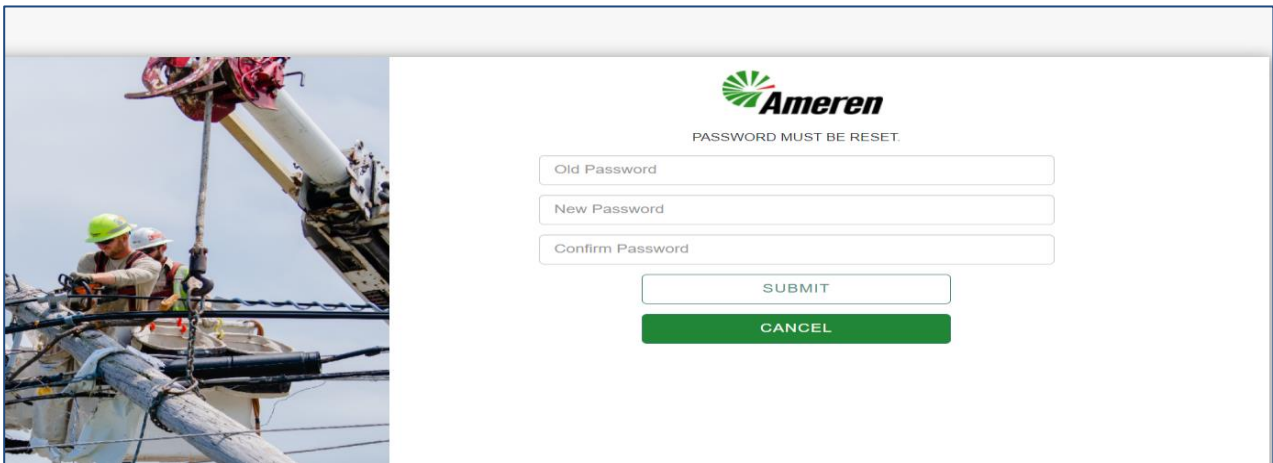
Government Portal
Log in or register to manage government electric supply aggregation, municipal utility taxes, critical facilities and emergency contacts.
[Log In](#)

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

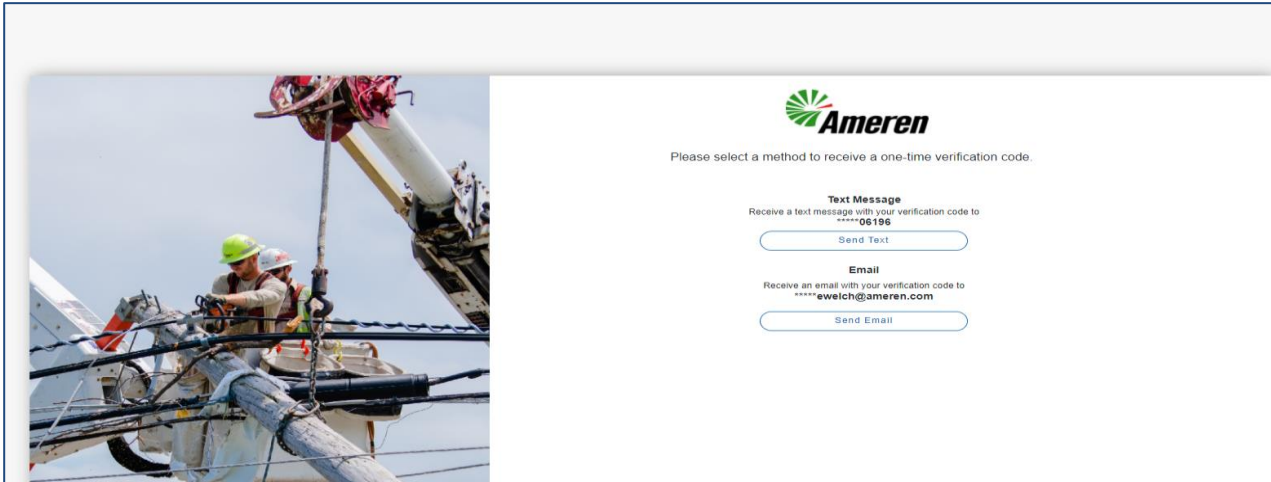


You will be prompted to set up a new, permanent password.



Critical Facilities Guide Government Portal

And you will then be asked to enter a verification code.



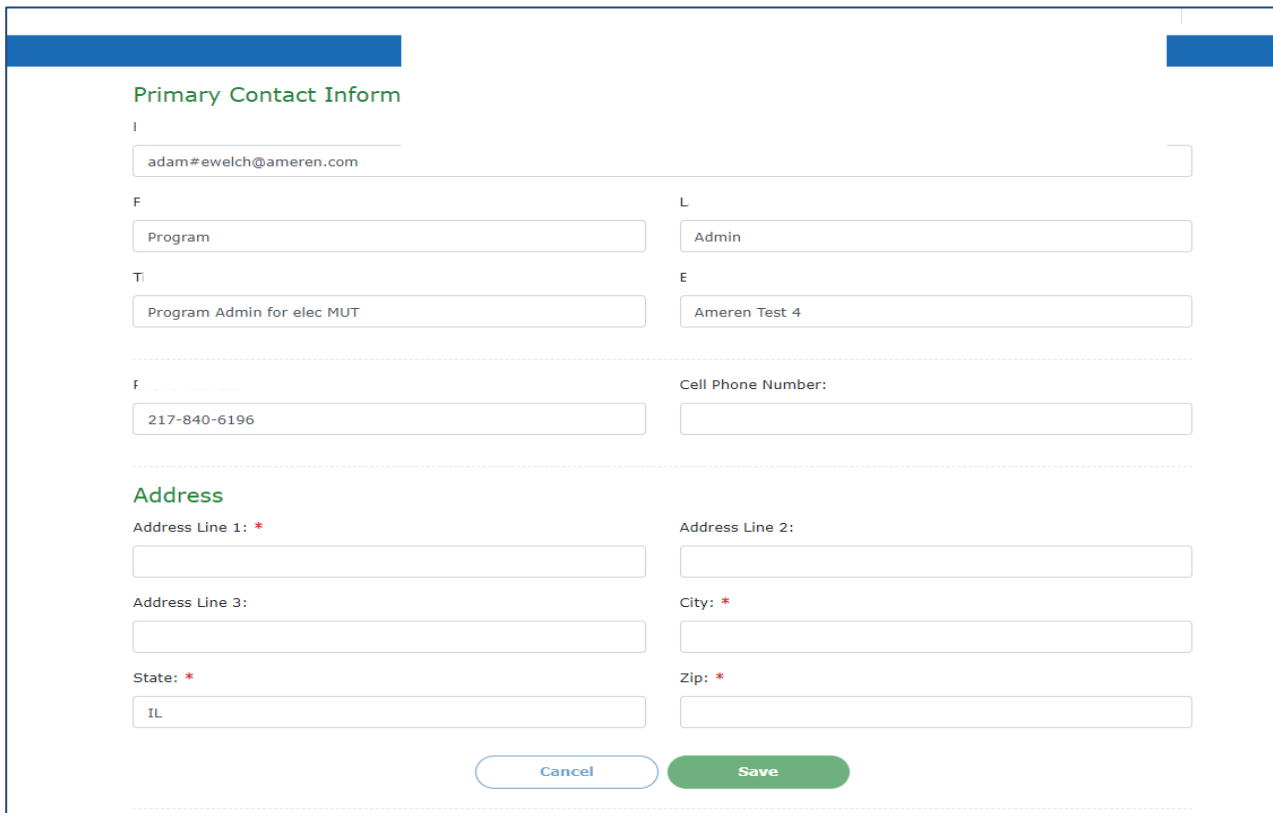
Ameren

Please select a method to receive a one-time verification code.

Text Message
Receive a text message with your verification code to
****06196
[Send Text](#)

Email
Receive an email with your verification code to
****ewelch@ameren.com
[Send Email](#)

After successful log in, the user is directed to the “Profile Information” window to complete your user profile.



Primary Contact Inform

I:

F: L:

Ti: E:

f: Cell Phone Number:

Address

Address Line 1: * Address Line 2:

Address Line 3: City: *

State: * Zip: *

[Cancel](#) [Save](#)

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).

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Government Portal

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: *

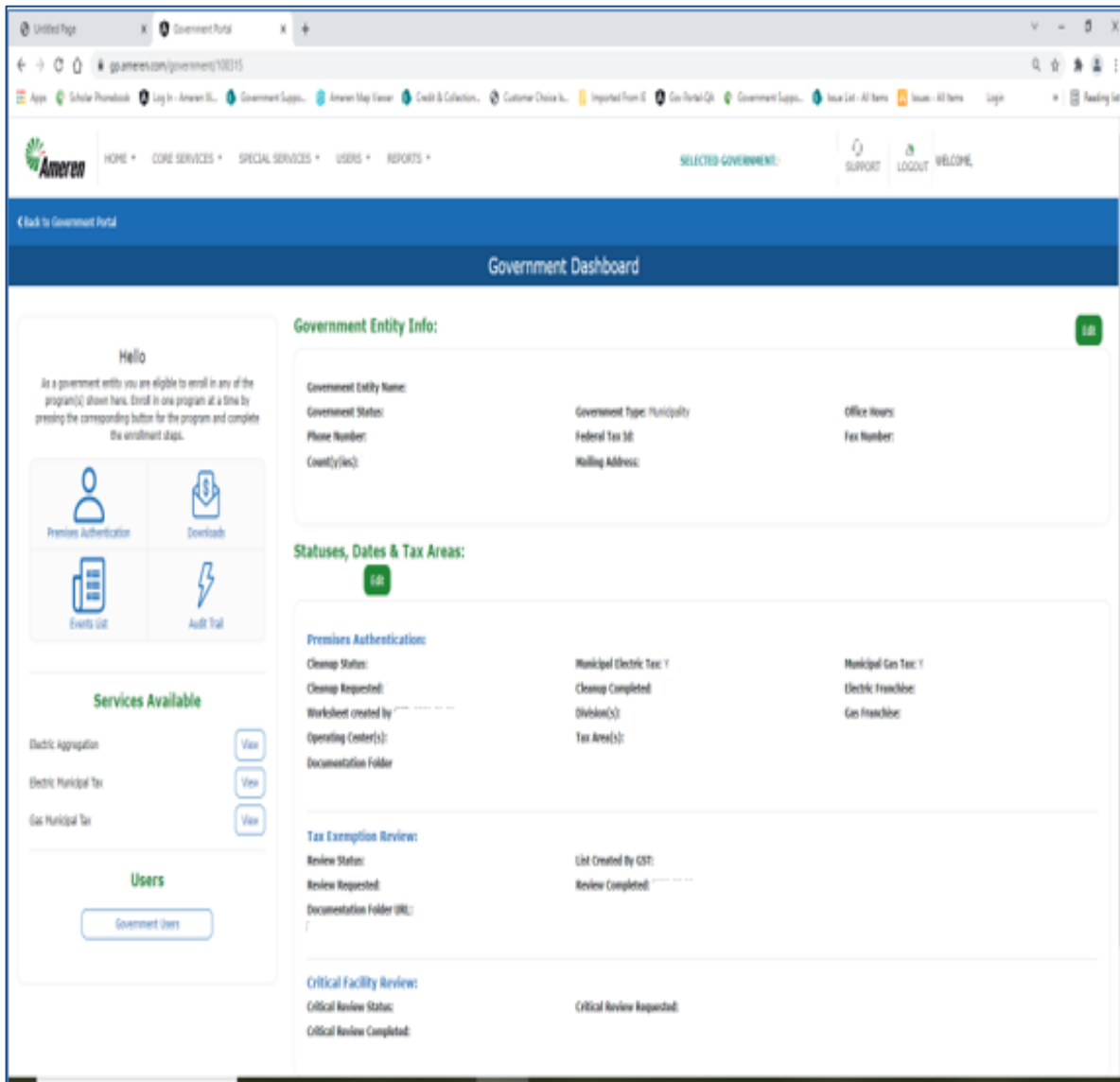
[Cancel](#) [Change Password](#)

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Government Dashboard

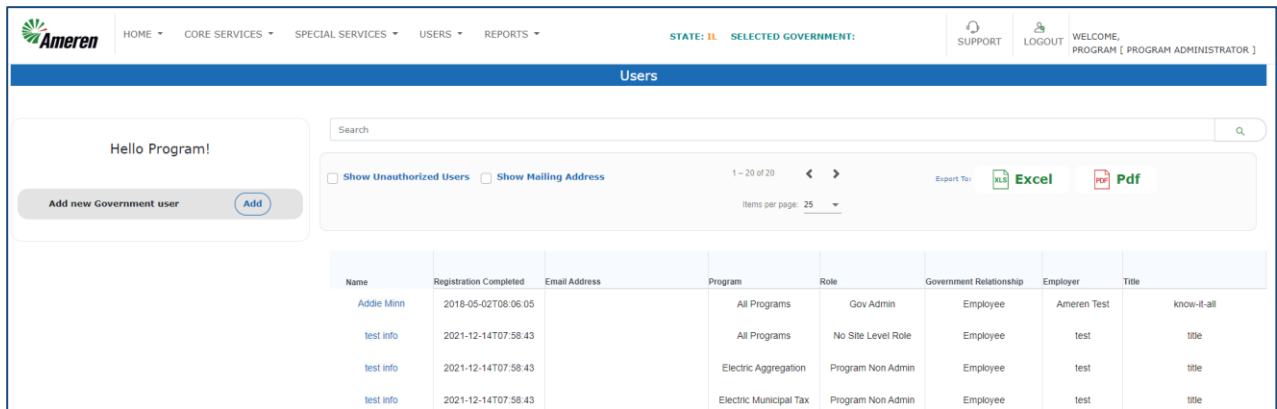
“Government Dashboard”, contains GE specific data that can be edited by the Government Site Administrator and where services are accessed or added. This window will list all services available based on the Government Type selected during initial registration.



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.

Critical Facilities Guide Government Portal



State: IL Selected Government:

WELCOME, PROGRAM [PROGRAM ADMINISTRATOR]

Users

Search

☐ Show Unauthorized Users ☐ Show Mailing Address

1 - 20 of 20

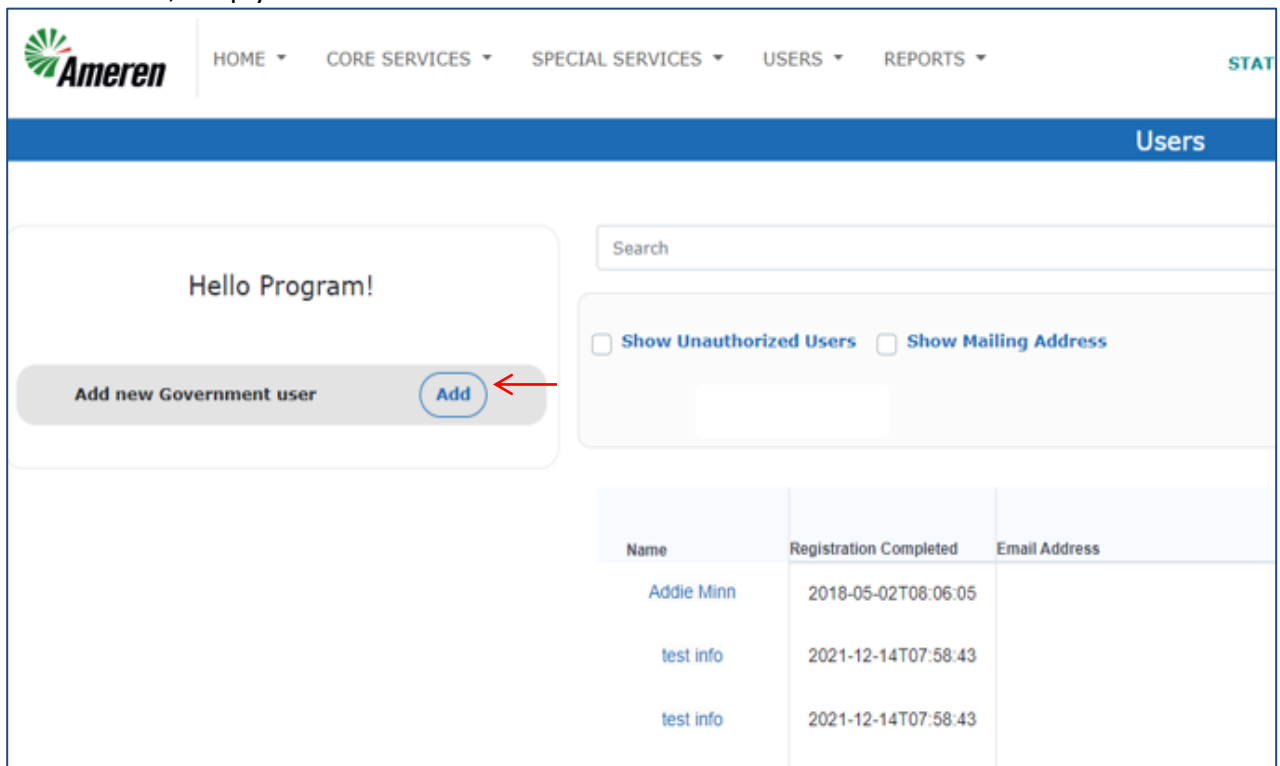
Export To: [Excel](#) [Pdf](#)

Items per page: 25

Name	Registration Completed	Email Address	Program	Role	Government Relationship	Employer	Title
Addie Minn	2018-05-02T08:06:05		All Programs	Gov Admin	Employee	Ameren Test	know-it-all
test info	2021-12-14T07:58:43		All Programs	No Site Level Role	Employee	test	title
test info	2021-12-14T07:58:43		Electric Aggregation	Program Non Admin	Employee	test	title
test info	2021-12-14T07:58:43		Electric Municipal Tax	Program Non Admin	Employee	test	title

To Add Users for Electric Aggregation & Municipal Utility Tax

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



State: IL

Users

Search

☐ Show Unauthorized Users ☐ Show Mailing Address

Add new Government user **Add**

Name	Registration Completed	Email Address
Addie Minn	2018-05-02T08:06:05	
test info	2021-12-14T07:58:43	
test info	2021-12-14T07:58:43	

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)

Critical Facilities Guide Government Portal

Add External User

Email Address: *
Confirm Email Address: *

Email:

First Name: *

Last Name: *

Phone Number:

Cell Phone Number:

Role: *

No Site Level Role ▼

Electric Aggregation: *

No Program Level Role ▼

Electric Municipal Tax: *

No Program Level Role ▼

Gas Municipal Tax: *

No Program Level Role ▼

Relationship to the GA: *

Employee ▼

Employer: *

Title: *

Submit
Cancel
Set Dummy Data

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.

[HOME](#) •
 [CORE SERVICES](#) •
 [SPECIAL SERVICES](#) •
 [USERS](#) •
 [REPORTS](#)

STATE: IL SELECTED GOVERNMENT:

[SUPPORT](#)
 [LOGOUT](#)
 WELCOME, PROGRAM [PROGRAM ADMINISTRATOR]

Users

Hello Program!

Add new Government user

Add

Q

☐ Show Unauthorized Users
 ☐ Show Mailing Address

1 - 20 of 20 < >

Export To:

Excel

Pdf

Items per page: 25 ▼

Name	Registration Completed	Email Address	Program	Role	Government Relationship	Employer	Title
Addie Mlin	2019-05-02T08:06:05		All Programs	Gov Admin	Employee	Ameren Test	know-it-all
test info	2021-12-14T07:58:43		All Programs	No Site Level Role	Employee	test	title
test info	2021-12-14T07:58:43		Electric Aggregation	Program Non-Admin	Employee	test	title
test info	2021-12-14T07:58:43		Electric Municipal Tax	Program Non-Admin	Employee	test	title

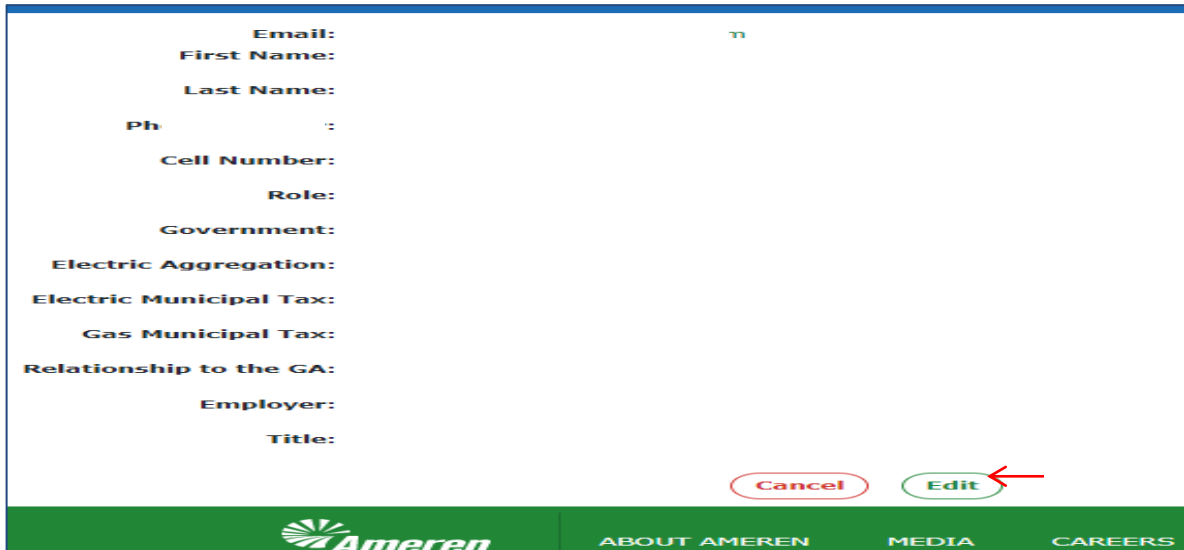
Select the “Edit” button.

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08/15/2025


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Critical Facilities Guide Government Portal

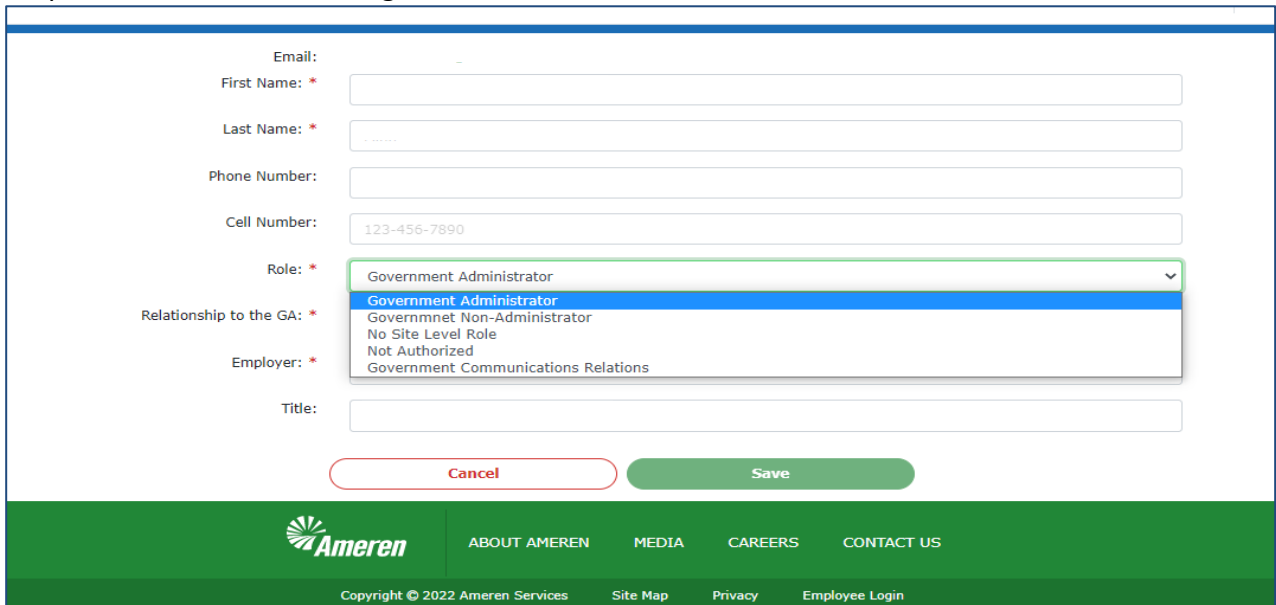


Email:
 First Name:
 Last Name:
 Phone Number:
 Cell Number:
 Role:
 Government:
 Electric Aggregation:
 Electric Municipal Tax:
 Gas Municipal Tax:
 Relationship to the GA:
 Employer:
 Title:

[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:
 Role: *

Government Administrator
Government Administrator
 Government Non-Administrator
 No Site Level Role
 Not Authorized
 Government Communications Relations

 Relationship to the GA: *
 Employer: *
 Title:

[Cancel](#) [Save](#)


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[CAREERS](#)
[CONTACT US](#)

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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.

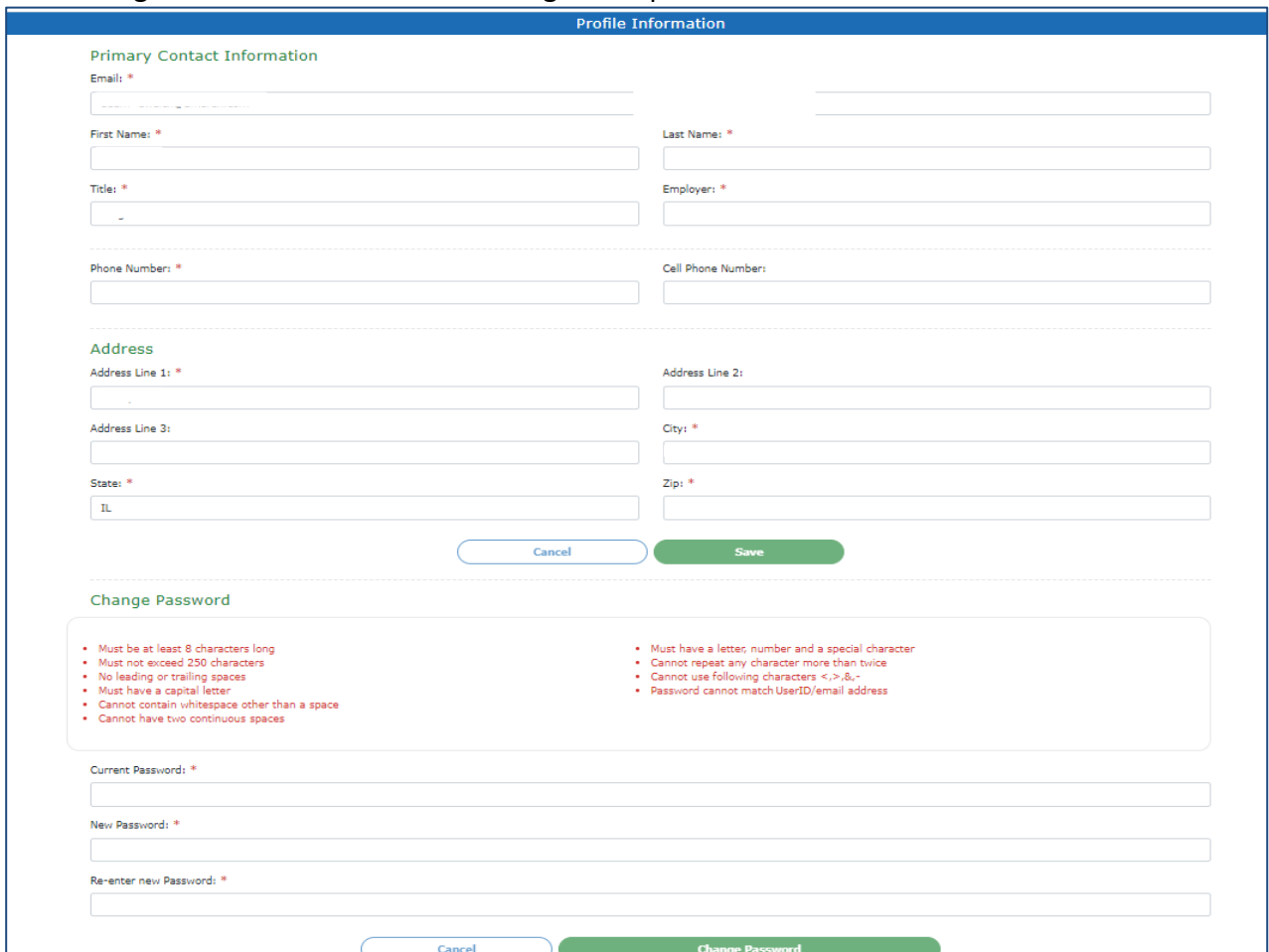
Critical Facilities Guide Government Portal

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.



Profile Information

Primary Contact Information

Email: *

First Name: *

Last Name: *

Title: *

Employer: *

Phone Number: *

Cell Phone Number:

Address

Address Line 1: *

Address Line 2:

Address Line 3:

City: *

State: *

Zip: *

IL

Cancel Save

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: *

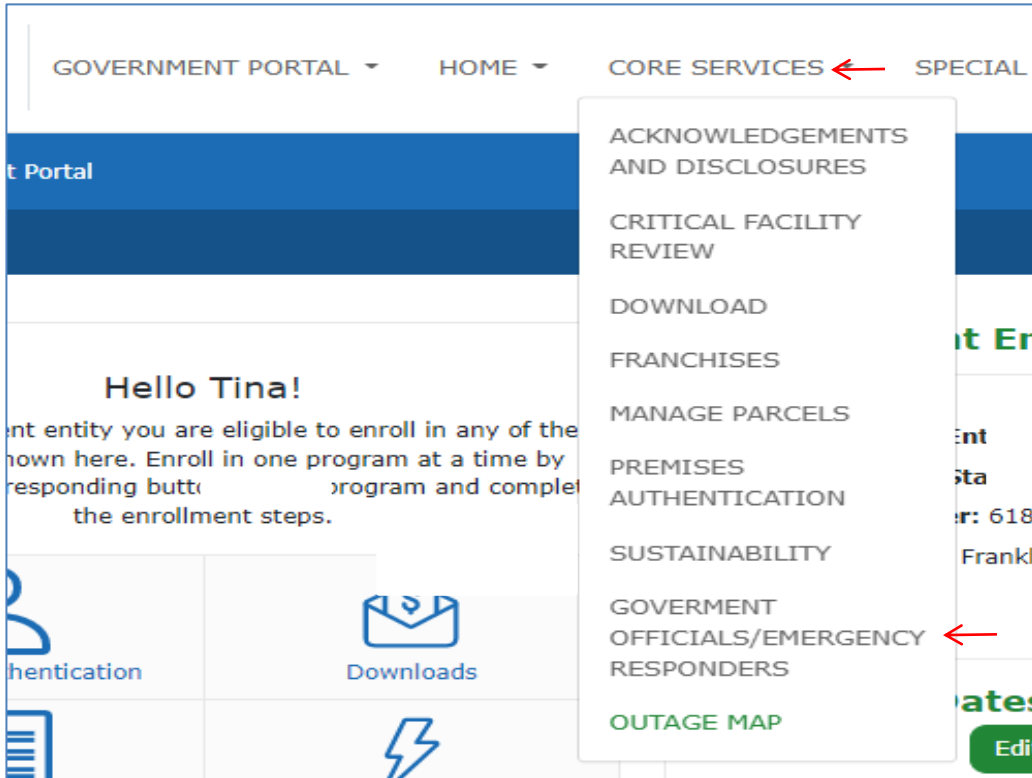
Re-enter new Password: *

Cancel Change Password

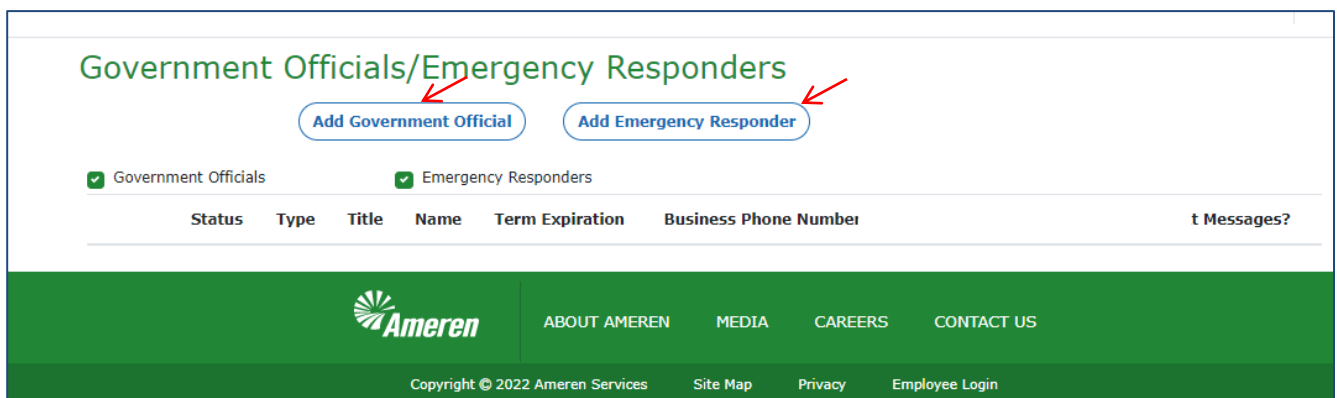
Critical Facilities Guide Government Portal

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".

Critical Facilities Guide Government Portal

Add Government Official

User Type: *
Government Official

Email Address: *

First Name: *

Title: *

Confirm Email Address: *

Last Name: *

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

Address:

Address Line 1: *

City: *

Address Line 2:

State: *

Address Line 3:

Zip Code: *

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.

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

Q

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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MEDIA
CAREERS
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Critical Facilities Guide Government Portal

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 do not want to view.

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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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.

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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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".

Critical Facilities Guide Government Portal

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](#)

[ABOUT AMEREN](#) [MEDIA](#) [CAREERS](#) [CONTACT US](#)

Edit Government Official

User Type: * **Government Official**

Title: *

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: *

Zip Code: *

Phone Number: *

ext:

Cell Phone Number:

Fax Number:

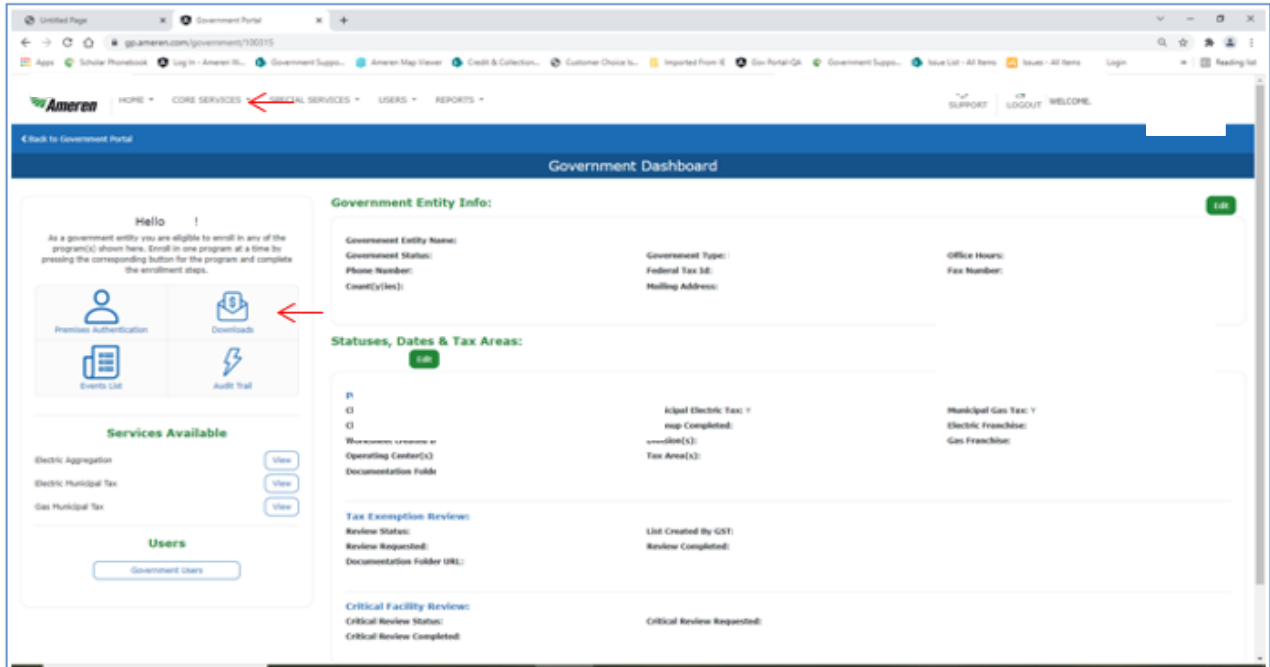
☒ Enable Text Messaging?

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.

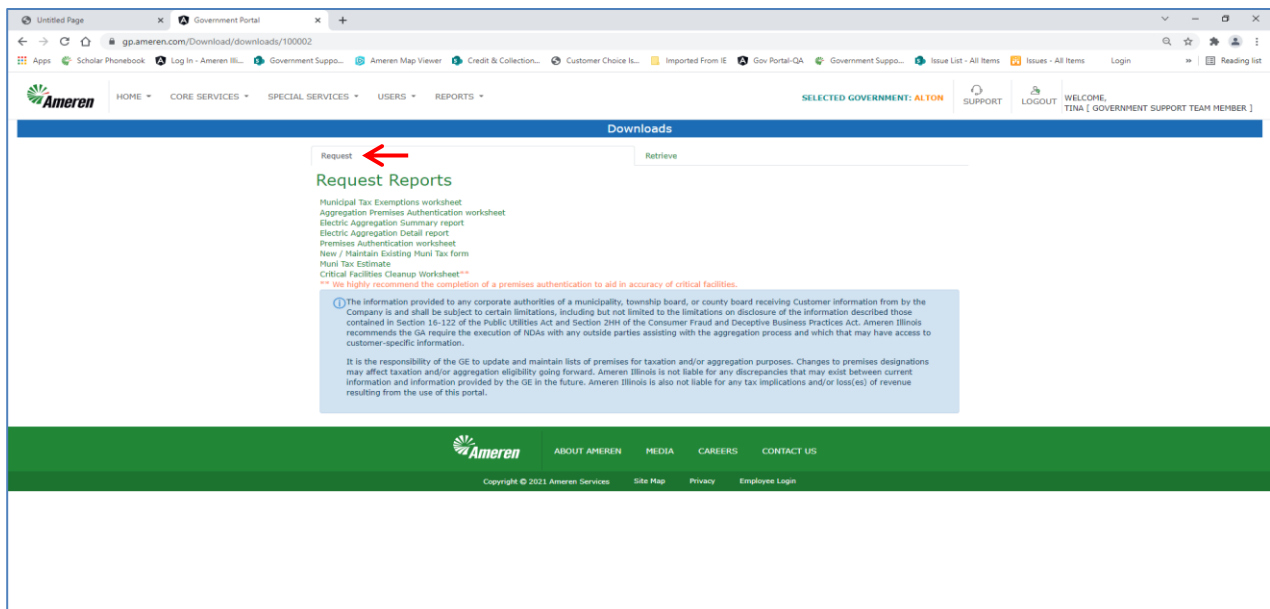
Critical Facilities Guide Government Portal

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.



Critical Facilities Guide

Government Portal

Municipalities will not have the ability to request a Muni Tax Estimate or New/Maintain Existing Muni Tax form until premises authentication is complete.

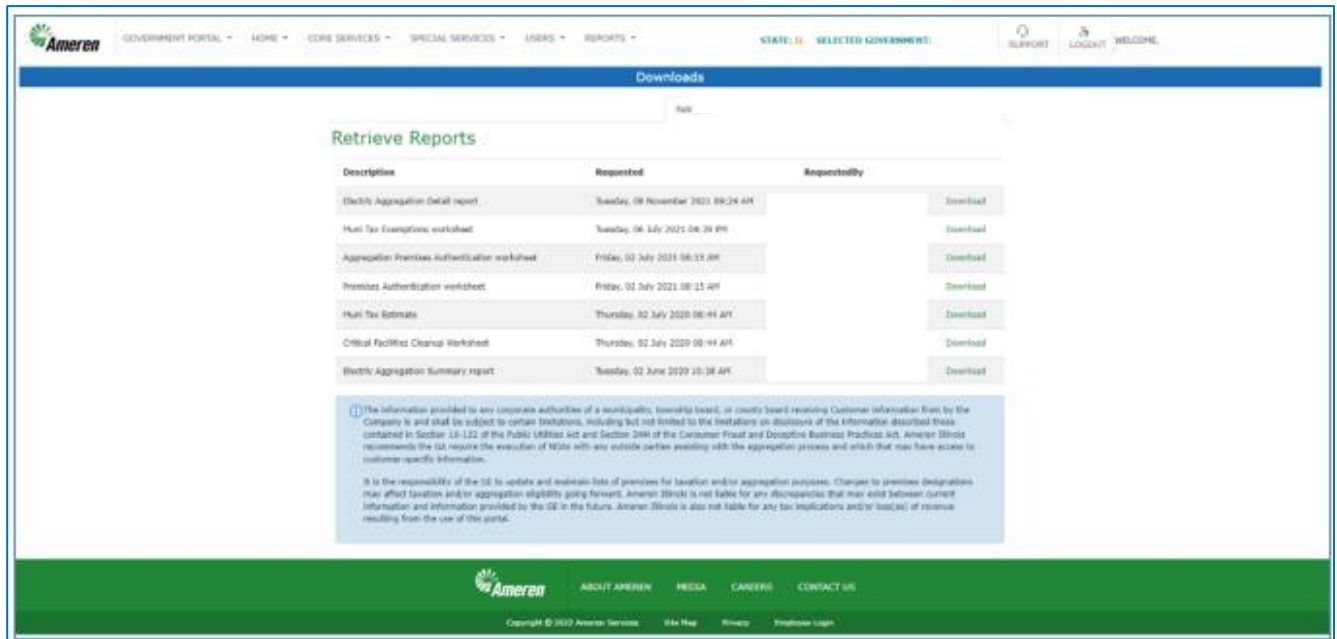
Townships will not have the ability to request a preliminary Electric Aggregation Summary report or Electric Aggregation Detail report until premises authentication is complete.

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 Facilities Guide Government Portal



Retrieve Reports

Description	Requested	Requestability
Electric Aggregation Detail report	Tuesday, 08 November 2023 09:24 AM	Download
Multi-Tax Exemption worksheet	Tuesday, 08 July 2023 04:39 PM	Download
Aggregation Premises Authentication worksheet	Friday, 03 July 2023 08:33 AM	Download
Premises Authentication worksheet	Friday, 03 July 2023 08:13 AM	Download
Multi-Tax Estimate	Thursday, 02 July 2023 08:44 AM	Download
Critical Facilities Cleanup Worksheet	Thursday, 02 July 2023 08:44 AM	Download
Electric Aggregation Summary report	Tuesday, 02 June 2023 10:38 AM	Download

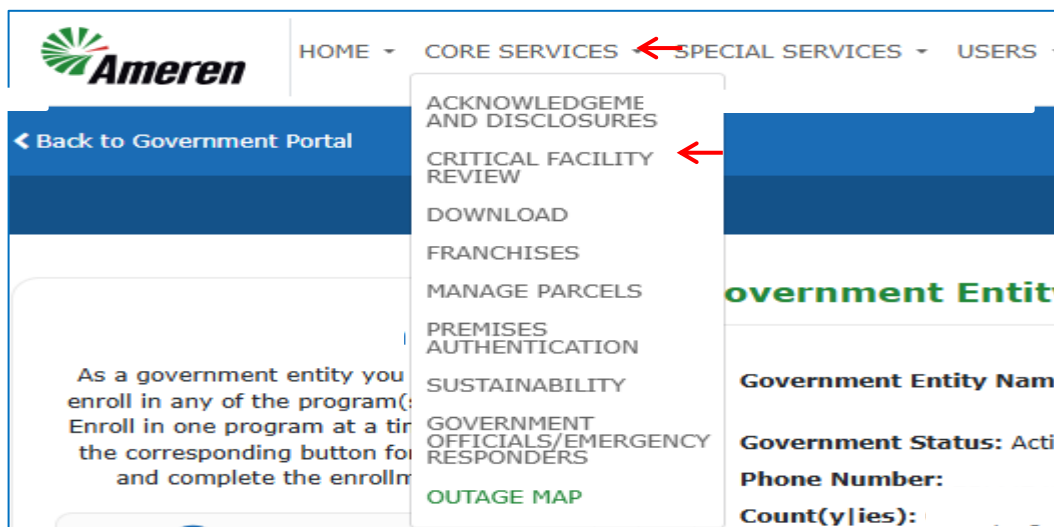
The information provided to any corporate authority of a municipality, township board, or county board receiving Customer information from the Company is and shall be subject to certain limitations, including but not limited to the limitations on disclosure of the information described therein contained in Section 18-1.22 of the Public Utilities Act and Section 304 of the Consumer Fraud and Deceptive Business Practices Act. Ameren Illinois recommends the UA require the execution of NDAs with any outside parties existing with the aggregation process and which that may have access to customer-specific information.

It is the responsibility of the UA to update and maintain data of premises for location and/or aggregation purposes. Changes to premises designations may affect location and/or aggregation eligibility going forward. Ameren Illinois is not liable for any discrepancies that may exist between current information and information provided by the UA in the future. Ameren Illinois is also not liable for any tax implications and/or loss(es) of revenue resulting from the use of this portal.

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.



Government Entity

Government Entity Name: _____

Government Status: Active


Phone Number: _____

Count(y)ies: _____



Critical Facilities Guide Government Portal

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.



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

Critical Facility Review Status: Worksheet Created

Use the links below to add, update or remove Critical Facilities that are shown in the Critical Facilities Worksheet.

If no Critical Facilities actions are necessary, you can click this button to set the Critical Facilities status to 'Approved By Government'


No Modifications Needed

Critical Actions

[Add Critical Facility](#) [Update Critical Facility](#)

[Remove Critical Facility](#)


check	Action	Type	Premise #	Name	Address	Comments	Actions Taken	Date
-------	--------	------	-----------	------	---------	----------	---------------	------



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Add a Critical Facility

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



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Critical Facility Review Status: Worksheet Created

Use the links below to add, update or remove Critical Facilities that are shown in the Critical Facilities Worksheet.

If no Critical Facilities actions are necessary, you can click this button to set the Critical Facilities status to 'Approved By Government'


No Modifications Needed

Critical Actions

[Add Critical Facility](#) [Update Critical Facility](#)

[Remove Critical Facility](#)

check	Action	Type	Premise #	Name	Address	Comments	Actions Taken	Date
-------	--------	------	-----------	------	---------	----------	---------------	------



ABOUT AMEREN MEDIA CAREERS CONTACT US



Critical Facilities Guide Government Portal

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

Add Critical Facility

Critical Facility Type	Sub Categories
Critical Health Care	Hospitals, Illinois Licensed nursing homes and Dialysis Centers
First Responder	Police, Fire Stations and ESDA
Critical Infrastructure	Water Supply, Sewage Systems, Waste Systems
Schools	Elementary, Junior High, High School, Colleges and University

Critical Facility Type:*

Customer Name:*

Address:

Address Line 1:*

Address Line 2:

Address Line 3:

City:*

State:*

Zip Code:*

comments:

[Back](#) [Submit](#)

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

- Critical Health Care – Hospitals & Illinois licensed nursing homes
- First Responder – Police and Fire Stations
- Critical Infrastructure – Water Supply, Sewage Systems, Waste Systems
- 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)

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.




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

Update Critical Facility

Premise Number: *

Validate Premise Number

Cancel

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Update Critical Facility

Premise Number:

Customer Name:

Address:

Critical Facility Type	Sub Categories
Critical Health Care	Hospitals, Illinois Licensed nursing homes and Dialysis Centers
First Responder	Police, Fire Stations and ESDA
Critical Infrastructure	Water Supply, Sewage Systems, Waste Systems
Schools	Elementary, Junior High, High School, Colleges and University

Critical Facility Type:

comments:

Back

Submit

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Critical Facilities Guide

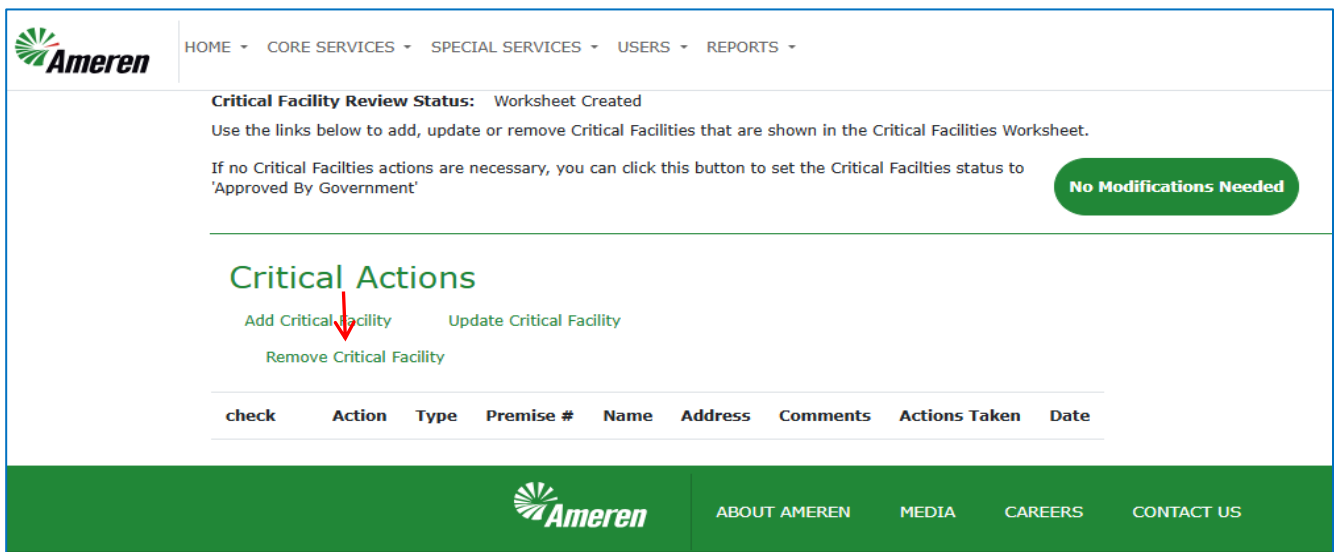
Government Portal

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
----------------	--------------	------------------------	------------------------	----------------------	----------------------------	--------------------------	-----------------------	------------------------	-----------------------------	--



Critical Facility Review Status: Worksheet Created

Use the links below to add, update or remove Critical Facilities that are shown in the Critical Facilities Worksheet.

If no Critical Facilities actions are necessary, you can click this button to set the Critical Facilities status to 'Approved By Government'

No Modifications Needed

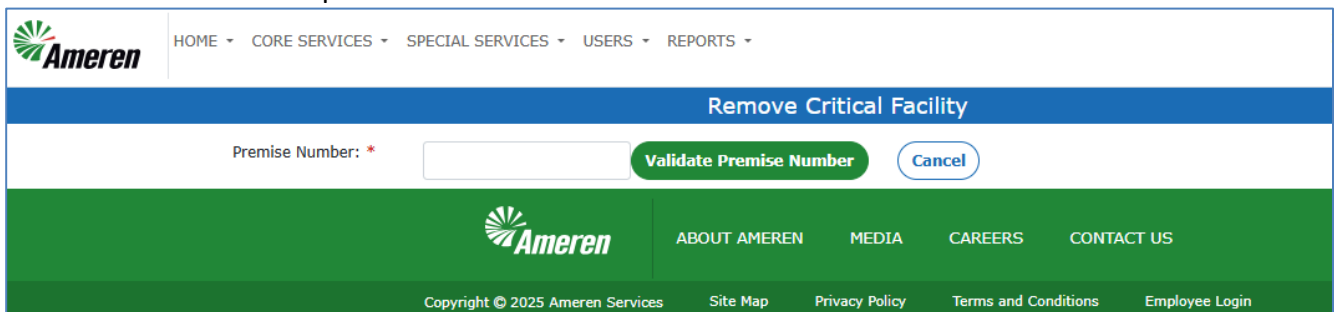
Critical Actions

[Add Critical Facility](#)
[Update Critical Facility](#)
[Remove Critical Facility](#)

check	Action	Type	Premise #	Name	Address	Comments	Actions Taken	Date
-------	--------	------	-----------	------	---------	----------	---------------	------

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.



Remove Critical Facility

Premise Number: * [Validate Premise Number](#) [Cancel](#)

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Critical Facilities Guide Government Portal

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

Remove Critical Facility

Premise Number:

Critical Facility Type: None

Customer Name:

Address:

comments:

Back

Submit

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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.

Critical Facility Review Status: Worksheet Created

Use the links below to add, update or remove Critical Facilities that are shown in the Critical Facilities Worksheet.

When all necessary Critical Facilities actions have been added, click the following button to "lock" the list and submit it to Ameren Illinois:

Lock & Submit

Critical Actions

[Add Critical Facility](#) [Update Critical Facility](#) [Remove Critical Facility](#)

Export To: Excel Pdf


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.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.

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.



Critical Facilities Guide Government Portal

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.

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":

Decline Reason:

Decline

Approve

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.



Critical Facilities Guide Government Portal

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.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.

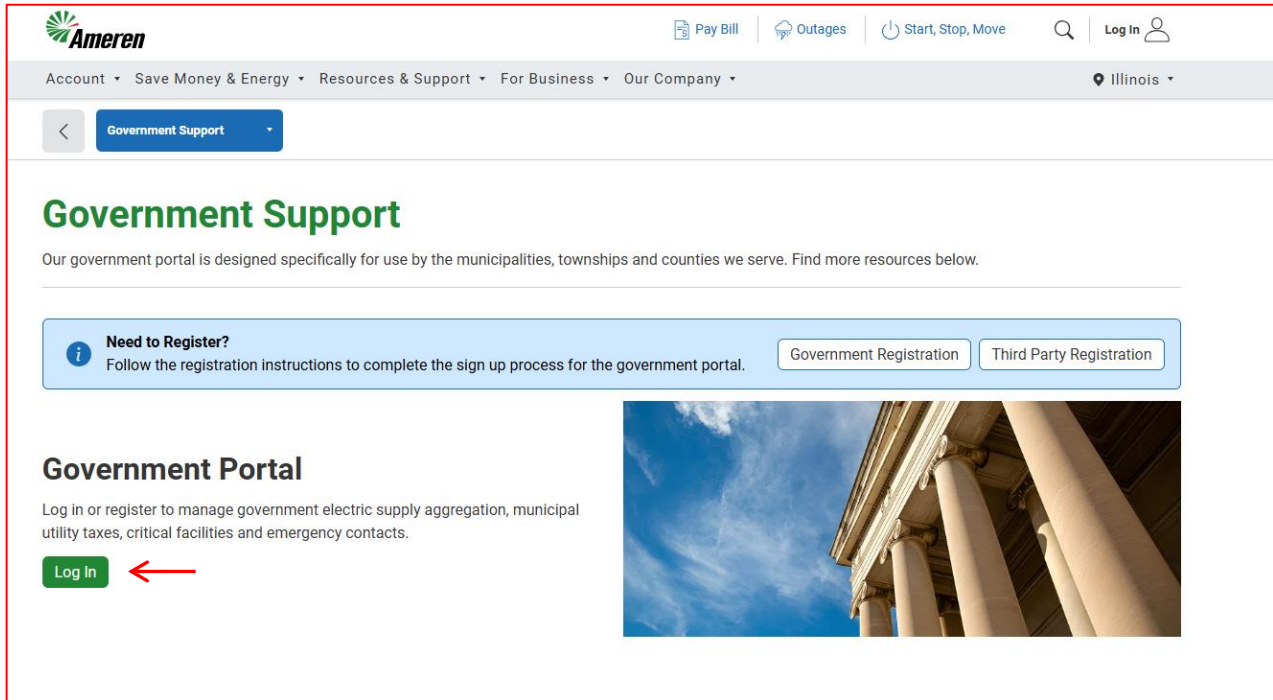
Critical Facilities Guide

Government Portal

Appendix

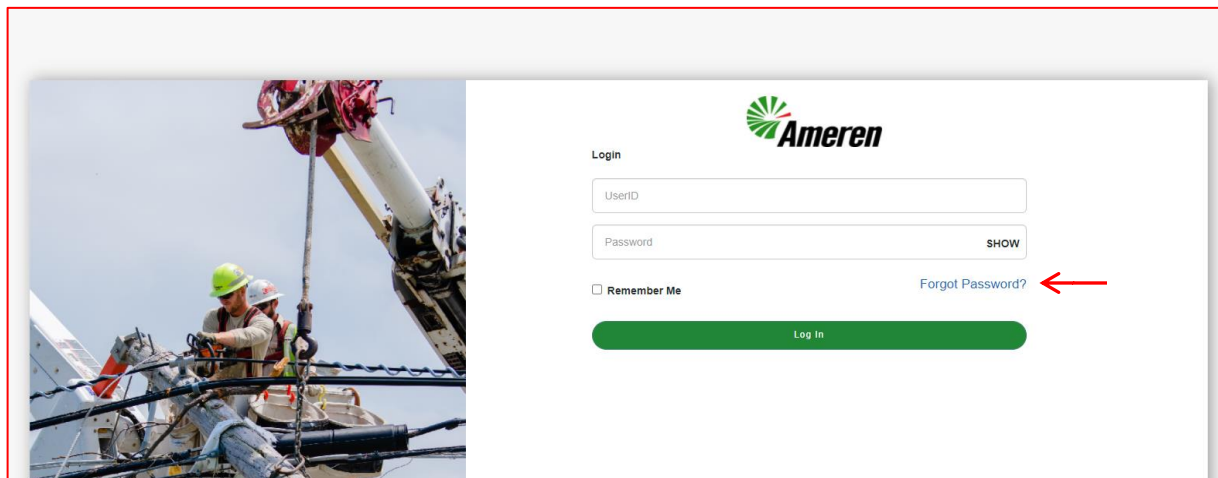
Forgot Password

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



The screenshot shows the Ameren Government Support page. At the top is the Ameren logo and navigation links: Pay Bill, Outages, Start, Stop, Move, and Log In. Below this is a secondary navigation bar with links: Account, Save Money & Energy, Resources & Support, For Business, and Our Company. A dropdown menu is open for 'Government Support'. The main heading is 'Government Support' in green. Below it, a message states: 'Our government portal is designed specifically for use by the municipalities, townships and counties we serve. Find more resources below.' A blue banner contains the text 'Need to Register?' with an information icon, followed by 'Follow the registration instructions to complete the sign up process for the government portal.' and two buttons: 'Government Registration' and 'Third Party Registration'. Below the banner, the heading 'Government Portal' is followed by the text: 'Log in or register to manage government electric supply aggregation, municipal utility taxes, critical facilities and emergency contacts.' A green 'Log In' button is highlighted with a red arrow pointing to it. To the right of the text is a photograph of a classical building with columns.

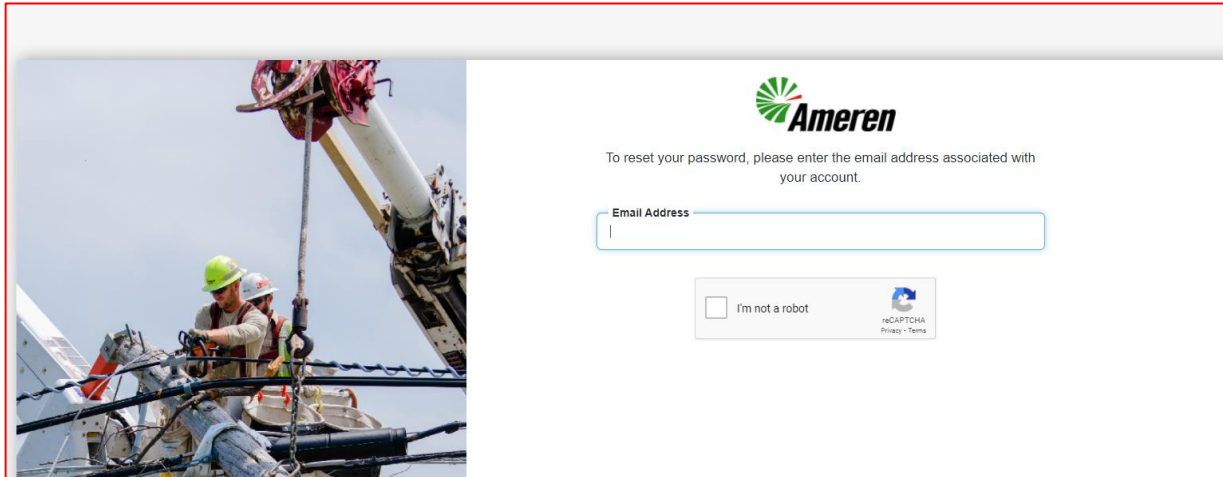
Select the “Forgot Password?”



The screenshot shows the Ameren Government Portal Login page. On the left is a photograph of a utility worker on a bucket. On the right is the login form. The form has the Ameren logo at the top, followed by the heading 'Login'. There are two input fields: 'UserID' and 'Password'. The 'Password' field has a 'SHOW' button to its right. Below the input fields is a checkbox labeled 'Remember Me' and a link 'Forgot Password?' which is highlighted with a red arrow. At the bottom of the form is a green 'Log In' button.

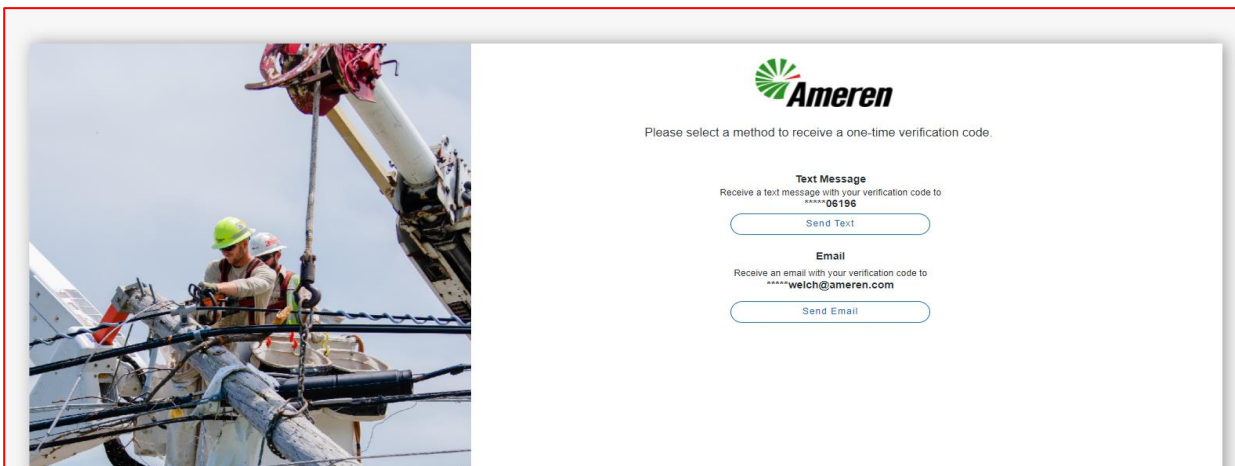
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Enter your email address used during registration and select "I'm not a robot".



The screenshot shows a web page with the Ameren logo at the top. Below the logo, the text reads: "To reset your password, please enter the email address associated with your account." There is a text input field labeled "Email Address". Below the input field is a checkbox labeled "I'm not a robot" and a reCAPTCHA logo with links for "Privacy" and "Terms". On the left side of the page, there is a vertical image of a utility worker in a bucket working on a power line.

As long as the address is valid, the following page will display.

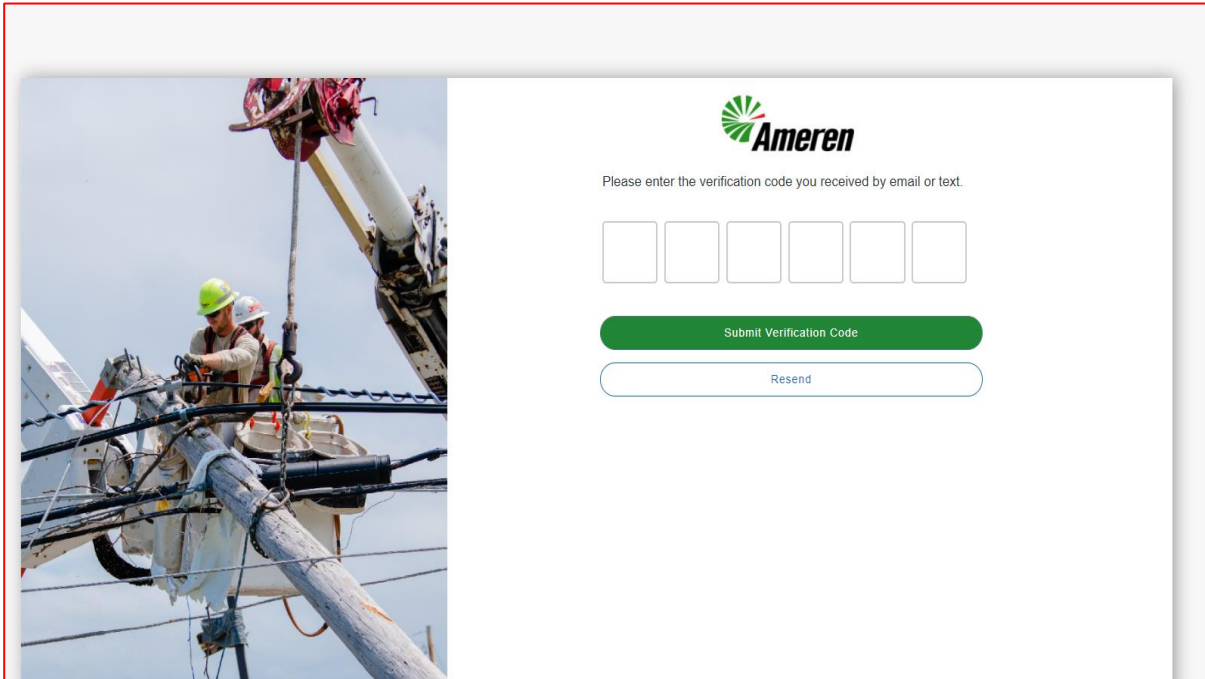


The screenshot shows a web page with the Ameren logo at the top. Below the logo, the text reads: "Please select a method to receive a one-time verification code." There are two options: "Text Message" and "Email". Under "Text Message", it says "Receive a text message with your verification code to *****06196" and there is a "Send Text" button. Under "Email", it says "Receive an email with your verification code to *****weich@ameren.com" and there is a "Send Email" button. On the left side of the page, there is a vertical image of a utility worker in a bucket working on a power line.

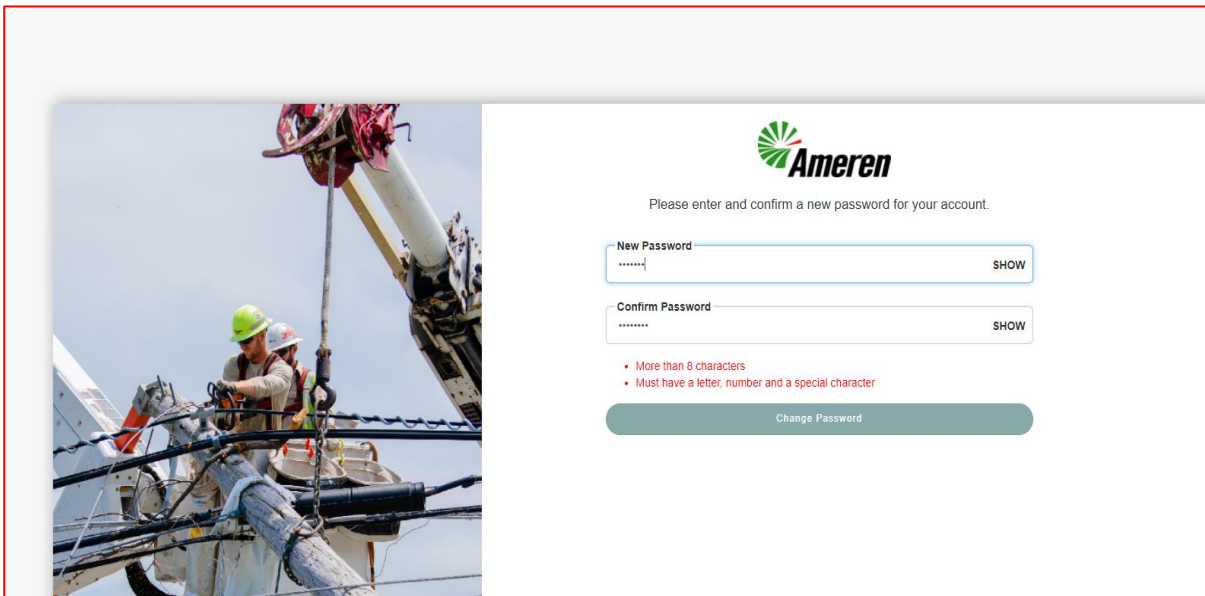
You will need to select to have either a code sent to you via text or email.

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



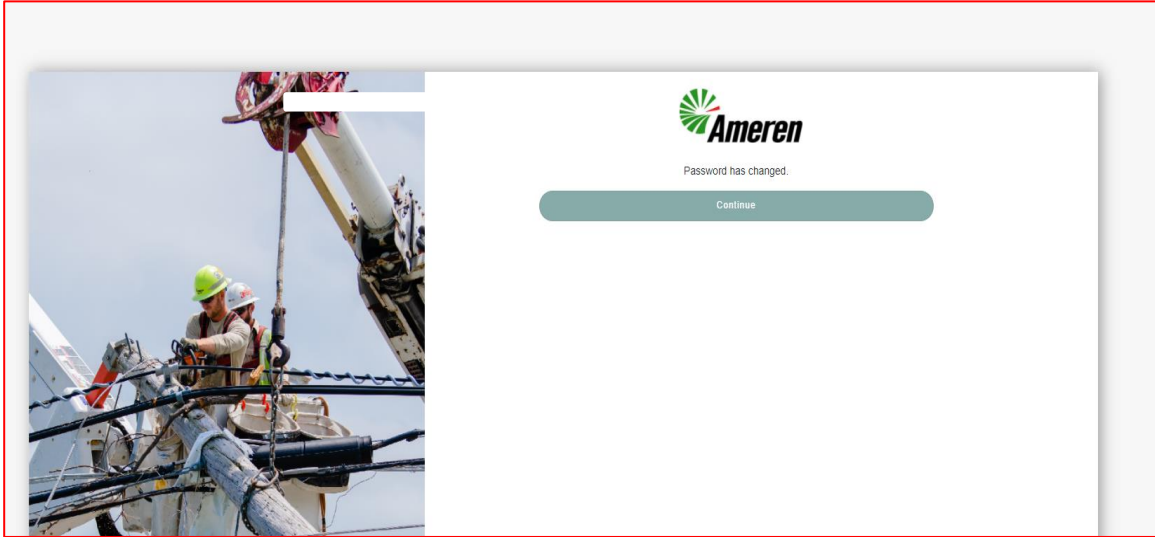
You will then be prompted to enter a new password and to confirm that password.



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

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



Critical Facilities Guide

Government Portal

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.



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Contact Information

Staffing Hours:

Monday – Friday 7:00 am – 4:00 pm

Send your general inquiries to us by email.

Email: GovernmentSupportTeam@amerenillinois.com

Phone: 217.424.6968

Fax: 217.424.6964