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. **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.
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To gain access to the Government Support Portal

2. Select “Business"

3. Select "Business Partners"
4. Select “Government Support”

5. Select "Register"
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 **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 “Continue”.

**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 “continue” button, which is selected after reading the language.
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.
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. It is **recommended** to copy & paste the temporary password on to the password field.

   You have been granted "Government Administrator" authorization for Warrensburg Township.

   You can use the following information to log in.

   Email:
   Password:

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

   **THIS MESSAGE WAS SENT FROM THE AMEREN ILLINOIS GOVERNMENT PORTAL**


   **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.


![Screenshot of Ameren Illinois website login page](https://via.placeholder.com/150)
Select “Business Partners”.

Then select Log In from the Government Portal 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”.

![Government Support Portal](image)

![Log In Window](image)
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.

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**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 “Not Authorized” 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.
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.
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”.

![Image of Government Portal with Program Type selection](image1.png)

![Image of Government Portal with Opt-In screen](image2.png)

![Image of Government Portal with Opt-Out screen](image3.png)
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)
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.
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 individually.

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)
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.

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”.
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

**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.

**Sustainability Report** – 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:
GovernmentSupportTeam@amerenillinois.com

Phone:
217.424.6968

Fax:
217.424.6964