

Property Management Portal – User Guide

The Property Management Portal (PMP) is a complimentary service on Ameren.com for landlords and managers of rental properties to view information about the electric and gas services provided for their properties. The PMP operates independently from Ameren's Landlord Leave-On program, which places services in a landlord's name between tenants automatically. The portal does not replace the Landlord Leave-On program but provides an alternative way for landlords to manage their agreements online.

Ameren's PMP allows registered Landlords and Property Managers to perform the following:

- View, add, and remove locations from their Landlord Leave-On program
- View Average Bill Amount
- Schedule residential electric and gas turn-on orders
- Receive email notifications to keep you updated on activity at your rental property that includes:
 - When a tenant starts or stops service
 - When service orders are updated or voided
 - When service has been disconnected due to non-payment

Consent

What does consent mean to me as a Landlord or Property Manager?

To provide personal energy details regarding your tenants we require your tenants to provide their consent. This will allow authorized PMP users (or any of their designated representatives assigned now or in the future) to view specific information about our customers' Ameren accounts and take certain actions on the tenant's behalf. Our customers' privacy and security are of the utmost importance to us, and we want to ensure they have control over who can access their information.

Information that PMP users will be able to view if consent is provided:

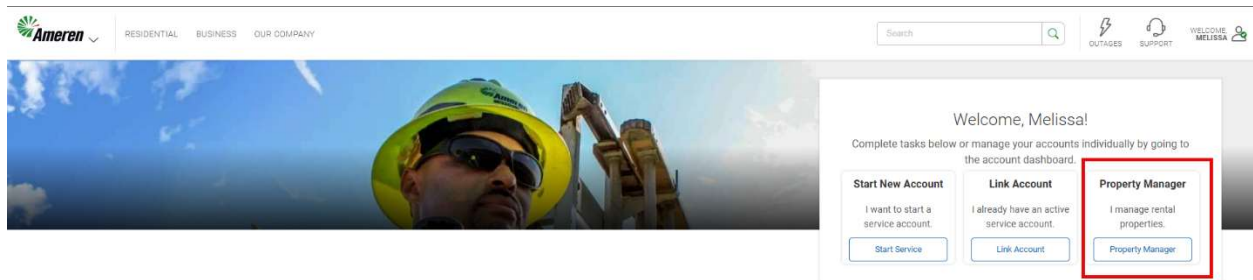
- Customer Name
- Service Order Details – Including statuses of Move In, Move Out, and Disconnect for Non-Payment
- Consumption History

How is Consent Requested from Tenants?

When a location is added to your Landlord Agreement or a new tenant moves in, the tenant will be notified by letter or email that their property is included in both the agreement and the PMP. Consent terms for the PMP are provided, and tenants must contact Ameren by phone or at Ameren.com to approve or deny consent through their own account.

How Do I Register to Use the PMP?

- From the Ameren.com home page, click **Register**.
- Under **Ameren Customer**, select **I AM A CUSTOMER**.
- Follow the provided step by step directions to provide your personal information, select a UserID, verify your email, etc.
- Once your UserID is created, select the Property Manager button from the dashboard.



New Portal User – No Existing Landlord Agreement – Not available until 2026

- Contact us by phone or email using the details provided under “Contact Us.”
- Download the document from the “Resources” section. Fax or email it to the address listed in “Contact Us” to add a New Landlord Agreement. Afterwards, return to the Portal and follow the steps for the New Portal User - Existing Landlord Agreement

New Portal User – Existing Landlord Agreement

- Provide the Responsible Party information. The Responsible Party refers to the individual designated as the account holder responsible for monthly bill payments. Required details include Social Security Number or Federal Employment Identification Number (FEIN), and last name or company name. Then select the “Search” button

- Related Landlord Agreements are generated based on the provided name and Social Security Number/FEIN information. Select up to five agreements to add to the PMP at one time.
- If the available options do not apply, refer to either the "Existing Landlord Agreement – Add New Agreement" section or the "No Existing Landlord Agreement" section in this document.

After adding a landlord agreement to the PMP, you will access the PMP Dashboard, where you can manage locations linked to your agreement. Certain actions may need tenant approval.

Existing Landlord Agreement – Add New Agreement - Not available until 2026

- Contact us by phone or email using the details provided under “Contact Us.”
- Download the document from the “Resources” section. Fax or email it to the address listed in “Contact Us” to add a New Landlord Agreement. Afterward, log into the portal to add the additional Landlord Agreement to your profile.

How Do I Add Additional Locations to My Agreement in the Portal?

- By Address:
 - From the PMP Dashboard, select the “+ Add Location” from the top right corner of the dashboard.
 - The “Add Location” window will appear. Select the "Address" radio button next to “Search By”
 - Select the effective date to add the location (no more than 30 days from today’s date) and enter the address of the location.
 - ****NOTE**** Only select five locations at a time. You may add more locations, but only in increments of five.
 - Submit your request when complete and repeat if more than five locations need to be added.

How Do I Remove a Location from My Agreement in the Portal?

- From the PMP Dashboard, check the box next to the location(s) you want to remove from the Agreement.
- Click on “Remove Location” at the top right corner of the Dashboard. You can remove up to 20 locations at a time.

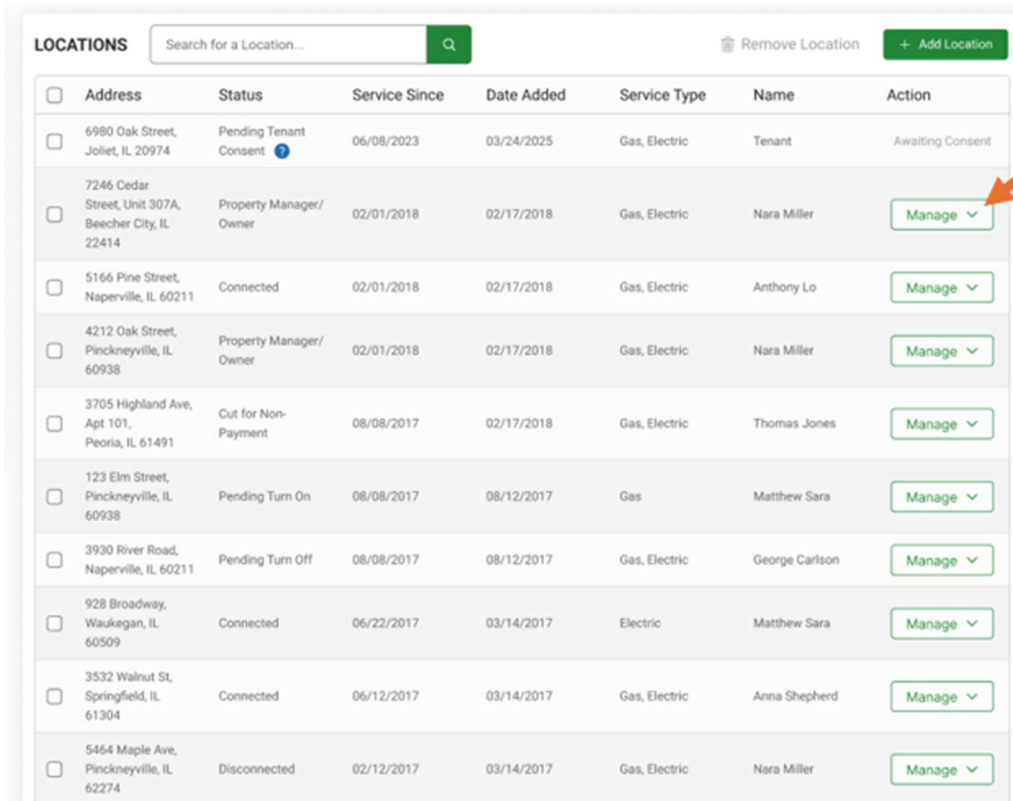
LOCATIONS Search for a Location... Remove Location + Add Location

☐	Address	Status	Service Since	Date Added	Service Type	Name	Action
☐	6980 Oak Street, Joliet, IL 20974	Pending Tenant Consent	06/08/2023	03/24/2025	Gas, Electric	Tenant	Awaiting Consent
☐	7246 Cedar Street, Unit 307A, Beecher City, IL 22414	Property Manager/ Owner	02/01/2018	02/17/2018	Gas, Electric	Nara Miller	Manage
☐	5166 Pine Street, Naperville, IL 60211	Connected	02/01/2018	02/17/2018	Gas, Electric	Anthony Lo	Manage
☐	4212 Oak Street, Pinckneyville, IL 60938	Property Manager/ Owner	02/01/2018	02/17/2018	Gas, Electric	Nara Miller	Manage
☐	841 Highland Ave, Appt 101, Peoria, IL 61491	Cut for Non- Payment	08/08/2017	02/17/2018	Gas, Electric	Thomas Jones	Manage
☐	123 Elm Street, Pinckneyville, IL 60938	Pending Turn On	08/08/2017	08/12/2017	Gas	Matthew Sara	Manage
☐	3930 River Road, Naperville, IL 60211	Pending Turn Off	08/08/2017	08/12/2017	Gas, Electric	George Carlson	Manage
☐	928 Broadway, Waukegan, IL 60509	Connected	06/22/2017	03/14/2017	Electric	Matthew Sara	Manage
☐	3532 Walnut St, Springfield, IL 61304	Connected	06/12/2017	03/14/2017	Gas, Electric	Anna Shepherd	Manage
☐	5464 Maple Ave, Pinckneyville, IL 62274	Disconnected	02/12/2017	03/14/2017	Gas, Electric	Nara Miller	Manage

- The “Remove Location(s)” pop-up window will appear.
- Select the effective date for the removal (no more than 30 days from today’s date).
NOTE: If you select today's date, the removal will be immediate.
- Click “Remove” and then “Close.”
- If the date selected is not today’s date, a “Pending Removal” tooltip will appear on the dashboard. Hover over this tip to see the pending removal date.

How Do I View My Property Details?

- In the PMP Dashboard, selecting “View Details” from the “Manage” dropdown provides additional options.



☐	Address	Status	Service Since	Date Added	Service Type	Name	Action
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☐	7246 Cedar Street, Unit 307A, Beecher City, IL 22414	Property Manager/ Owner	02/01/2018	02/17/2018	Gas, Electric	Nara Miller	Manage ▾
☐	5166 Pine Street, Naperville, IL 60211	Connected	02/01/2018	02/17/2018	Gas, Electric	Anthony Lo	Manage ▾
☐	4212 Oak Street, Pinckneyville, IL 60938	Property Manager/ Owner	02/01/2018	02/17/2018	Gas, Electric	Nara Miller	Manage ▾
☐	3705 Highland Ave, Apt 101, Peoria, IL 61491	Cut for Non-Payment	08/08/2017	02/17/2018	Gas, Electric	Thomas Jones	Manage ▾
☐	123 Elm Street, Pinckneyville, IL 60938	Pending Turn On	08/08/2017	08/12/2017	Gas	Matthew Sara	Manage ▾
☐	3930 River Road, Naperville, IL 60211	Pending Turn Off	08/08/2017	08/12/2017	Gas, Electric	George Carlson	Manage ▾
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- The “Location Details” window displays, where users have access to Service Order History and Consumption History.

View Service Order History

- The View Location Details window defaults to the "Service Order History" tab.
- Premise history is shown only for the duration of the Landlord Agreement (from “Date Added” or up to two years, whichever is shorter). Tenant details are available only with consent; without it, they are not displayed.

View Consumption History

- Consumption History is available for up to two years or since the property was added to the Landlord Agreement, whichever is shorter, and requires consent.
- Ameren provides a 12-month average usage regardless of consent.
- **The Consumption History tab with weekly and monthly data will launch in 2026.**

- Weekly and monthly usage will require consent to access.

How Do I Complete a Landlord Connect/Tenant Disconnect?

- This task is available for residential services when the services are active in a tenant's name.
- From the PMP Dashboard, select “View Details” or choose “Landlord Connect/Tenant Disconnect” from the “Manage” dropdown menu.
- The “Location Details” window will open. On the left side of the window, select “Landlord Connect/Tenant Disconnect.”
- The “Order Information” window will display. Complete all required fields marked with an asterisk (*).

The screenshot shows the Ameren Property Management Portal interface. At the top, there's a navigation bar with the Ameren logo, 'Property Management Portal', and links for 'My Service Accounts', 'About Property Management', and a user profile for 'Matt'. Below this is a blue header bar with a 'Back to Home' link and the title 'Landlord Connect/Tenant Disconnect'.

The main content area is titled 'ORDER INFORMATION'. It contains the following fields and sections:

- Location:** A dropdown menu showing '7246 Cedar Street Unit 407A' with a house icon and the word 'Residential' below it.
- Instructions:** A text block stating, 'By requesting this order, you are removing service from the tenant's name and putting service into the landlord's name.'
- Required Fields Legend:** A note that '* Indicates Required Fields'.
- Requester Name*:** A text input field with the placeholder 'Requester Name'.
- Phone Number*:** A text input field with the placeholder 'Phone Number'.
- Requested Date*:** A date picker showing '4/19/2025'.
- Requested Time*:** A section with three radio button options: 'Next Available', '12:00 p.m. - 2:00 p.m.', and '2:00 p.m. - 4:00 p.m.'.
- Remarks:** A text area with a character count '0/360' and the placeholder 'Remarks'.

At the bottom of the form are two buttons: 'Cancel' and 'Submit'.

The footer of the page is green and contains the Ameren logo, copyright information 'Copyright © 2025 Ameren Services', and links for 'Site Map', 'Privacy Policy', 'Terms and Conditions', and 'Employee Login'.

- Choose a date that is today or within the next 30 days.
- Enter remarks if needed, then click the "Submit" button.