

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

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

- 1. <u>Government Site Administrator</u> This is a state, municipal, township, or county employee who completes and maintains registration and has <u>full</u> access to the portal. It is the Government Administrator's responsibility to set up additional program administrators, program non-administrator users, and program view only users for access to reports provided by each program.
- 2. <u>Program Administrator</u> This is a state, municipal, township, or county employee who completes and maintains registration and has <u>full</u> access to a specific program in the portal. It is the Program Administrator's responsibility to set up additional program non-administrator users and program view only users for access to reports provided by each program.
- 3. <u>Program Non-Administrator / Consultant</u> This can be multiple employees, agents, or a consultant with the GE who has access to view the government dashboard and request, view, and maintain reports.
- 4. **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.



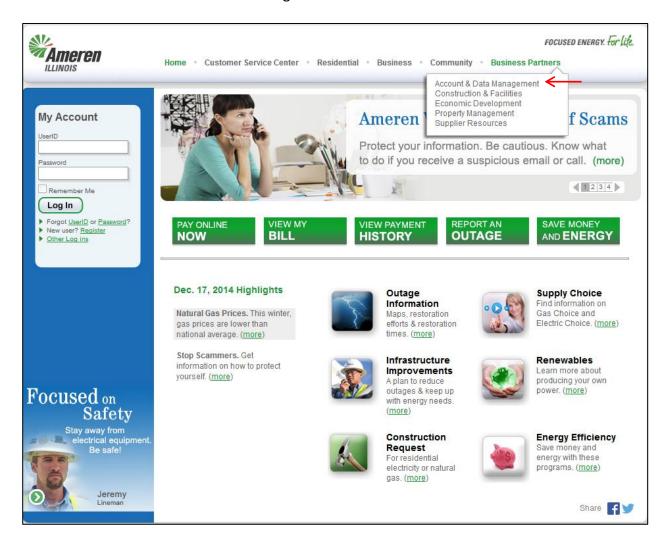
Table of Contents

Govern	ment Support Portal	3
	Ameren Illinois Home Page Business Partners Landing Page Government Support Landing Page Municipality Landing Page County Landing Page State Landing Page Township Landing Page	3 4 4 5 5 6 6
Govern	ment Registration	7-12
First Time Log - In		13-16
Goverr	nment Dashboard	17
	Users Add User Remove User User Profile	17 18 19 20
Government Aggregation		21-25
Electric,	/Gas Municipal Utility Tax	26-28
	<u>Appendix</u>	
Forgot Password		29-31
Glossar	у	32
Contact Information		33



To gain access to the Government Support Portal

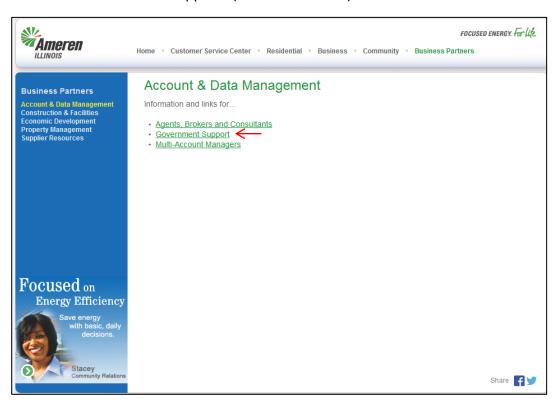
- 1. Go to the Ameren Illinois website at www.AmerenIllinois.com
- 2. Hover, point, over the label named "Business Partners"
- 3. Select "Account & Data Management"





Government Portal

4. Select "Government Support" (2nd bulleted item)

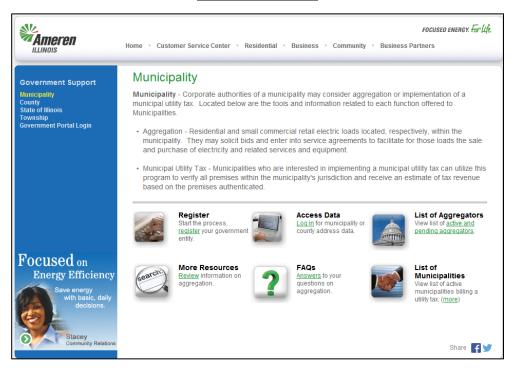


5. Select the Government Type

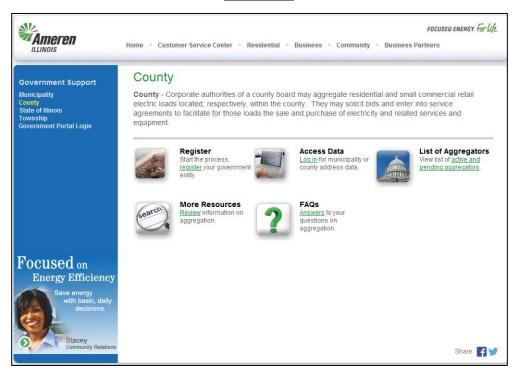




Registration & Log In Guide Government Portal Municipality

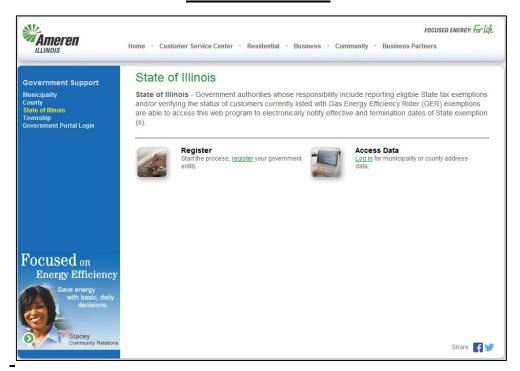


County

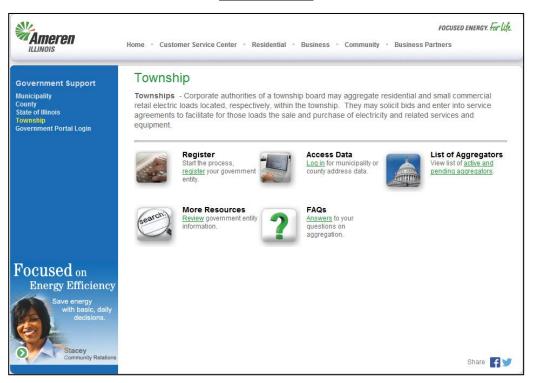




Registration & Log In Guide Government Portal State of Illinois



Township

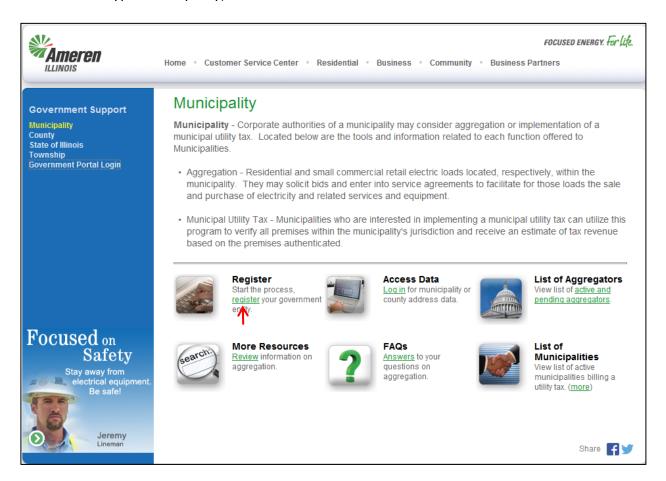




Registration

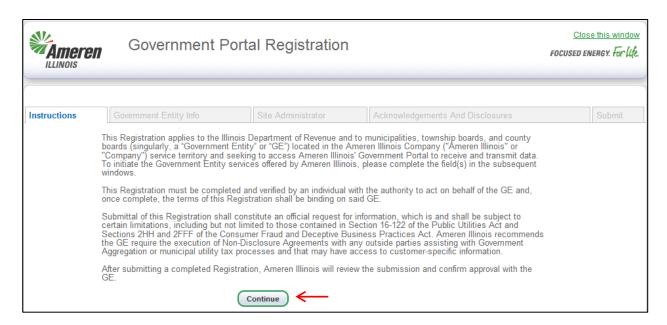
To begin registration for access to the Government Portal and the ability to complete a premises authentication, add Government Aggregation or Municipal Utility Tax (Municipalities only), the Government Entity must register.

To begin, select "Register". (For the sake of the training material we are using the Government Type Municipality)

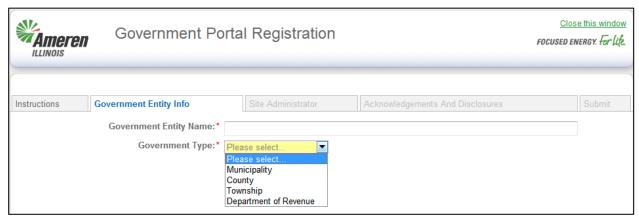




A new web window will open to begin the registration. After reading the instructions, select "Continue".

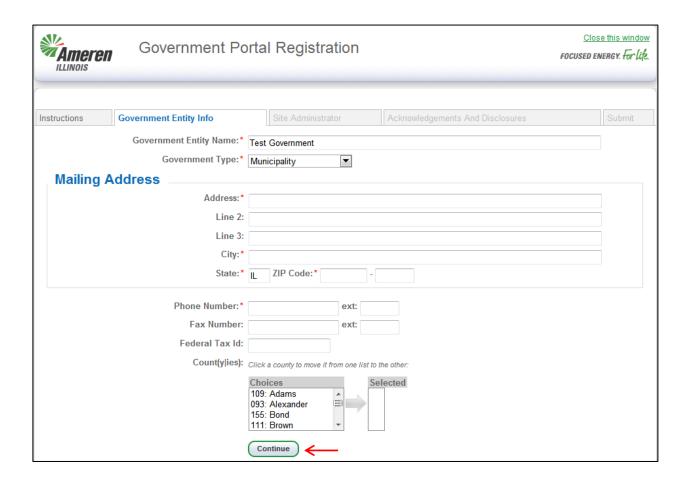


Enter the Government Entity Name and select the Government Type. Once this information is provided the appropriate fields will display.



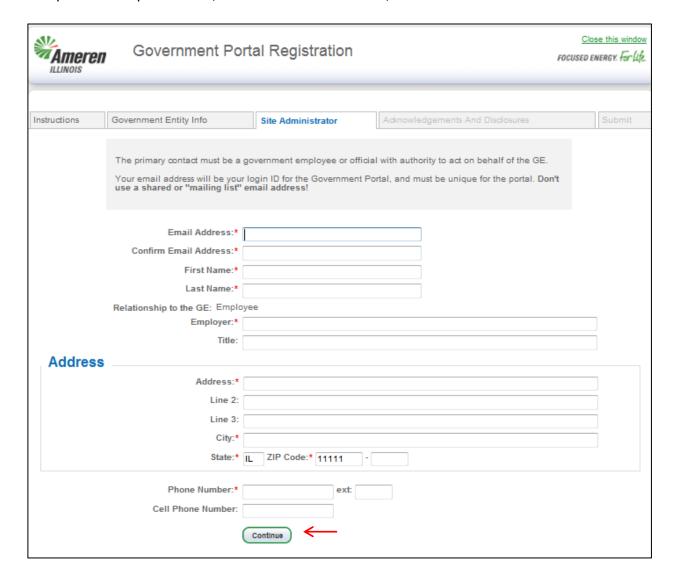


Fill out all required fields (indicated with an asterisk) and select "Continue". Provide as much information as possible during initial registration, to eliminate the need for any additional follow-up work in the future.





The next tab, "Site Administrator", is for primary contact information. The Site Administrator information <u>MUST</u> 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 "Continue".

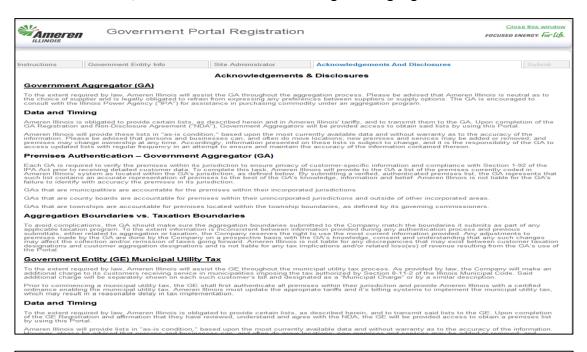


Note: The email address entered here will be the future login email address. **Do not use a distribution list email address.**



Government Portal

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 "continue" button, which is selected after reading the language.



NON-DISCLOSURE AGREEMENT

WHEREAS, 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:

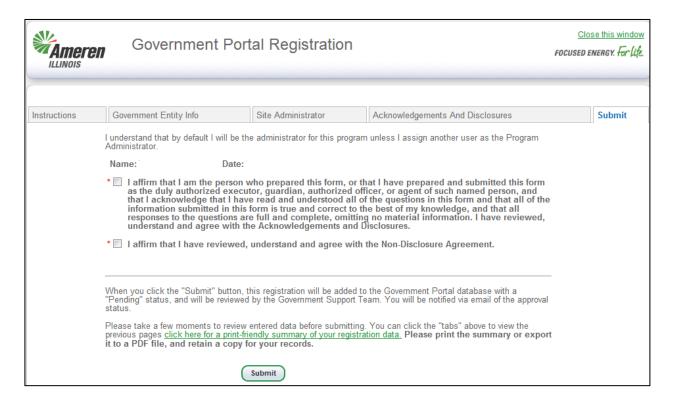
- 1. Confidential Information Defined. Confidential Information includes non-public information from or about Ameren Illinois or its affiliates, customers or business partners, including but not limited to customer-specific information, or other information that may, by operation of law or in accordance 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
- 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 meanded 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:



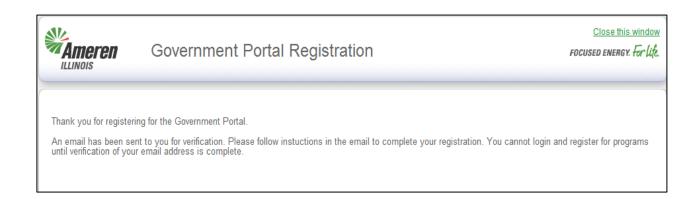


Government Portal

The last window is the affirmation that you are the authorized contact for the Government Entity and review for the Non-Disclosure Agreement is complete. Select the check boxes and "Submit". If you choose, you can print and/or save a version of the registration data by selecting the link *before* you select "Submit".



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





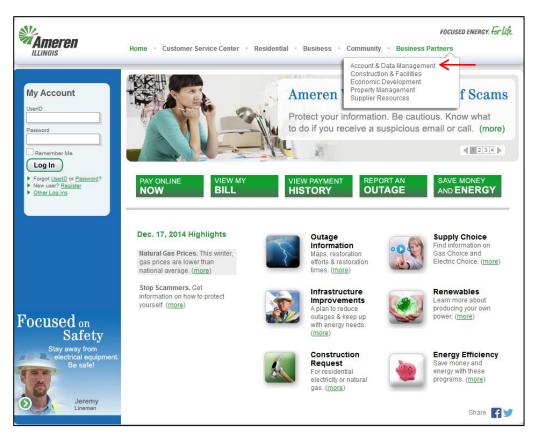
Logging into the Government Portal

To gain access to the Government Portal there are two options, listed below:

1. Confirmation Email - After registration you will receive a confirmation email, which includes a temporary password and a link to the website.



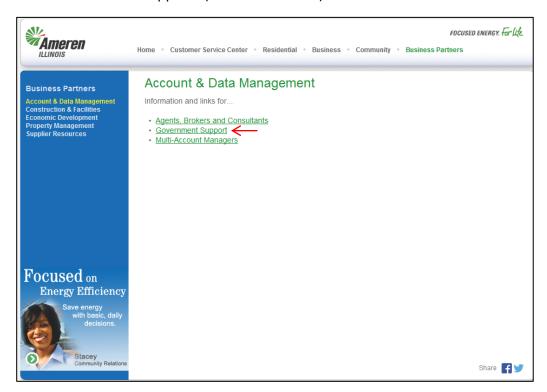
2. Go to the Ameren Illinois website at www.AmerenIllinois.com, hover (point) over the label named "Business Partners", and Select "Account & Data Management".





Government Portal

Select "Government Support" (2nd bulleted item)



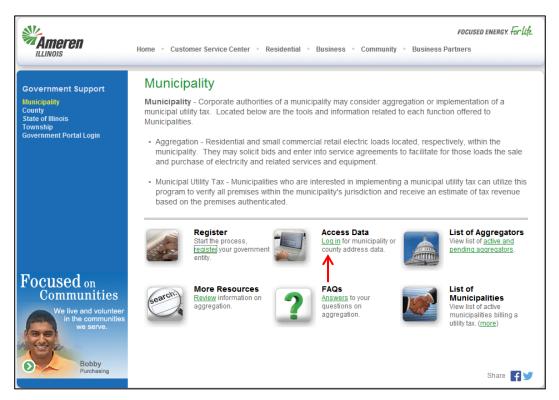
Select "Government Portal Login" in the blue left navigation bar.





Government Portal

You can also select a Government Type, then Select Login under "Access Data". (Example below is from the Municipality page)

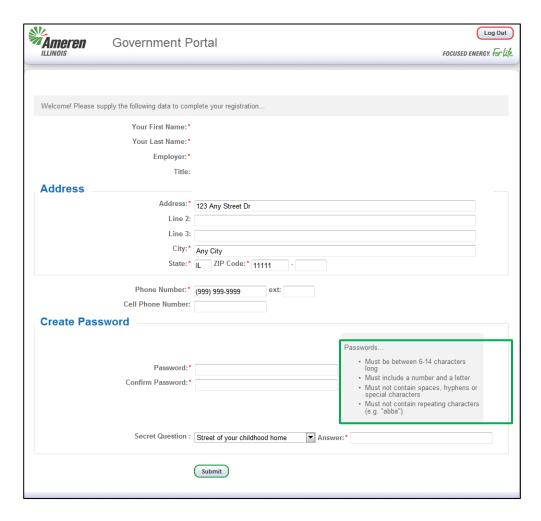


A web window will open to allow you to log in using your email address and temporary password (first time users) or permanent password (returning users). Select "Log-In".





For a first time user, after successful log in, the user is directed to the "User Profile" window to complete your user profile by setting a permanent password and a secret question/answer for security purposes. Please pay close attention to the rules provided when creating a password.

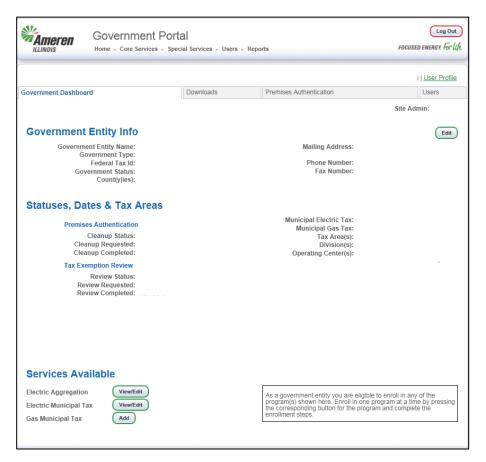


After completing the user profile, select "Submit". The user is then directed to the Government Dashboard where Municipalities, Counties, and Townships begin to register for their specialized service(s).



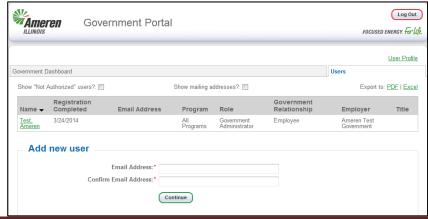
Government Dashboard

"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

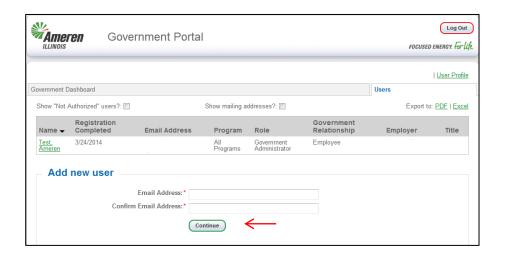
"Users", will show the Government Site Administrator a list of authorized individuals and the level of access given to each user. This window also provides the administrator the ability to see all users, authorized and not authorized, by selecting the check box.





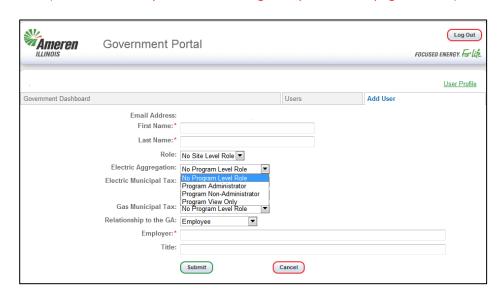
Add Users

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



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

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

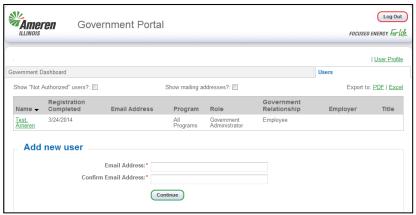


Note: Users, who have already registered, are notified immediately once the GE Administrator enters their email address. The GE Administrator will only need to fill out the role, service access rights, and relationship for those users. We are only able to release information to consultants if they have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

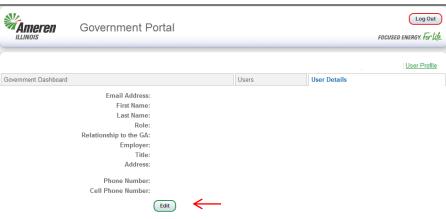


Remove Users

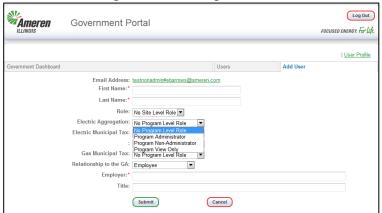
The "Users" tab is also where the GE Site Administrator or GE Program Administrator can remove access for users. To remove access, the GE administrator needs to select the name/link of the non-admin user.



Select the "Edit" button.



In the same window, the Role field becomes active. The GE administrator should select the drop down for Role and change it to "No Program Level Role" and select "Submit".

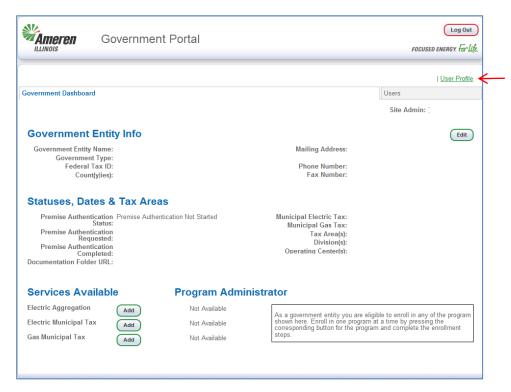


The user's whose access was changed will receive an email advising that authorization was updated to No Program Level Role.

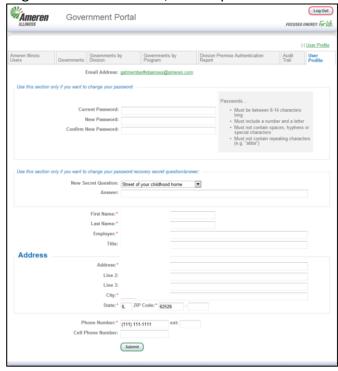


User Profile

To view the "User Profile", select the link located under the "Log Out" button.



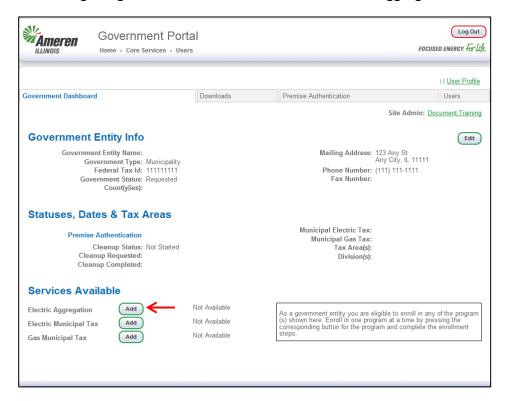
This allows the user currently signed into the Government Support Portal to make corrections to their registration information, secret question & answer, and/or password.



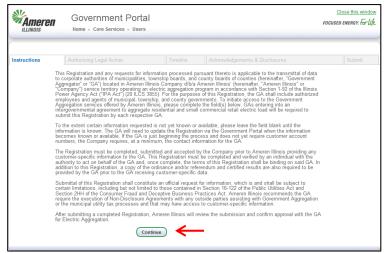


Electric Aggregation

For those Government Entities looking to pursue Electric Aggregation, follow the process defined below to begin registration. Select "Add" next to Electric Aggregation.



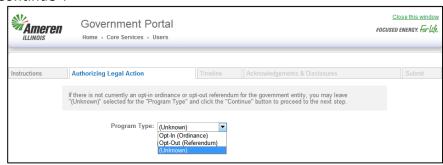
The next window presented is the Instructions page, before selecting "Continue" be sure to read the instructions as it provides information pertaining to the service you are requesting to add.





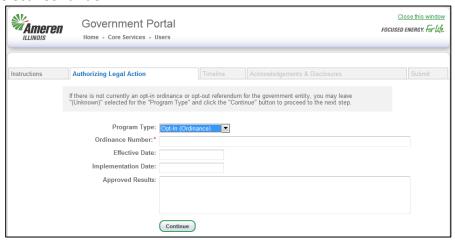
Government Portal

The next window will need to know the type of Aggregation Program being utilized by the Government Entity. If the user is unsure of the Program Type, leave the field as Unknown and select "Continue".

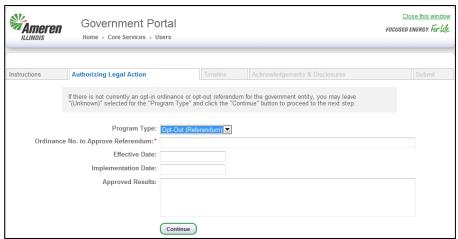


If a Program Type is selected the user will see one of two screens shown below.

For Opt—In: Enter the ordinance number that approved the program and other information if available. Select "Continue".

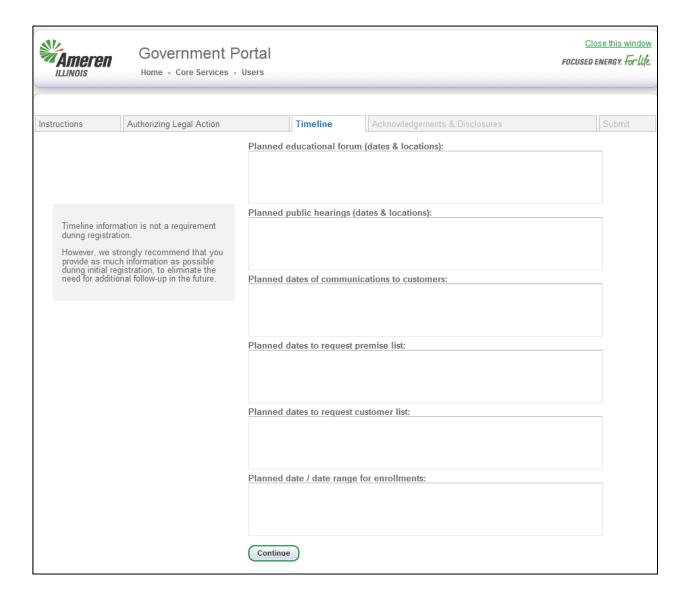


For Opt-Out: Enter the ordinance number that approved the Referendum and other information if available. Select "Continue".



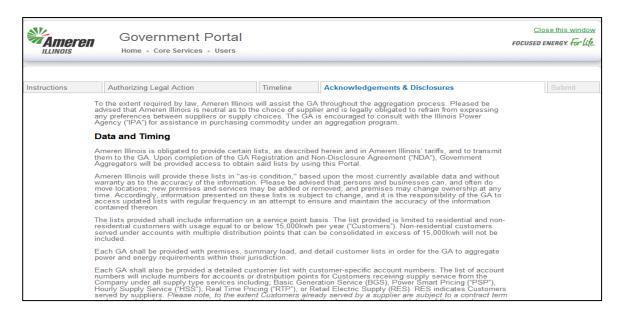


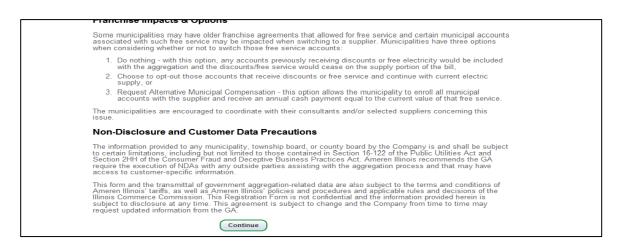
The following window is not required; however we strongly recommend that you provide as much information as possible during initial registration, to eliminate the need for follow-up work. Select "Continue".





The Acknowledgement & Disclosures window provides many details to the requirements, processes, and timing of aggregation. (Below are samples of the acknowledgements and disclosures)





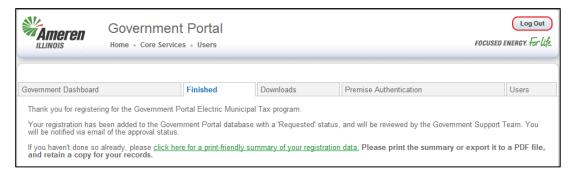


Government Portal

The Submit window includes affirmation of authorization for the Government Entity and the Non-Disclosure Agreement, both must be electronically agreed to before submission of the registration. Also provided is a "print friendly" summary option of your registration and Non-Disclosure Agreement, which you can print or save to your local computer. By selecting both check boxes you approve and confirm all information, select "Submit". (Below are samples of the Non-Disclosure Agreement)



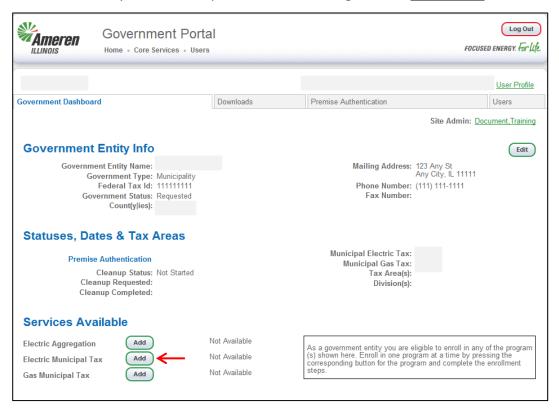
After each registration the user will receive a confirmation screen offering another opportunity to open a printer-friendly version of the registration data.



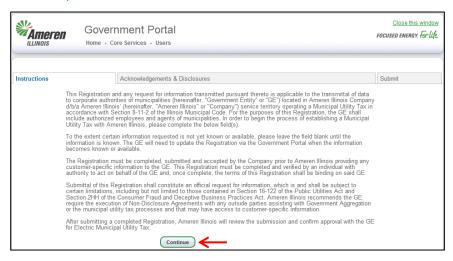


Electric or Gas Municipal Utility Tax

For those Government Entities looking to pursue Electric or Gas Municipal Utility Tax, follow the process defined below to begin registration. Select "Add" for the Service you want to register. To add both you must complete each service registration <u>individually</u>.

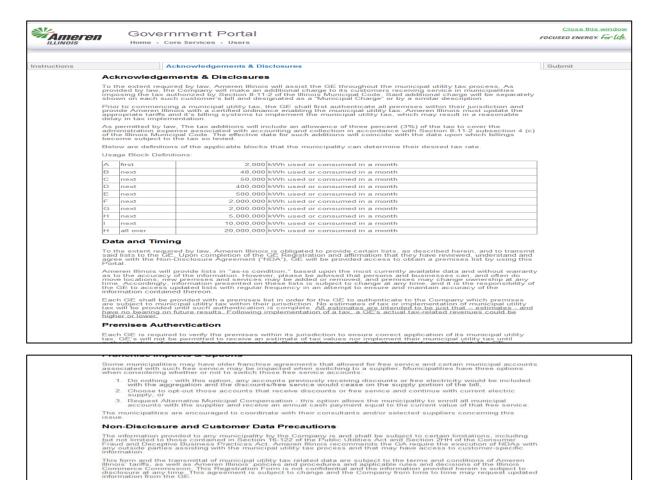


The next window presented is the Instructions page, before selecting "Continue" be sure to read the instructions as it provides information pertaining to the service you are requesting to add. For the sake of training, the samples below pertain to Electric Municipal Utility Tax. (Note: The Instructions and Acknowledgements & Disclosures verbiage for Gas Municipal Utility Tax is different.)





The following window, Acknowledgement & Disclosures, provides many details to the requirements, processes, and timing of Municipal Utility Tax. Before selecting "Continue" be sure to read the instructions as it provides further detailed information. (Below are samples of the acknowledgements and disclosures)

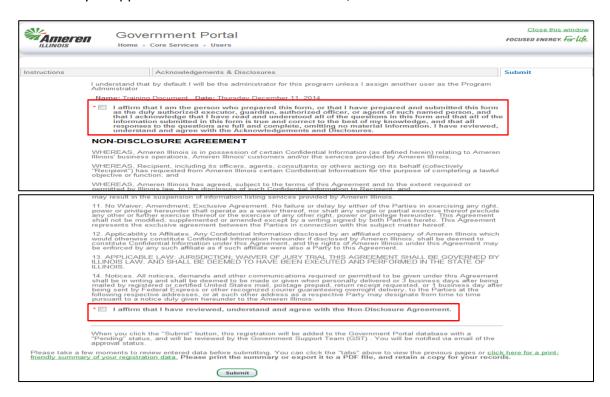


Continue

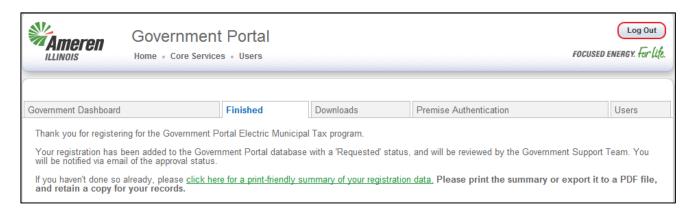


Government Portal

The Submit window includes affirmation of authorization for the Government Entity and the Non-Disclosure Agreement, both must be electronically agreed to before submission of the registration. Also provided is a "print friendly" summary option of your registration and Non-Disclosure Agreement, which you can print or save to your local computer. By selecting both check boxes you approve and confirm all information, select "Submit".



After each registration the user will receive a confirmation screen offering another opportunity to open a printer-friendly version of the registration data.





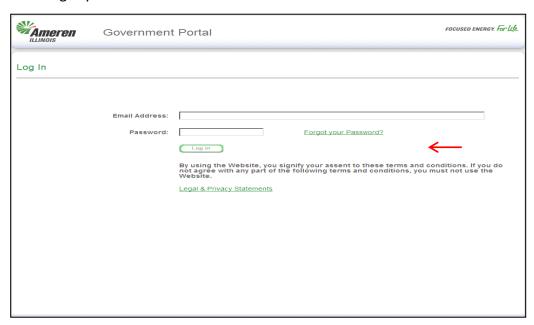
Appendix

Forgot Password

Once you have selected the Government Support page (steps begin on page 3), users can select the Government Portal Login page by selecting the link on the left navigation bar. (shown below with a red arrow)

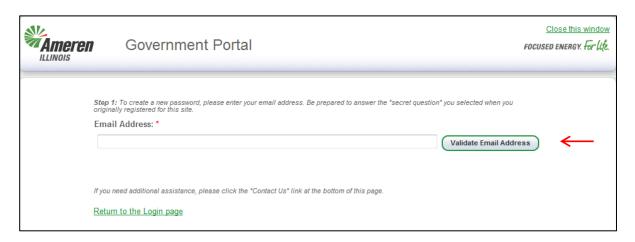


Select the "Forgot your Password?"

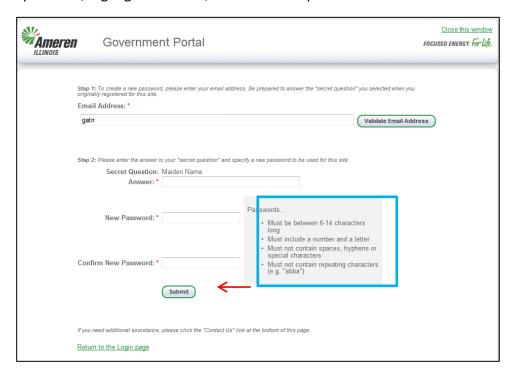




Enter your email address used during registration and select "Validate Email Address".



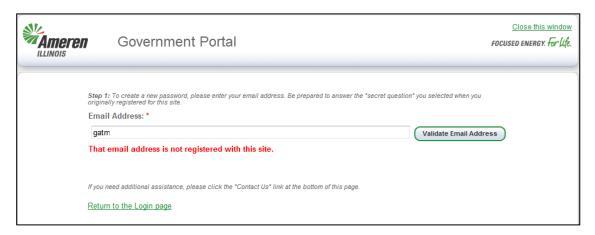
As long as the address is valid, the following page will display. You will need to provide the correct answer to the Secret Question. **Your password is case sensitive.** Follow the guidelines provided, highlighted below, and set a new password. Select "Submit".





Government Portal

If the email address is not valid the following error message will display. You can correct the email address and select "Validate Email Address".



You will receive a confirmation message. Select "ok" and log-in with your new password.





Glossary

<u>Detail Report</u> – 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.

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

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

<u>Municipal Utility Tax</u> – 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.

<u>Muni Tax Estimate</u> – 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.

<u>New / Maintain Existing Muni Tax</u> – 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.

<u>Premises Authentication Report</u> – 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.

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

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

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

<u>Summary Report</u> – 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.

<u>Sustainability Report</u> – This report is for municipalities and counties only who inquire about the combined usage for their jurisdictional boundaries. The usage is grouped by Revenue Class, Service Type, and Service Class (AIC Rate).



Contact Information

Staffing Hours:	
Monday – Friday 7:00 am – 5:00 pm	
Send your general inquires to us by email.	
Email:	
$\underline{Government Support Team@amerenillino is.com}$	
Phone:	
217.424.6968	
Fax:	
217.424.6964	