

Customer Terms and Conditions

Thank you for your interest in participating in the Ameren Missouri Peak Times Savings program (the "Program"). The Program is offered by Ameren Missouri ("Ameren") and its Partners, including ICF Resources, L.L.C. and Uplight, Inc. These Terms of Use (these "Terms") are a legal agreement between you and Ameren Missouri governing your participation in the program.

BY CLICKING ["ACCEPT"] OR BY OTHERWISE USING THE SERVICE, YOU AGREE TO BE BOUND BY THESE TERMS. IF YOU DO NOT AGREE TO THESE TERMS YOU MAY NOT PARTICIPATE IN THE PROGRAM.

In case of inconsistencies between these Terms and information included in any other materials related to the Program (e.g., promotional materials and mailers), these Terms will always govern and take precedence.

You certify that all information entered on this website for enrollment into the Peak Time Savings program is accurate and complete. This offer is valid for Ameren Missouri residential electric customers. In order to qualify, customers must have a residential rate that is not net metering or listed in the Medical Equipment Registry. You understand that the program is available until fully subscribed and that incentive amounts are subject to change without notice. You authorize Ameren Missouri to share information about your account including name, street address, account number, electrical usage and billing information with Ameren Missouri's approved contractors hired to implement and measure the performance of the program. Customer information will be kept confidential by the contractors.

1. The Program

1.1. Description

The program is available until December 31, 2026, unless the program is approved to cease or continue by the Missouri Public Service Commission, in which case program participation will cease or continue until the customer withdraws from the program.

1.2 Devices

By participating in the program you hereby grant Ameren Missouri the right, through service providers, to (a) install one or more devices ("devices" known herein as smart thermostats or electronic vehicle charger) at the premises you are enrolling, if the program is installing the device, and (b) remotely access and control one or more devices through connected software at the address you are enrolling. When you authorize a device, you may be presented with additional terms from the Device manufacturer ("Manufacturer"). These Terms are in addition to, and are not replaced by the Manufacturer's terms. By authorizing a Device, you understand and agree that you are enabling Ameren Missouri to control that Device in connection with the Program. If the Program is installing the Device, you also agree to allow Ameren Missouri to dispose of existing thermostats in conjunction with applicable environmental laws and regulations.

1.3 Control

As part of this Program, Ameren Missouri will make changes to the temperature setpoint or pause your electric vehicle charging on your Device without any manual intervention by you. At any time

that you desire, you may override this temperature setpoint simply by turning your Device to a different temperature or using the other methods enabled by the Device Manufacturer. Electric vehicle owners may override the charging pause, either prior to or during the pause using the methods enabled by the connected software.

1.4 Changes

Ameren Missouri reserves the right, in its sole discretion, to modify or to discontinue the Program at any time.

2. Eligibility

This program is available to Ameren Missouri residential electric customers only. In order to register for the Program, you agree to provide Ameren Missouri information to verify your eligibility for the program. You agree that the information that you provide to Ameren Missouri in connection with the Program ("User Data") will be true, accurate, current and complete. Eligibility requirements are listed at **[Ameren.com/Missouri/residential/energy-efficiency/peak-time-savings](https://www.ameren.com/Missouri/residential/energy-efficiency/peak-time-savings)**.

3. Incentives

In connection with the Program, Ameren Missouri may offer certain rebates, offers, or other incentives ("Incentives"). Ameren Missouri reserves the right to determine qualifications for Incentives. Failure to participate in the Program for its entire duration or overriding automatic Device control on a regular basis may disqualify you from Incentives. In particular, Ameren Missouri reserves the right to eliminate incentives if you do not participate

in any Events ("Events" as defined in the program FAQs) or opt out of 3 or more Events in any 12-month period.

4. Your Information

By submitting User Data and any other data, materials, or information in connection with the Program, you are licensing such information to Ameren Missouri for the purpose of participating in the Program. In addition, you hereby authorize Ameren Missouri to access your information maintained by Ameren Missouri and/or Device manufacturer solely for Ameren Missouri and the Program. You understand and agree that by authorizing Ameren Missouri to control your Device in connection with the Program, Ameren Missouri may receive access to data from your Device directly, including data collected from its sensors. For more information on the particular data that Ameren Missouri will receive access to, please contact Ameren Missouri at savings@amerenmissouri.com.

5. Personal Non-Commercial Use

The program is offered for your own personal non-commercial use. Any commercial participation in the Program is expressly prohibited, including homes registered by a builder and subsequently purchased for residential use.

6. Costs

Ameren Missouri is not responsible for costs associated with providing the systems necessary to participate in the Program, such as Devices or Internet access. If the Program installs the Devices, Ameren Missouri will be responsible for the costs of the Device and installation less any customer copay.

7. No Warranty; Disclaimer

YOUR PARTICIPATION IN THE PROGRAM IS AT YOUR SOLE DISCRETION AND RISK. THE PROGRAM IS OFFERED "AS IS" AND "AS AVAILABLE" WITHOUT WARRANTIES OF ANY KIND. AMEREN MISSOURI EXPRESSLY DISCLAIMS ALL WARRANTIES OF ANY KIND IN RELATION TO THE PROGRAM, WHETHER EXPRESS, IMPLIED OR STATUTORY (INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES FOR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, NON-INFRINGEMENT OR NON-MISAPPROPRIATION OR INTELLECTUAL PROPERTY RIGHTS OF A THIRD PARTY AND ANY WARRANTIES OR CONDITIONS ARISING UNDER ANY OTHER LEGAL REQUIREMENT. AMEREN MISSOURI MAKES NO WARRANTIES THAT THE OPERATION OF THE PROGRAM WILL BE UNINTERRUPTED OR ERROR-FREE.

8. Indemnification

You agree to indemnify, and hold Ameren Missouri, its officers, directors, employees and agents, harmless from and against any claims, liabilities, damages, losses, and expenses, including without limitation reasonable attorney's fees and costs, arising out of or in any way connected with your participation in the Program.

9. Limitation of Liability

9.1 Limitation of Liability

YOU AGREE THAT, TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, UNDER NO CIRCUMSTANCES SHALL AMEREN MISSOURI OR ITS PARTNERS BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, ARISING IN CONNECTION WITH THE PROGRAM, EVEN IF AMEREN MISSOURI OR ITS PARTNERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IF YOU ARE DISSATISFIED WITH THE PROGRAM OR WITH ANY OF THESE TERMS, OR FEEL AMEREN MISSOURI, OR ITS PARTNERS, HAS BREACHED THESE TERMS, YOUR SOLE AND EXCLUSIVE REMEDY IS TO DISCONTINUE PARTICIPATION IN THE PROGRAM.

9.2 Exclusions

SOME JURISDICTIONS DO NOT ALLOW THE LIMITATION OR EXCLUSION OF INCIDENTAL, CONSEQUENTIAL OR OTHER TYPES OF DAMAGES, SO SOME OF THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. NOTHING IN THESE TERMS AND IN PARTICULAR WITHIN THIS "LIMITATION OF LIABILITY" CLAUSE SHALL ATTEMPT TO EXCLUDE LIABILITY THAT CANNOT BE EXCLUDED UNDER APPLICABLE LAW.

10. Termination

10.1 Termination by Ameren Missouri

Ameren Missouri may terminate the Program, or your participation in the Program, at any time, with or without cause, by providing you with written notice of such termination, which may be via email.

10.2 Your Termination

You may terminate your participation at any time and for any reason by sending an email to savings@amerenmissouri.com.

10.3 Rights at Termination

Upon termination, all rights granted to you by these Terms will immediately cease.

10.4 Survival

Any suspension, termination or cancellation of the Program will not

affect your obligations under these Terms which are intended to survive such suspension, termination or cancellation.

11. General

11.1 Applicable Law and Dispute Resolution

These Terms shall be governed by the laws of the State of Missouri, without giving effect to any conflict of laws or principles that may require the application of the law of another jurisdiction. If you have any issues regarding these Terms, please contact us by email at savings@amerenmissouri.com. We will do our best to address your concerns. If you feel that your complaint has been addressed incompletely, we invite you to let us know for further investigation. If you and Ameren Missouri are unable to reach a resolution to the dispute, any controversy or claim arising out of or relating to this contract, or the breach thereof, shall be settled by arbitration administered by the American Arbitration Association in accordance with its Commercial Arbitration Rules, and judgment on the award rendered by the arbitrator(s) may be entered in any court having jurisdiction thereof. The place of arbitration shall be St. Louis, Missouri. The arbitration shall be governed by the laws of the State of Missouri. The arbitrators will have no authority to award punitive or other damages not measured by the prevailing party's actual damages, except as may be required by statute. The arbitrator(s) shall not award consequential damages in any arbitration initiated under this section. Any election to arbitrate by one party will be final and binding on the other. YOU ACKNOWLEDGE AND AGREE THAT YOU AND AMEREN MISSOURI ARE EACH WAIVING THE RIGHT TO PARTICIPATE AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS ACTION OR REPRESENTATIVE PROCEEDING. Further, unless both you and Ameren Missouri otherwise agree in writing, an arbitrator may not consolidate more than one person's claims, and may not otherwise preside over any form of any class or representative proceeding. Regardless of any statute or law to the contrary, any claim or cause of action arising out of or related to the Program or these Terms must be brought, if at all, within one year from the accrual of the claim or cause of action or be forever barred.

11.2 Consent and Capacity

You are over 18 years of age and have the necessary legal capacity to execute this agreement and have received the necessary consents and approvals from the owner(s) or occupants(s) of any premises where the Services will be provided. You are solely responsible for any failure to receive necessary consents and approvals for the installation of qualifying equipment within your

residence and participation in the Program. Your participation is completely voluntary, and you can decide to withdraw at any point in the Program.

11.3 Entire Agreement

These Terms are the entire and exclusive agreement between Ameren Missouri and you regarding the Program, and supersede and replace any prior agreements regarding the same.

11.4 No Assignment

You will not assign these Terms or assign any rights or delegate any obligations hereunder, in whole or in part, whether voluntarily or by operation of law, without the prior written consent of Ameren Missouri. Any purported assignment or delegation by you without the appropriate prior written consent of Ameren Missouri will be null and void.

11.5 Severability and Waiver

In the event that any provision in these Terms is held to be invalid or unenforceable, the remaining provisions will remain in full force and effect. The failure of Ameren Missouri to enforce any right or provision of these Terms will not be deemed a waiver of such right or provision.

11.6 Questions

If you have questions about these Terms, please contact Ameren Missouri at savings@amerenmissouri.com.

11.7 Participation

By participating in this Program, you agree to receive emails from Ameren Missouri or its Partners at the email address provided for this Program. These emails may contain information about Ameren's products and services; other energy-related products, services and Programs; as well as energy-related legislative and environmental issues. These emails may be sent by Ameren or third parties.

11.8 Consent

Consent to Automated, Autodialed, Prerecorded, and Artificial Voice Calls and Texts. You authorize the Program and its service providers to contact you at any phone or mobile number you provide to the Program at any time with automated, autodialed, prerecorded, or artificial voice phone calls or text messages related to your participation in the Program (including reminders of upcoming appointments). You understand and agree that the Program and its service providers may use an automatic telephone dialing system (ATDS), artificial, or prerecorded voice for such calls or text messages. You may revoke your consent at any time by contacting the Program by phone at 1.877.215.5752.