

GUIDE FOR THE COMMUNITY



POWERING THE QUALITY OF LIFE





Dear Community Leader:

We value our relationships with the communities we serve, and we are committed to keeping local leaders informed. This Municipal Guide provides an overview of policies and programs relevant to your community. We've also included topics that may be of interest to residents of your community, such as safety, payment options and energy assistance. You'll learn, too, about our efforts to build a stronger, smarter energy delivery system.

Since the landmark Energy Infrastructure Modernization Act — or Smart Grid Bill — was passed, Ameren Illinois invested approximately \$492 million between 2012 and 2017 to improve our electric grid — from storm-resilient poles to cutting-edge outage detection technology. As a result, customers are seeing an overall 17 percent improvement in reliability and \$45 million in savings each year.

Since we launched our natural gas modernization program in 2015, Ameren Illinois has replaced nearly 120 miles of mechanically coupled steel pipeline with long-lasting, corrosion-resistant polyethylene gas pipe. Over the next five years, we will replace another 200 miles of pipeline throughout our 43,000-square-mile service territory. We will also continue to upgrade or replace transmission pipelines, regulator stations and other natural gas distribution equipment and technology.

The improvements we're making today will ensure that your community can count on us to deliver safe, reliable energy for generations to come.

For more detail and the most up-to-date information on any of the topics in this Municipal Guide, visit us online at **AmerenIllinois.com** or contact your Ameren Illinois Community Relations Coordinator.

Warm regards,

Richard Mark
President & CEO



Table of Contents

About Us	4
Electric Basics	
Electric Safety	5
Electric Delivery System	6
Electric System Upgrades	7
Transmission Line Projects	9
Community Solar	11
Ameren Microgrid	12
Tree Trimming	13
Natural Gas Basics	
Natural Gas Safety	15
Dial 811 Before You Dig	16
Natural Gas Pipeline Safety	17
Natural Gas Delivery System	19
Natural Gas System Upgrades	20
Manufactured Gas Plant Remediation ..	20
Doing Business With Us	
Emergency Response	21
Reporting an Outage	22
Franchise Agreements	23
Optional Fees & Taxes	24
Government Support Portal	24
Use of Ameren Illinois Poles	25
Street Lighting	26
Construction Requests	27
NESC Clearance Requirements	28
Electric Supply Options	29
Energy & The Environment	30
Electric Vehicles	31
Generating Your Own Power	32
Energy Assistance	33
Ways to Pay	34
More Customer Options	35
Sample Bill	36
Careers	38
Energy Efficiency	39
Caring for Our Communities	41
Your Economic Development Partner ..	43
Seeking Diverse Suppliers	44
Grants from Ameren Illinois	45
Avian Protection Program	46
Contacts & Resources	47

Note: The information presented here is current as of printing and may be subject to review and revision. For the most up-to-date information, or for additional information on these or other topics, please contact your local Ameren Illinois representative or visit **AmerenIllinois.com**.

To request additional copies of this guide, send an email to
CommunityRelations@ameren.com.

August 2018

WHAT'S NEW?

Much of the information contained in this municipal guide remains unchanged from the previous edition. However, there are some important, helpful updates we're providing for 2018.

For example, on pages 7 and 20, you can learn more about our progress in building a stronger, smarter energy delivery system. Along with these improvements, Ameren Illinois is playing a leading role in testing the use of clean, renewable energy sources with advanced automation and battery storage at our state-of-the-art microgrid in Champaign. Read more about this award-winning facility on page 12.

The Future Energy Jobs Act is also paving the way to significantly expand access to renewable energy for Illinois residents, businesses, and community groups. Through a provision known as "Community Solar," Ameren Illinois customers will soon be able to purchase renewable energy from a qualifying generator anywhere in Ameren Illinois service territory — without having to install solar panels or other renewable generation on their own homes or businesses. Learn more on page 11.

Leaders in your community may be interested in the enhancements we're making to our Government Portal (page 24). This online tool was introduced in 2012 to help municipalities, counties and townships manage government aggregation programs. Today, web portal services have been expanded to include online management of municipal utility taxes, annual premises authentication and tax exemption review, annexation and de-annexation and more. New to the portal is the ability to add contact information for key community officials and to update a list of critical facilities in your community, such as nursing homes, hospitals and critical infrastructure.

You'll find information on energy efficiency programs on pages 39–40 or at

AmerenIllinoisSavings.com. Since 2008, Ameren Illinois residential and business customers have saved more than \$840 million in energy costs. And in January 2018, Ameren Illinois began offering energy efficiency programs for municipalities and other public sector customers. Now, our team of energy efficiency experts can help your community use less energy and save on your energy bills. Our new 10-year initiative to upgrade street lights to high-efficiency LED lighting (see page 26) will also help reduce your community's energy costs.

This guide is designed to put the information you need at your fingertips. If you have questions or need additional information on these or other topics, please visit **AmerenIllinois.com** or call your local Community Relations Coordinator.

COMMUNITY RELATIONS COORDINATORS

To help us stay connected to the communities we serve, our team includes Community Relations Coordinators (CRCs) throughout our service territory. CRCs serve as liaisons for municipal officials and other key stakeholders on issues such as corporate initiatives, services and programs.

Your Community Relations Coordinator also serves as the primary point of contact for community leaders and ESDA representatives during outage, storm and emergency situations. In addition, CRCs help educate the public on energy safety and efficiency, and may coordinate Ameren Illinois volunteer activities in your community.

Our Community Relations Coordinators are at your service! If you are unfamiliar with your community's assigned CRC, or if you need more information, please contact us via email at **PublicRelationsIL@ameren.com**.

ABOUT US

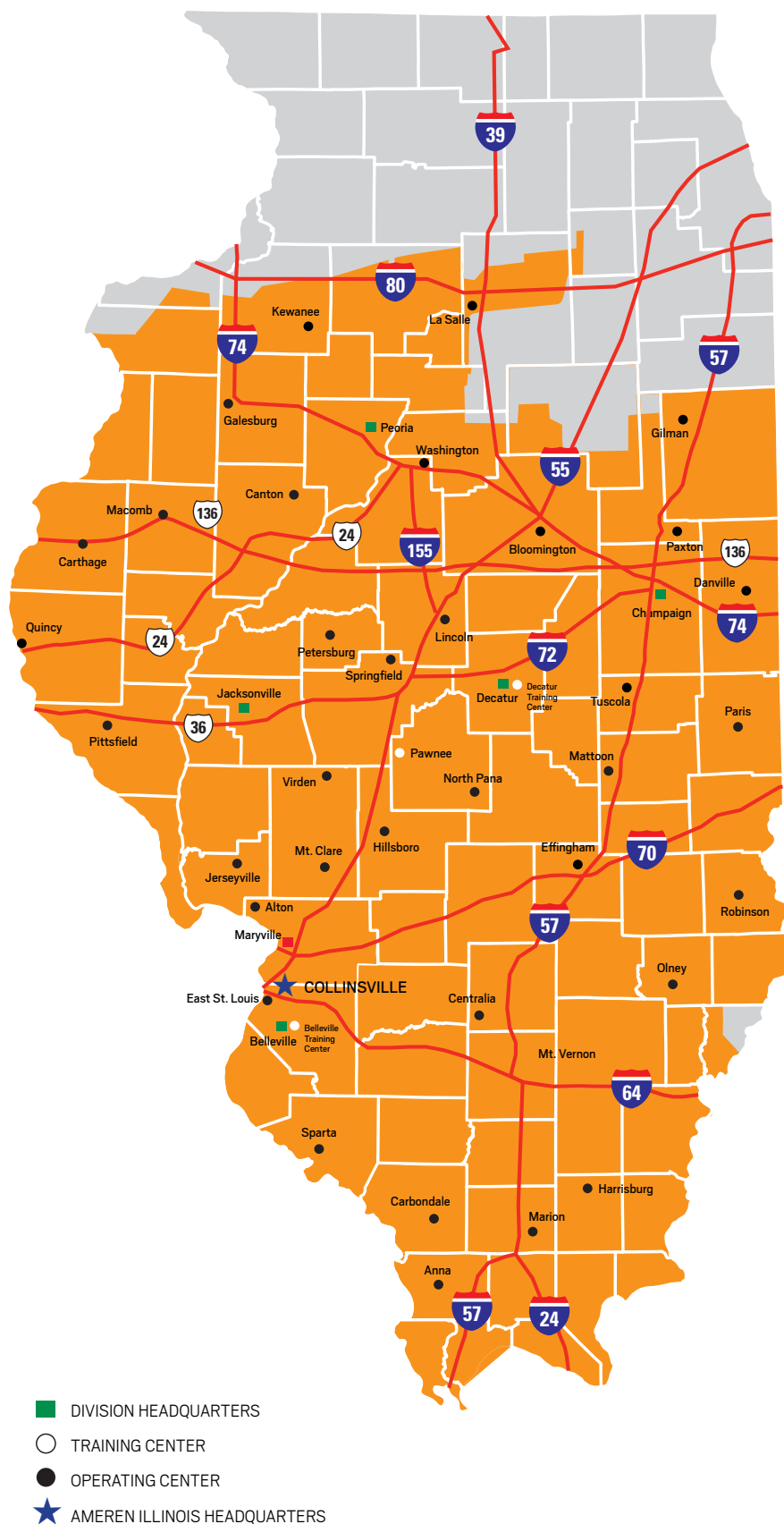
Headquartered in Collinsville, Ameren Illinois is the state's second largest regulated energy company. Every day, we deliver electricity to 1.2 million customers and natural gas to 816,000 customers in central and southern Illinois. Our parent company is St. Louis-based Ameren Corporation.

For more than a century, Ameren Illinois and its legacy companies have delivered the energy that powers our communities. We are proud to serve more than 1,200 Illinois communities in our 43,700-square-mile territory.

As an energy delivery company, Ameren Illinois owns and maintains the poles, pipelines, substations and wires that distribute electricity and natural gas to homes and businesses. Our complex energy delivery system includes:

- 4,500 miles of electric transmission lines
- 46,000 miles of electric distribution lines
- 1,500 electric substations
- More than 1.3 million power poles
- 18,200 miles of natural gas transmission and distribution mains
- 12 underground natural gas storage fields

Each year, Ameren Illinois donates more than \$3.2 million to charitable organizations through our Ameren Cares program. Ameren Cares connects our company to the communities we serve through charitable giving and employee volunteerism.



ELECTRIC SAFETY

Electricity is essential to modern life, but they can be dangerous if you don't understand the risks.

Ameren Illinois is dedicated to providing safe and reliable energy – and to educating people about the hazards. The following information can help you and your community's public sector employees stay safe around electricity. For more information on energy safety, go to **ameren.com/safety**.

Electrical Safety

- Even momentary contact with power lines can cause injury or death. Always assume any downed line is energized, and stay away! If you see a downed line, call Ameren Illinois at **1.800.755.5000** immediately to report it.
- Electricity and water are always a dangerous combination! Never enter a flooded basement or other flooded areas where water may be in contact with electrical wiring, appliances or other electrical devices.
- Don't go outside in the dark after a severe storm because you may not be able to see a downed power line that could still be energized and dangerous. Stay away from brush, fallen trees or puddles that could hide downed lines.
- When working outside, keep ladders or long tools away from power lines and make sure outdoor outlets are equipped with a ground fault circuit interrupter (GFCI) or use a portable one. In the event of a short, a GFCI will shut off the circuit instantaneously.
- Look for the Underwriters Laboratories (UL) mark on all electric products you use. This indicates that the product has met strict electrical standards.
- If your vehicle collides with a utility pole, stay in the vehicle. Call **911**, or yell for others to get help, but do not let bystanders approach the area. Wait for emergency and utility crews to arrive on the scene.

Generator Safety

If they are not installed properly, back-up electric generators can be deadly to those who use them – and to utility workers. The National Electric Code (NEC) requires that electric generators include a safety disconnect switch that will prevent the generator from feeding power back into utility lines. Otherwise, this "backfeed" could damage neighboring property or the customer's own equipment – and could present unseen hazards to utility employees working on outside power lines. Wiring for an electric generator should be installed by a qualified electrician.



REPORT SAFETY HAZARDS

IMMEDIATELY Safety is priority one – during blue skies or gray. Report a downed line 24 hours a day by calling **1.800.755.5000**. Don't assume someone else has made the call.



Safe Electricity

Ameren Illinois is a member of Safe Electricity, a joint effort undertaken by members of the Energy Education Council (EEC) to create a statewide electrical safety communications campaign. The goal of this united safety program is to increase electric safety awareness among customers and reduce electrical-related accidents. Learn more at **SafeElectricity.org**.

Who Let the Dogs Out?

It's a question often asked by utility workers hounded by aggressive dogs while trying to do their jobs.

Utility workers are frequent victims of dog attacks as they enter customer homes or yards to do their jobs. Even if they escape a bite, workers can be injured trying to get away from a dog.

Even a normally friendly dog can become frightened or aggressive around strangers. Please encourage residents in your community to follow these tips to make neighborhoods safer for utility and municipal workers:

- Don't allow your pet to roam free.
- Keep a collar on your dog, so you can quickly restrain it if necessary.
- If a utility employee comes to your home, please keep your dog inside or restrained/confined outside at a safe distance from electrical or natural gas equipment.
- Be sure your dog's vaccinations are current.
- Report any dogs running loose in your area to animal control.

ELECTRIC DELIVERY SYSTEM

Individuals and communities depend on reliable electricity every day. A large national network of interconnected transmission lines allows Ameren Illinois to deliver reliable power to homes, schools and businesses.

Electricity Transmission

Before power can reach customers, it must be transferred from generating plants to substations. As a delivery company, Ameren Illinois is responsible for the safe, reliable transmission of that power. Our robust system includes more than 4,500 miles of high-voltage transmission lines.

Electricity Distribution

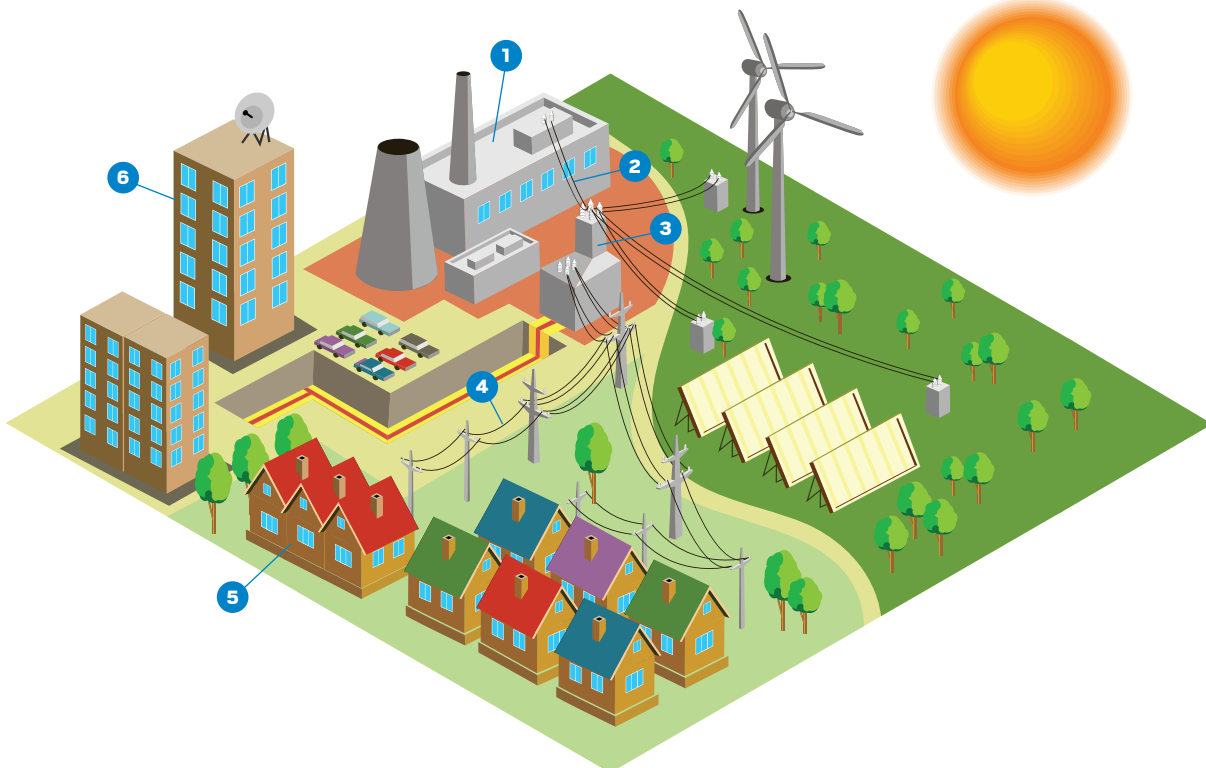
The distribution network carries power from substations to homes and businesses. Our energy delivery network includes roughly 46,000 miles of distribution lines across Illinois. Laid end to end, that's enough to encircle the earth — nearly twice!

Getting electricity from the power plant to your door is a complex process, described and illustrated below:

1. Electricity is typically produced around-the-clock by generators in power plants, as well as through renewable sources like wind turbines and solar panels.
2. Electricity must travel hundreds — even thousands — of miles. Once it leaves the source, the voltage is increased so it can travel through a vast network of transmission lines to areas where power is needed.

3. Electricity travels at nearly the speed of light to substations where the voltage is then reduced to send the power over distribution lines.
4. The distribution lines make up many “feeder circuits” to bring power to homes and businesses throughout cities, towns and rural areas.
5. Transformers — the round “tubs” on power poles, or the rectangular large green boxes on the ground — reduce the voltage even further so that it can be used in homes and businesses.
6. Large businesses and factories may have substations or very large transformers that deliver the power at the voltage they need to support their business.

The electric industry is evolving at a rapid pace. Today's generation mix is expanding to include more renewable sources, such as wind and solar.



ELECTRIC SYSTEM UPGRADES

Today's electric customers are plugged in like never before – and that means reliable energy has never been more important. Ameren Illinois is committed to enhancing our electric delivery system to better meet our customers' changing energy needs.

Through the landmark Energy Infrastructure Modernization Act of 2011, Ameren Illinois is investing hundreds of millions of additional dollars to build a high-tech “smart” grid. The Future Energy Jobs Act, passed by Illinois lawmakers in December 2016, paves the way for continued infrastructure modernization, as well as energy efficiency and the development of renewable energy sources in Illinois.

Infrastructure Improvements

We are fortifying utility poles, installing automated switches and sensors, replacing distribution lines and installing smart meters throughout our 43,700-square-mile territory. These upgrades will improve service reliability and give customers information they can use to take control of their energy usage and costs. Here are some of the ways we are building a stronger, smarter electric delivery system:

- Rebuilding primary distribution lines.
- Replacing older underground cable.
- Reinforcing utility poles that are vulnerable to failure during storms.
- Installing substation animal guards to prevent wildlife-related outages.
- Creating new connections between distribution lines so we can serve customers via alternate routes during an outage.
- Building new transmission and distribution lines to support growth in our communities.
- Updating substation software to automatically monitor major equipment in real time, allowing for an improved response to system issues.



- Adding smart technologies that automatically locate an outage, isolate damage and, in many cases, automatically transfer the customers served by that substation or line to a backup power source. Automatic load transfer can turn what might otherwise be an outage into a brief “blink” in service.
- Installing special sensors that allow operators to better monitor transmission grid conditions and prevent disturbances elsewhere on the nation's transmission grid from cascading into local or regional power outages. This monitoring capability also helps us incorporate even greater quantities of energy from renewable sources, like wind and solar power.

To track our progress and learn about projects in your community, visit AmerenIllinois.com/focus.

Energy Infrastructure Modernization Act

In 2011, Illinois lawmakers took a bold step by passing a new law – the Energy Infrastructure Modernization Act. The Act features a progressive, performance-based formula ratemaking process that maintains strong regulatory oversight and makes rate changes more predictable. Under this method, electric rates are updated annually using a standard formula and Ameren Illinois' public financial information. The new process holds utilities accountable for performance improvements and ensures that customers only pay for current, reasonable and prudent costs – as determined by the Illinois Commerce Commission.

Since the Energy Infrastructure Modernization Act (EIMA) – or Smart Grid Bill – was passed in 2011, Ameren Illinois has reduced electric delivery service rates five times.

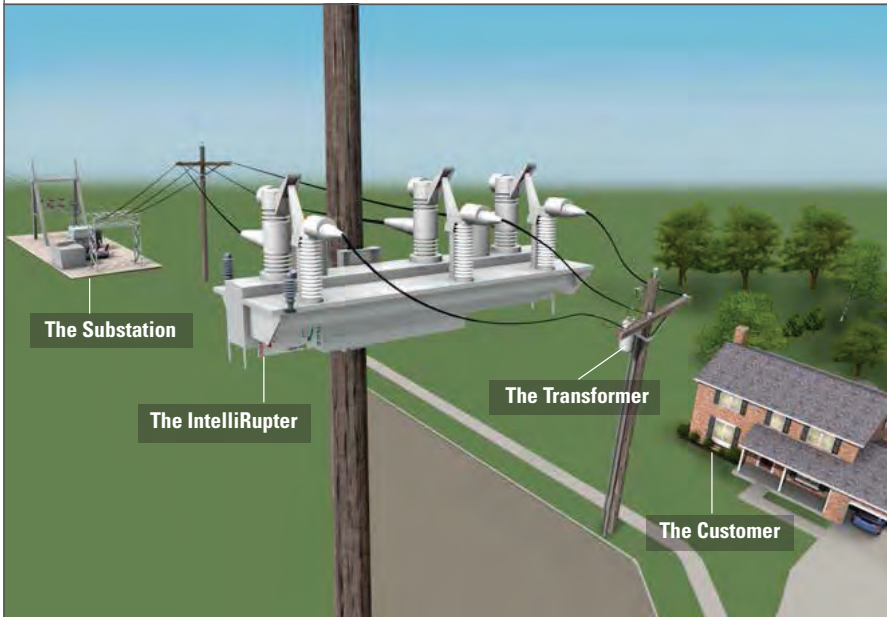
Share My Usage



As part of the federal Green Button program, Ameren Illinois offers customers the option

to share their own energy usage data with companies that may assist them with energy efficiency measures. For example: If you are planning to get solar panels, your energy usage information will help the company provide the right combination of panels for your needs. Beginning in November 2018, customers with an online account can use the Share My Usage option (look for the Green Button icon) to download or share their energy usage information with registered companies using a web portal. This is just one more way Ameren Illinois is helping customers better manage their energy costs.

ELECTRIC SYSTEM UPGRADES (cont.)



Outsmarting Outages

The fast-acting IntelliRupter is just one way Ameren Illinois is building a smarter system to serve customers better. IntelliRupters detect signs of damage on the electric system and determine appropriate “switching” actions to re-route power and reduce the number of customers affected by an outage. The device also automatically cuts off power to damaged or malfunctioning sections of line, so line crews can solve problems more safely.

Smart Meters

We continue to install smart electric and natural gas meters that collect hourly energy usage data, which is transmitted wirelessly to Ameren Illinois. The electric digital devices allow Ameren Illinois to remotely perform work, such as service connections and disconnections, using a two-way communications network.

The smart meter and other system upgrades can alert us when power is out. It can also help us detect outages sooner so we can restore service more promptly, especially when the outage is not storm-related. Smart meters can reduce the need for manual meter reads, as well as estimated meter reads.

Meter upgrades began in June 2014. In September 2016, the Illinois Commerce Commission (ICC) approved Ameren Illinois’ plans to accelerate upgrades to its electric grid, including installing smart meters for 100 percent of our customers by the end of 2019.

The smart meter gives customers options to better manage energy usage and costs. Customers can manage on the web or on the go with an online account, sign up for cost and usage alerts, enroll in Peak Time Rewards®, a demand response program, or see real-time energy usage with a Home Area Network smart device.

Improvements made through 2016 have already resulted in more than **237,000 fewer outages** and **saved customers an estimated \$45 million** each year.



Drones Take Inspections to New Heights

Ameren Illinois workers now have access to an innovative new tool that takes inspection capabilities to new heights. The company is embracing drone technology to enhance daily operations, as well as post-storm restoration efforts.

Drones are better able to navigate challenging inspection conditions, such as heavily wooded areas. Rather than conducting a visual inspection on foot, a trained operator can direct the drone to the site of the damage and pinpoint the exact location of problem areas. Drones are also useful in surveying potential sites for new gas or electric facilities.

Along with facilitating faster restoration times, the devices offer safety benefits by allowing workers to remotely assess damage without entering an energized zone.

TRANSMISSION LINE PROJECTS

As individuals and communities, we depend on reliable electricity every day. A large national network of interconnected transmission lines allows Ameren Illinois to deliver reliable power to homes, schools and businesses.

Transmission lines carry high-voltage electricity (100,000 volts and above) over long distances, from power plants to substations. At the substation, this high-voltage electricity is reduced to lower voltages so it can travel through the distribution system to your home or business.



Need for New Transmission Lines

We build new transmission lines for two primary reasons:

- To improve service reliability. Better reliability means customers experience fewer power outages and outages of shorter duration.
- To meet the growing need for safe, reliable electricity. New homes, new stores, new offices, new factories – they all need electricity, and they all call on us to deliver it. In addition, consumers are using a growing number of electrically powered devices and equipment, which creates new demand for power.

How We Communicate

Ameren is committed to keeping customers and property owners informed about planned transmission projects – and to seeking their input. Before we build a new transmission line, we seek feedback from area residents, community leaders, landowners and other stakeholders. We do so in several ways:

- We host Community Forums, consisting of representatives of local government and organizations, where we provide complete project details and request input.
- We also host several public meetings in each affected county to discuss project details and seek input. All landowners and interested residents are invited.
- In addition, we hold special briefings for the local news media so we can inform a larger audience.
- We also create a website dedicated to each project and invite residents to contact us with questions and comments by email or telephone.

Route Selection & Project Approval

We evaluate potential routes for new transmission lines through a comprehensive process involving public participation and input. We carefully consider the input we receive as we develop proposed routes. We also consider input from agencies, as well as publicly available environmental and engineering data and cost and design factors.

As required by law, our routing development process considers the impact the new line may have on the following:

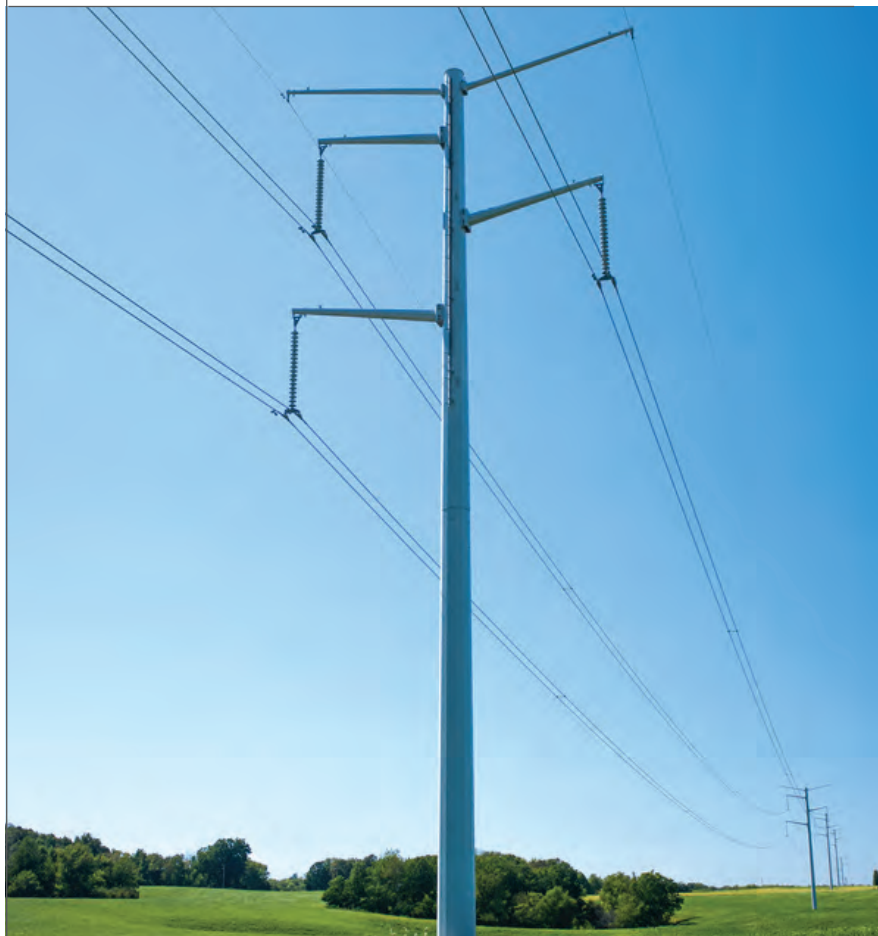
- Airports
- Agriculture
- Cemeteries
- Cultural resources
- Conservation areas
- Daycare Facilities
- Engineering & construction considerations
- Forest
- Recreational facilities
- Residences
- Schools
- Wetlands & streams

We typically develop a minimum of two routes – a primary and alternate route. These routes are part of the petition we file with the Illinois Commerce Commission (ICC), requesting review and approval of the project. Interested parties may become intervenors in the case and present evidence in support of, or in opposition to, the project or routing.

If the project is approved, the ICC will issue a Certificate of Public Convenience and Necessity no later than 150 days after the application is filed.

For more information on current transmission line projects, reference Ameren’s 2017 annual report online at **Ameren.com** (click on “Investors”).

TRANSMISSION LINE PROJECTS (cont.)



Acquiring Easements

When we build a new transmission line, we need to secure an easement or other property right from property owners. Here's what property owners can expect:

- After we receive approval from the ICC to build the transmission line, we will contact landowners along the approved route to request a meeting to discuss project details, including proposed easement location, compensation and property restoration.
- We will request access to the property to conduct land surveys and studies.
- The transmission line will typically be located in the center of the easement. Property owners will retain full use and ownership of the property within the easement, although additional structures may not be built or trees planted within the easement.
- In some cases, we may request a temporary easement to facilitate transmission line construction. Property owners are compensated for temporary easements.
- When construction is complete, the land will be restored as close as practical to its pre-construction condition. Landowners will be compensated for crop compaction and other damages.
- In rural areas, Illinois Department of Agriculture guidelines are followed. Every effort is made to avoid drainage tile lines. Damaged drainage tiles will be repaired.

Illinois Rivers Transmission Project

With the Illinois Rivers Project, Ameren Transmission Company of Illinois (ATXI) has completed construction on approximately 375 miles of new 345,000-volt transmission lines from Palmyra, Missouri, across Illinois to Sugar Creek, Indiana. Construction began in 2015. The line is expected to be in service by December 2019.

For more information, or to view a map of the approved route, visit the project website at ilriverstransmission.com.

Spoon River Transmission Project

Ameren Transmission Company of Illinois (ATXI) has completed and energized the Spoon River Transmission Project, a 44-mile, 345-kV transmission line between Galesburg and Peoria. The project team finished ahead of schedule and maintained safety for our crews and communities during construction.

About ATXI

The Illinois Rivers and Spoon River transmission lines are projects of Ameren Transmission Company of Illinois (ATXI), a sister company of Ameren Illinois. Based in St. Louis, ATXI was formed in July 2010 to invest in electric transmission infrastructure and expand Ameren's transmission system.

MISO Membership

All of Ameren's operating companies, including Ameren Illinois, are transmission-owning members of the Midcontinent Independent System Operator (MISO) regional transmission organization. MISO operates a reliable energy market in 15 U.S. states and some parts of Canada and provides an independent platform for efficient regional energy markets. The Illinois Rivers Project and Spoon Rivers Project are part of a portfolio of Multi-Value Projects (MVPs) approved by MISO in 2011. The MVPs will facilitate the delivery of renewable energy, improve reliability, and provide economic and efficiency benefits. Since 2001, MISO has fostered wholesale electric competition in the region, created greater system reliability and established coordinated, value-based regional planning.

COMMUNITY SOLAR

The Future Energy Jobs Act (FEJA) paves the way to significantly expand access to renewable energy for Illinois residents, businesses, and community groups. One provision — known as “Community Solar” — will soon allow Ameren Illinois customers to purchase renewable energy from a qualifying generator anywhere in Ameren Illinois service territory — without having to install solar panels or other renewable generation on their own homes or businesses.

How it Works

Participating customers subscribe with third-party generator owners for a portion of the renewable energy produced by that generator. These subscriptions are portable (can be used anywhere in Ameren Illinois territory) and transferrable (subscriptions can be sold or given to other participants) under terms and conditions agreed upon between the generator owner and the customer.

What's Next

Since FEJA was approved, Ameren Illinois has seen a rapid increase in the number of inquiries from solar developers wanting to connect their facilities to our grid. We've developed a web-based portal for community solar generators to make it easier for subscribing customers to have the renewable generation portion of their energy usage deducted from their monthly bills. We're also meeting with developers and local community officials to help pave the way for completion of these projects once the value of the Renewable Energy Credits has been determined by the Illinois Power Agency.

In the meantime, Ameren Illinois will be available as a neutral expert to help educate customers about Community Solar and the potential for cost savings. For the latest information, visit our website at **[AmerenIllinois.com/Renewables](https://www.AmerenIllinois.com/Renewables)**.



AMEREN MICROGRID

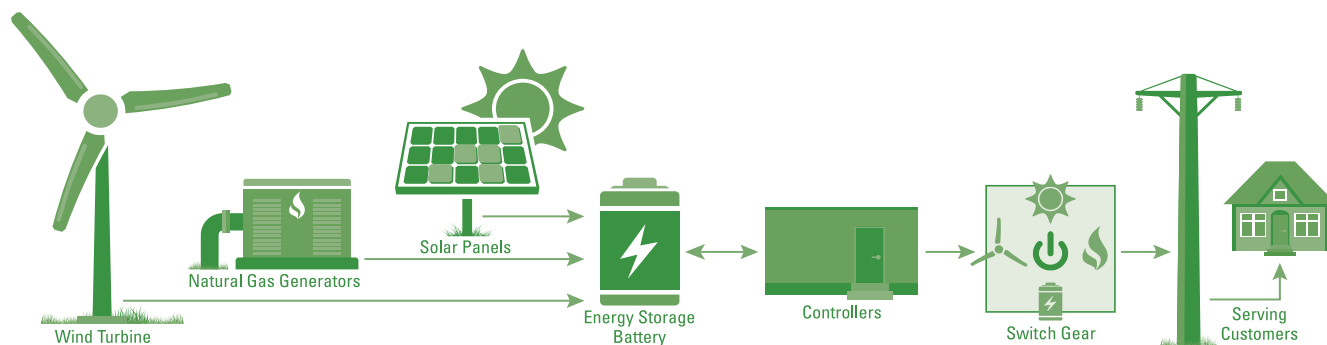
In spring 2017, Ameren announced completion of one of the most technologically advanced microgrids in North America. The \$5 million facility, located at Ameren's Technology Applications Center in Champaign, will help pave the way for the future of energy.

Ameren Microgrid: Where Innovation Meets Energy

As more businesses and individual consumers seek energy self-sufficiency, the microgrid allows Ameren to test the use of clean, renewable energy sources with advanced automation and battery storage. The microgrid features a wind turbine, solar panels, a natural gas generator and a complex system of batteries that capture the energy produced and ready it for distribution onto the larger grid. Ameren's microgrid can produce up to 1,475 kilowatts and is powering nearly 200 homes and businesses in Champaign.

As renewable options such as solar become more widely available, more customers will have the option to generate their own power — and Ameren Illinois will be ready to help.

The award-winning Ameren Illinois microgrid produces energy through three sources: a wind turbine, natural gas generators and solar panels. That energy can be stored in the microgrid's battery before being distributed to actual customers on the larger grid.



TREE TRIMMING

Fallen trees and branches are a leading cause of electric power outages. Trees and other vegetation can also make service restoration more difficult and dangerous for line crews.

To minimize safety hazards and power outages, Ameren Illinois is responsible for keeping nearly 70,000 miles of transmission and distribution rights-of-way clear of trees and other vegetation. Safety and reliability are the driving factors behind our vegetation management program. We appreciate your patience when crews are working in your community.



Right Tree, Right Place Grant

Right Tree, Right Place grants are awarded to encourage municipalities to remove trees that interfere with electric service in rights-of-way. Grant money – up to \$2,500 per year – is approved for use in one of the following ways:

- Planting new trees outside of the right-of-way.
- Planting approved replacement trees inside the right of way (requires partnering with Ameren Illinois' local Forestry Supervisor to identify proper species and locations).
- Developing a community-wide tree management plan.
- Maintenance of existing trees.
- Activities involved in obtaining or maintaining Tree City USA certification.

Right Tree, Right Place grants will be made available in communities where Ameren Illinois is trimming trees. These communities will receive a grant brochure and information about how to apply for a grant online.

Distribution Lines

Severe weather can cause limbs – and even entire trees – to fall on power lines, tearing down energized wires and equipment. To help mitigate the root cause of these outages, Ameren Illinois maintains a four-year tree trimming cycle, as required by the Illinois Commerce Commission. This means every circuit is inspected and trimmed as necessary at least once during this period. As required by law, Ameren Illinois gives customers and public officials advance notice when trees will be trimmed in their area.

To protect the tree, we use a directional pruning method endorsed by the International Society of Arboriculture (ISA). This method directs future growth away from power lines and makes trees stronger and more resistant to high winds and ice. All of our forestry supervisors and contractor general foremen are certified by the ISA. While Ameren Illinois takes care of the main power lines, it's the customer's job to maintain trees near the smaller service line that connects to the home. Customers should never attempt to prune trees near power lines themselves. We recommend that they hire a professional to do the work safely.

Transmission Lines

Ameren continually manages vegetation on transmission rights-of-way to provide safe, reliable electrical service, while maintaining and, where possible, improving wildlife habitat within the rights-of-way.

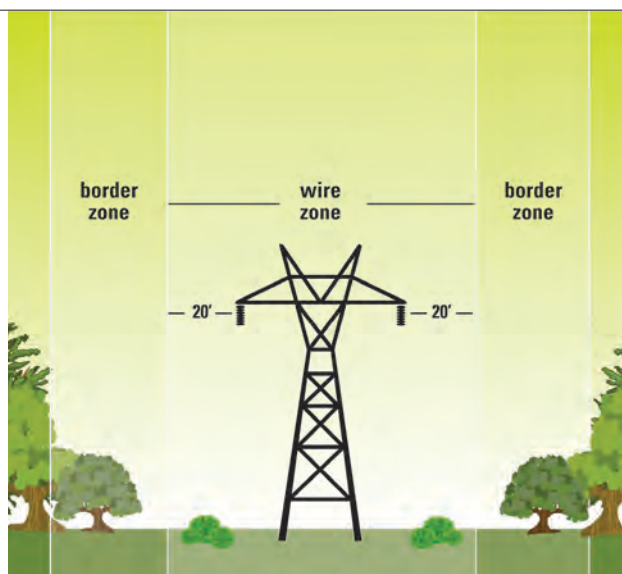
Because transmission lines are extremely important to the national power grid, they are inspected every year. Vegetation management work may include mowing, manual and aerial trimming, removal of vegetation and the application of environmentally safe herbicides.

The Zoned Approach

Ameren Illinois takes a “zoned” approach to managing vegetation under and around high-voltage transmission lines.

Wire Zone: The area directly beneath and 20 feet beyond the wires is managed to encourage low-growing plant species with a mature height of 10 feet or less.

Border Zone: The area from the wire zone to the edge of a maintained right-of-way or easement is limited to plant species with a mature height of less than 20 feet.



TREE TRIMMING (continued)

Clearing Around Structures

From 10 feet to 20 feet around the structure/tower base or guy wire, plant species that normally reach a mature height greater than three feet will be removed. Exceptions will be made for annual crops such as corn, soybean, rye, winter wheat and wildlife food plots.

Pruning Near Power Lines: For Professionals Only

Never attempt to prune trees near power lines yourself. If electricity flows through a tree, you could be seriously injured or killed. Only qualified line clearance tree contractors are allowed to work near power lines.

Homeowners concerned about tree growth near their service drop (the line that carries energy from the main distribution line to the home or business) may call and schedule an appointment to have the service drop disconnected so the trees near this line can be trimmed safely. We recommend hiring a professional tree service to do this trimming.

For an inspection of your tree and line situation, or to request a service drop disconnection, call Ameren Illinois at **1.800.755.5000**.

Tree Planting Tips

As they grow into maturity, trees can also grow into power lines. This can lead to power outages and public safety hazards. Plan ahead and follow these tips to plant the right tree in the right place:

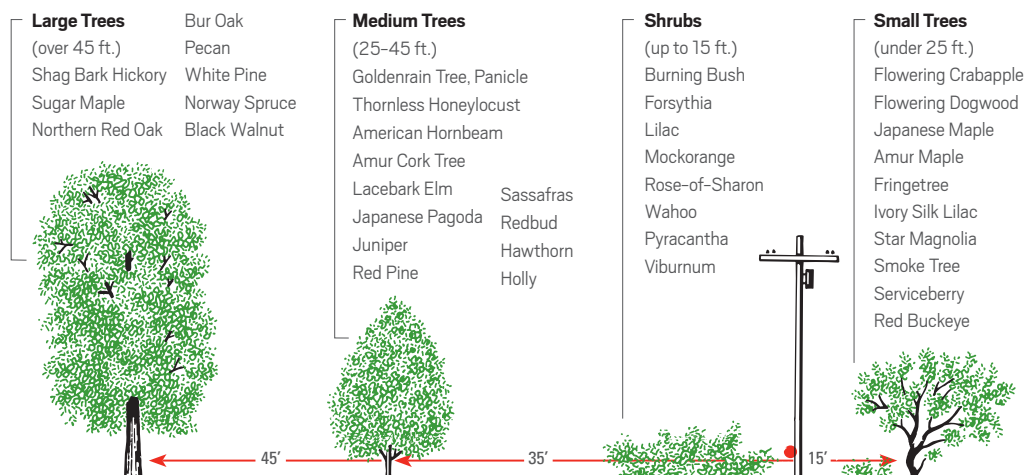
- Survey the property for possible conflicts with utility lines before planting a new tree.
- Avoid planting trees directly beneath power lines, near poles or too close to electrical equipment.
- When planting around power lines, choose trees of a slower growth or limited height, such as crab apples, pears, cherries or hawthorns.
- When planting under or in close proximity to power lines, consider planting small trees and/or shrubs that are of a limited height (maximum height 10-12').
- Always call **811** before digging.

Planting the right tree in the right place helps protect trees and the electric service your community counts on. For more information on tree planting, go to **MySafeTrees.com**.

Free Wood Chips

Free wood chips from trimmed trees are available to customers and can be delivered upon request when tree crews are working in your area. Only full loads are available, which average about 10-12 yards per load. If you spot our crews in your community, just ask – or call **1.800.755.5000**.

Examples of Plantings that Provide Safe Spacing from Overhead Lines. Please use this guide to help determine the best tree choices near service lines and poles.



Tree Line USA Utility

Ameren Illinois is recognized by the National Arbor Day Foundation as a "Tree Line USA" utility company. The Tree Line USA® program recognizes best practices in utility arboriculture, based on five core standards: quality tree care, annual worker training, tree planting and public education, tree-based energy conservation program, and Arbor Day celebration. Learn more at **ArborDay.org**.

Is Your Town a Tree City USA?

Tree City USA is greening communities across America. Find out how your community can participate at **ArborDay.org**.

Tree Trimming Contractors

Ameren Illinois uses several private contractors to perform its line clearance tree trimming. Our contractors are nationally recognized as professional arboricultural companies who meet American National Standards Institute (ANSI) pruning standards and use pruning methods endorsed by the International Society of Arboriculture (ISA). All crew foremen are certified line clearance tree trimmers, and all general foremen are arborists certified by the ISA. All tree trimming contractors working for Ameren Illinois will display a valid company identification badge.

NATURAL GAS SAFETY

Natural gas are essential to modern life, but they can be dangerous if you don't understand the risks.

Ameren Illinois is dedicated to providing safe and reliable energy – and to educating people about the hazards. The following information can help you and your community's public sector employees stay safe around natural gas. For more information on energy safety, go to ameren.com/safety.



How to Recognize a Gas Leak

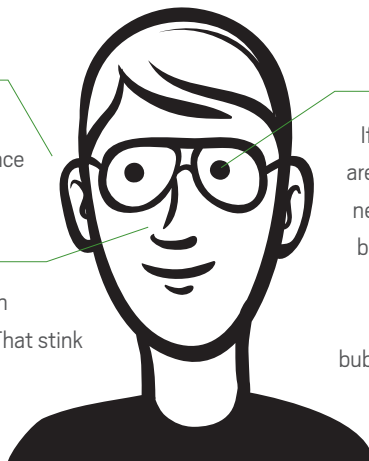
Natural gas is naturally colorless and odorless, but you can still use your senses to detect a gas leak. Here's how:

HEAR:

A high-pitched whistle or a hissing or roaring sound near a gas line or appliance could be a natural gas leak.

SMELL:

We add a harmless chemical to the gas in our system to give it a rotten egg smell. That stink can save a life by making it easy to sniff out a gas leak.



SEE:

If you spot an unusual area of dead vegetation near a pipeline, it could be a sign of a gas leak.

Blowing dirt, ground fires, or continuously bubbling water may also indicate a gas leak.

If any of these or other indicators lead you to suspect a natural gas leak, leave the area immediately and call Ameren Illinois at **1.800.755.5000**.

REPORT SAFETY HAZARDS IMMEDIATELY

Safety is priority one – report a gas leak 24 hours a day by calling **1.800.755.5000**. Don't assume someone else has made the call.

Copper Theft: A Growing Danger for First Responders

As copper prices rise, so do instances of copper theft. Crafty criminals have even begun breaking into vacant homes to rip out copper gas piping to sell for scrap value. When they do so, gas can continue to blow inside the structure, creating a dangerous situation for neighbors, emergency responders, and Ameren Illinois personnel. In these cases, neighbors or passersby may recognize the gas odor and call **911** first to report the smell of gas. If this occurs, your dispatch should call Ameren Illinois immediately.

Municipal workers should be aware of the potential for vacant homes or buildings to be targeted by copper thieves and stay alert to signs of gas leaks.

Carbon Monoxide

Carbon monoxide (CO) is created when fossil fuels are burned without proper ventilation. Potential sources of CO include vehicles, gas appliances, chimneys, charcoal grills and portable kerosene heaters. CO poisoning can lead to serious illness or death; symptoms may include burning eyes, fatigue and nausea.



If anyone in the building is feeling ill and you suspect carbon monoxide poisoning, vacate the premises, get fresh air and immediately call the Illinois Poison Center at **1.800.222.1222**.

Ameren Illinois personnel respond to CO calls when a police or fire department requests assistance. We urge customers to install CO detectors, as required by state law, and have their natural gas appliances regularly inspected.

DIAL 811 BEFORE YOU DIG

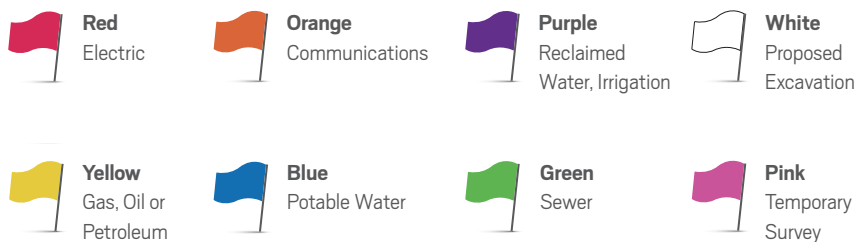
Excavation damage is the biggest threat to pipeline safety. Any time you're planning an outdoor project that requires digging, call JULIE (Joint Utility Locating Information for Excavators) at 811 before you begin. With one quick call, JULIE will make sure that all buried utility lines are marked so you can dig safely.

If you don't call and you hit an underground utility line, you could be hurt or killed. You could also disrupt service to an entire neighborhood and possibly be held liable for damages.

Regardless of the size of your project, call JULIE (or submit an electronic request at Illinois1Call.com) at least 48 hours before you dig. The service is free, and it's the law.

What happens after I call?

Within two working days of your call to JULIE, a representative from each member utility company will mark the location of their underground lines* with paint and/or flags or let you know that the utility's lines do not conflict with the area where you are planning to dig. You'll know what's below by the color-coded flags, stakes or paint:



NOTE: The utilities are only required to mark the lines that they own, not privately installed utilities such as connections to a garage or workshop.



When can I start my project?

Even after all utilities have been marked, you cannot begin your excavation before the start time on your locate request. The start time is typically two working days after your phone call. (Working days are Monday through Friday, 8 a.m. to 4 p.m., excluding holidays.) Your excavation project must begin within 14 days of your initial call to JULIE.

Respect the Marks

Excavation should be carefully performed only after confirming that all utilities have marked the location of their underground lines.

Locating an underground utility line is not an exact science. Be aware that the marks indicate the approximate location of a buried line. Be sure to dig outside the mark's tolerance zone, which is at least 1.5 feet on either side of the mark, but varies according to the buried utility. If you must excavate within the tolerance zone, hand dig with extreme caution next to the marks, not on top of them.



NATURAL GAS PIPELINE SAFETY

Pipeline Maps & Markers

Since most pipelines are buried underground, pipeline markers let you know the approximate locations of major pipelines in the area. High visibility markers with the Ameren Illinois 24-hour emergency phone number indicate the need for extra care around our gas transmission pipelines.

Pipeline markers are usually found at roadways, railroad crossings, and other points along the pipeline route. Keep in mind that these markers do not show the exact location, path, depth, or number of gas pipelines in the area. In addition, pipelines may not follow a straight course between markers.



**Never use
pipeline markers or maps
as a substitute for calling 811**
to have all utility lines
in your dig area located and marked.

Report Damage to Pipelines — It's the Law

Even the most cautious excavator or homeowner can occasionally cause damage to a buried line. If you cut or even nick a natural gas pipeline, state law requires you to immediately notify the affected utility and then contact JULIE at **811**.

Damage Repairs

Once notified that a pipeline or pipeline coating has been damaged, a utility or pipeline crew will be dispatched to make repairs. Only qualified personnel, using proper safety equipment and materials, are allowed to repair or replace damaged pipelines.

Ameren Illinois usually will bill for damage repairs if it is determined that the excavator did not comply with Public Act 53. To encourage people to report occasions when they nick coatings, Ameren Illinois generally does not bill for these repairs.



Pipeline Safety for Public Officials: What You Should Know

The consequences of accidental releases from pipelines can vary greatly, depending on where the release occurs, and the commodity involved in the release. In worst-case scenarios, releases from pipelines can adversely affect human health and safety, cause environmental degradation and damage property.

Federal pipeline safety regulations use the concept of High Consequence Areas (HCAs) to identify specific locations where a pipeline release could have the most serious adverse consequences. Pipeline operators must determine which segments of their pipeline could affect HCAs in the event of a release.

An equation is used to estimate the distance from a potential explosion at which point death, injury or significant property damage could occur. This distance is known as the "potential impact radius" (or PIR) and is used to depict potential impact circles.

Operators must calculate the potential impact radius for all points along their pipelines and evaluate corresponding impact circles to identify what population is contained within each circle.

In accordance with federal regulations, Ameren Illinois has designated locations along its high-pressure pipelines as either High Consequence Areas or non-High Consequence Areas. For HCA areas, Ameren Illinois has developed supplemental hazard assessment and prevention programs, known as Integrity Management Programs.

Pipeline Safety is Daily Focus

Every day, Ameren Illinois delivers natural gas to approximately 816,000 customers in central and southern Illinois. To keep our pipeline systems safe, we monitor our equipment 24 hours a day. If an incident or leak is detected or reported, we respond within the hour — any time of the day or night.

We perform regular maintenance to ensure proper pressure control, odorization and reliable service. In addition, all new gas service installations include excess flow valves to stop the flow of gas in the event a service line is damaged or ruptures.

Our highly trained employees must pass rigorous testing and follow strict standards, codes and regulations. We also regularly communicate with local emergency responders and offer free safety workshops for fire and police personnel, paramedics, and others whose jobs may involve working around natural gas.

Pipeline & Hazardous Materials Safety Administration

As a pipeline operator, Ameren Illinois is responsible for the safe and reliable operation and maintenance of our transmission and distribution pipelines and related facilities. We are subject to federal and state pipeline safety regulations administered either directly by the U.S. Department of Transportation's Pipeline and Hazardous Materials Safety Administration (PHMSA) or by a state agency.

PHMSA's Office of Pipeline Safety (OPS) is the federal safety authority for ensuring the safe, reliable, and environmentally sound operations of our nation's pipeline transportation system. An important component of OPS' mission is to promote pipeline safety communication and education, and Ameren Illinois fully supports this priority.

HCA vs. Non-HCA

High Consequence Areas (HCAs) for natural gas transmission pipelines include:

- Heavily populated areas with a natural gas transmission pipeline in the vicinity. (Potential impact circles that contain 20 or more structures intended for human occupancy.)
- Buildings housing people with limited mobility.
- Facilities that would be difficult to evacuate, such as hospitals, nursing homes and prisons.
- Buildings and outdoor areas, such as shopping malls and sports facilities, that are occupied by more than 20 people on a specified minimum number of days each year.
- Non-HCAs are primarily locations that are not heavily populated or do not have a natural gas transmission pipeline in the vicinity.
- To learn more about your community's designation and pipelines operating in your area, visit the National Pipeline Mapping System website at npms.phmsa.dot.gov.



High Consequence Area



Non-High Consequence Area

What criteria are used to define HCAs for pipelines?

Because potential consequences of natural gas and hazardous liquid pipeline releases differ, criteria for HCAs also differ. HCAs for natural gas transmission pipelines focus solely on populated areas, as environmental and ecological consequences are usually minimal for releases involving natural gas.

Protect Your Community from Pipeline Hazards

Transmission pipeline failures present risks that may impact people, property, the environment, and economies beyond the edges of pipeline rights-of-way. Visit the U.S. Department of Transportation's Pipeline & Hazardous Materials Safety Administration website at phmsa.dot.gov to learn more about pipeline risks and how to manage development near pipelines — including recommended land use practices for local government.

To report a gas leak or damaged pipeline, call Ameren Illinois at **1.800.755.5000**.

NATURAL GAS DELIVERY SYSTEM

Every day, more than 816,000 customers count on Ameren Illinois to deliver the natural gas they need. To keep natural gas flowing, Ameren Illinois maintains 18,000 miles of natural gas transmission and distribution mains, as well as 12 underground gas storage fields. Our complex natural gas delivery system is part of a vast national network.

To ensure the integrity of our natural gas pipelines, we rely on walking surveys, visual inspections by qualified technicians, internal inspection tools and hydrostatic testing. These help us plan and prioritize repair and replacement activities.

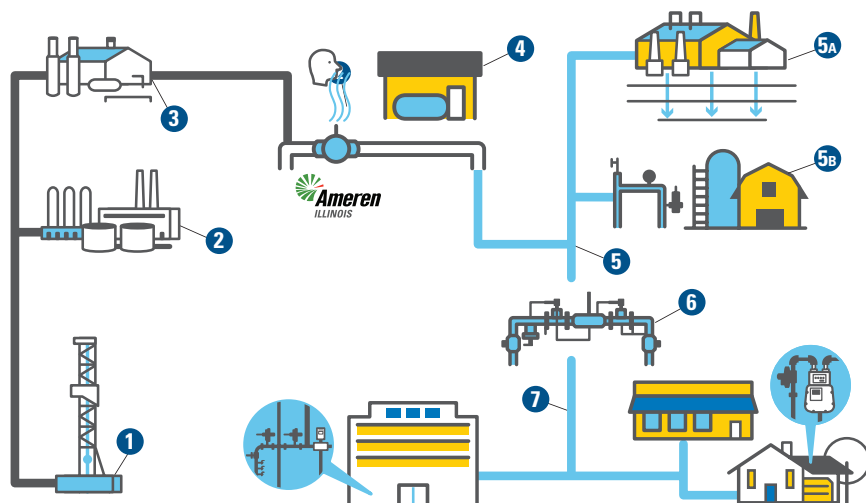
From Producer to Consumer

The diagram below illustrates the journey of natural gas from the producer to the consumer.

- 1. Wellhead:** Natural gas is extracted through wells drilled deep into the earth.
- 2. Processing Plant:** From the wellhead, a network of pipelines transports the raw natural gas to processing plants where impurities are removed.
- 3. Compressor Stations:** After processing, natural gas is transported by transmission pipelines to compressor stations, where pressure is boosted to keep the gas flowing.



- 4. Gate Station:** Local distribution companies like Ameren Illinois purchase natural gas at gate stations and begin reducing the pressure. Here, an odorant called mercaptan is added to the natural gas to give it that distinctive rotten egg smell that makes leaks more easily detectable.



- 5. High-Pressure Pipelines:** From the gate station, odorized natural gas is sent either to storage fields or to customers.

5A. Storage Field: Some natural gas is stored underground in warmer months when demand is lower, then drawn out in colder months when demand is higher.

5B. Farm Tap: Used in rural areas, farm tap regulators reduce the pressure of natural gas for two or fewer services, such as a farm house or grain dryer.

- 6. Regulator Station:** Odorized natural gas travels through the high-pressure pipelines from the gate station to regulator stations, where the pressure is reduced again for distribution to a specific area.

- 7. Natural Gas Customers:** Distribution piping for homes and businesses travels from regulator stations, on lower pressure pipelines. Another regulator at the house meter reduces the pressure even further before it enters the home's piping. At businesses, a regulator at a meter-set also reduces the final pressure to the setting required by the natural gas burning equipment and/or appliances.

Did you know?

Gas is stored anywhere from 300 feet to 3,000 feet below ground. Our largest storage field can hold 7.6 billion cubic feet of natural gas, while our smallest field stores approximately 143 million cubic feet.

Purchasing natural gas in the summer, when demand and costs are lower, enables Ameren Illinois to store it for later use in the winter.



GAS SYSTEM UPGRADES

Ameren Illinois is committed to keeping pace with new technologies and changing customer needs. We are always looking for new ways to keep energy safe, affordable and reliable for the communities we serve.

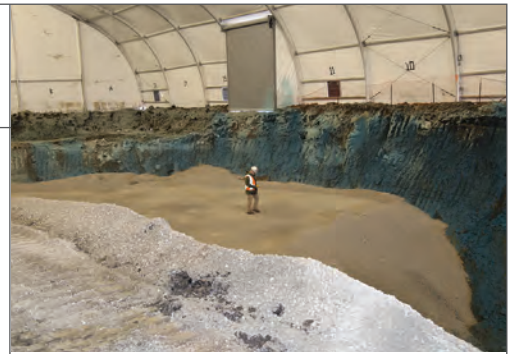
Under the Natural Gas Consumer Safety & Reliability Act of 2013, Ameren Illinois is accelerating its efforts to strengthen the integrity, safety, and reliability of the natural gas delivery system. To protect consumers, the Act maintains strong regulatory oversight and holds gas utilities accountable for meeting performance-based goals.

Here are some of the ways we are building a stronger, smarter natural gas delivery system:

- **New, Leak-Resistant Piping.** Ameren Illinois is replacing mechanically coupled steel mains and services with new, high-performance polyethylene pipe. The new pipe is fused at pipe couplings and poses less risk of leakage.
- **Remote Monitoring Technology.** Installation of remote pipe corrosion monitors allows utilities to proactively address pipe degradation before it leads to leaks.
- **Smart Meters.** Ameren Illinois is upgrading meters to automated smart meters. Through two-way communication, advanced metering technology allows the utility and customers to access detailed data on gas usage and significantly reduces estimated billings.
- **High-Pressure Transmission Pipeline Upgrades.** Ameren Illinois is upgrading vintage steel pipes with higher-strength, modern steel pipes that serve as the backbone of the company's gas transmission system. The replacements will target select sections of piping throughout our service territory.
- **Regulator Station Upgrades.** Ameren Illinois is upgrading dozens of regulator stations where gas is received from interstate pipeline companies. The upgrades will allow us to improve the performance and efficiency of our gas transmission systems by allowing pipes to safely operate at maximum capacity.

State-of-the-Art Gas Control Center

In 2016, Ameren Illinois opened a \$5.3 million, state-of-the-art Gas Control Center in Decatur, Illinois. Our Gas Control Center is an around-the-clock operation where highly skilled workers remotely monitor and control the flow of natural gas through regional transmission and distribution networks to ensure its safe and reliable operation. Gas Control monitors the delivery system for any abnormal operating conditions and takes the necessary action to ensure the safety of Ameren Illinois customers and the public.



Manufactured Gas Plant Remediation

Beginning in the 1850s, manufactured gas plants (MGPs) were built in cities throughout Illinois. These plants produced gas by heating coal or oil. The gas was used for lighting, cooking and heating. The MGPs were closed as natural gas became widely available.

As the MGPs were closed, equipment was removed and buildings were razed. However, some byproducts – primarily coal tar – remained buried on the site. While this practice was common at the time, today these byproducts must be located, identified and removed. Ameren Illinois conducts MGP site investigations and cleanups in accordance with the Illinois

Environmental Protection Agency's Voluntary Site Remediation Program.

For additional information, contact Brian Bretsch at **1.618.343.8087** or **BBretsch@ameren.com**.



EMERGENCY RESPONSE

Weather-related or man-made disasters can happen day or night. That's why Ameren Illinois crews are prepared to respond 24 hours a day, 365 days a year, to any emergency that could affect the delivery of electricity or natural gas. Our concern for public and employee safety is at the heart of all our emergency response activities. Downed wires and gas leaks are given utmost priority.

Ameren Illinois follows a comprehensive Emergency Response Plan to restore power and natural gas as quickly and safely as possible following an emergency event. Employees throughout the company participate in ongoing training and emergency drills to remain prepared to respond to emergencies at a moment's notice.

24-Hour Weather Monitoring

Even when skies are blue, we monitor weather reports around the clock, so we can stay on top of storms that may be coming our way from other parts of the country. We also use a sophisticated system to help determine where lightning may have affected our transmission and distribution systems.

Emergency Operations Center (EOC)

Credible information from the weather service helps us determine if and when to activate our Emergency Operations Center—and when and where to mobilize restoration crews. To stay ahead of the storm or other event, we often activate our EOC well before any damage occurs.

The primary role of our EOC is to direct, coordinate and continuously prioritize response efforts across our service territory, including the deployment of crews. The EOC also acts as a liaison between Ameren Illinois and the Illinois Emergency Management Agency. While the EOC acts as a central command center, we also assemble Division Command Centers to direct restoration efforts at the local level.

After every event, EOC personnel take a critical look at response efforts — from beginning to end — to identify lessons learned, areas for

improvement, and best practices. Ameren Illinois also actively participates in national industry groups focused exclusively on improving emergency response.

While severe weather is the primary reason we activate our EOC, we are prepared to respond to any event that could threaten our system and disrupt service to our customers.

Storm Trailers

Our fully stocked storm trailers serve as mobile warehouses that can be staged where the need is greatest. When the weather service provides a clear indication of which geographic areas will be hardest hit, we may proactively dispatch the trailers to ensure that our crews are equipped to begin restoration immediately.

Mobile Substations

Ameren Illinois owns 17 road-ready mobile substations to help avoid prolonged outages during emergency situations. The mobile substations sit on flatbed trailers and are strategically stationed throughout our service territory for deployment during emergencies. Like their stationary counterparts, mobile substations reduce voltages to levels appropriate for customer use.

Service Restoration

Even if you don't see an Ameren Illinois truck in your neighborhood, you can be assured that our crews are working around the clock until power is restored to all Ameren Illinois customers.

In general, we prioritize our power restoration efforts to focus on:

1. Large transmission lines
2. Substations
3. Distribution lines that serve public works facilities, hospitals, and police and fire stations
4. Circuits that will restore power to the greatest number of customers at one time.
5. Individual service repairs, which are often scattered throughout the area.

24/7 Customer Service

Our customer care representatives work around the clock during major outages of extended duration. Our interactive and highly automated voice response system allows us to handle thousands of calls simultaneously at **1.800.755.5000**.

In less severe storms or during smaller outages, we may be able to provide an estimated restoration time. However, in major storms — particularly in the early stages of the recovery effort — it may not be possible to provide restoration times, due to the extent of the damage and the volume of information coming into our system.

Municipal Worker Training

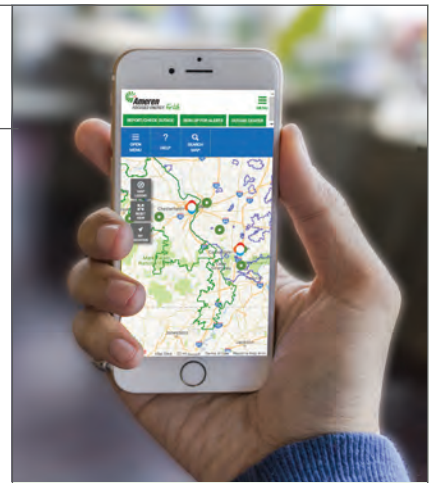
Firefighters, police officers, paramedics, public works employees and other municipal workers are an important link to the public, particularly during emergency situations. That's why we offer municipal workers free workshops about the operation of electricity and natural gas delivery systems, the associated hazards and instruction on how to safely interact with our facilities and equipment. For more information or to request a training session, please send an email to **SpeakersBureau@Ameren.com**.

REPORTING AN OUTAGE

We work hard to prevent power outages — and make it easy to report them. If the lights do go out, customers can report the outage in a number of ways:

- **Phone:** Call our Customer Care Center at **1.800.755.5000**.
- **Online:** Visit the Outage Center at **AmerenIllinois.com/Outage**.
- **Mobile:** With our **Ameren.mobi** app, smart phone users can report a power outage from their mobile device and learn the status of power outages at specific locations.

Always report an outage affecting your home or business, so we can ensure that help is on the way. Once your outage has been reported, our Ameren Alert service allows customers to receive text or email status updates to learn when the lights will be back on. Go to **Ameren.com/Alerts** or text **REG to 40401*** to learn more or enroll. **Message and data rates may apply*



New & Improved Outage Map

In 2017, Ameren Illinois launched a new-and-improved online outage map to give customers the answers they need when the lights go out. New, customer-friendly features include:

- **More Outage Detail**
- **Mobile Enhancements**
- **Search Function**
- **Bookmark Capability**
- **Weather Tracking**

To access the outage map, go to **Ameren.com/outage** or download the Ameren app for Android™ or iPhone®.

Stay Informed During Storms

During major weather events or other emergencies, Ameren Illinois strives to provide timely, accurate information to community leaders, emergency responders, government agencies, the media and affected customers. The multimedia “Outage Center” at **AmerenIllinois.com/Outage** contains videos, photos and updates on major restoration efforts, including estimated restoration times and outage status by zip code or county. If available, we also publish updates on social media to connect with and inform our customers. Find the latest on major restoration efforts at **Twitter.com/AmerenIllinois** or **Facebook.com/AmerenIllinois**.

Outage Claims Process

Ameren Illinois is always working to reduce the number and duration of power outages. Still, no system is completely immune to service disruptions. Under certain circumstances, the Illinois Public Utilities Act allows Ameren Illinois customers to receive compensation for actual outage-related property damage, including food spoilage. More information on the claims process, criteria, exemptions, and forms can be found at **AmerenIllinois.com/Claims**.

Ameren Illinois will determine whether a claim qualifies for compensation and will communicate the proposed resolution to the customer.

Community Relations Liaison

During major weather events or other emergencies affecting your community, we may assign a Community Relations liaison to keep municipal leaders up to date on our efforts to restore power. This single point of contact will reach out to county ESDA officials, mayors and/or police and fire chiefs when a substantial part of the community experiences widespread and potentially lengthy outages. These liaisons will also contact personnel of critical facilities, such as hospital and nursing homes, so they may plan accordingly.

Update Emergency Info for Your Community

In 2018, Ameren Illinois expanded its Government Support Portal to include a section where authorized users can add/update critical information that can help us communicate with officials should energy-related emergencies occur. Authorized users will be able to:

- Add and update emergency contact information for local government officials and first responders.
- Review and update a list of critical facilities we’ve identified in your community — such as fire departments, schools, hospitals and nursing homes.
- View outage information for these critical facilities.

You can help us stay connected to your community during an emergency. Please visit **ameren.com/illinois/government-support** to ensure we have current and accurate information for your community.

FRANCHISE AGREEMENTS

Ameren Illinois values the communities we serve. Our franchise agreements help us provide safe and reliable service. The information presented here is designed to help you understand our approach to municipal franchise agreements. We believe we have created an equitable, consistent and streamlined process for handling new and renewed franchise agreements. We are proud to deliver the energy that powers your community and look forward to working with you for years to come.

Purpose of Franchise Agreements

Electric and gas utilities have historically sought franchise ordinances from municipalities they serve. These agreements are designed to grant the utility the broad privilege of using the municipality's streets, alleys and rights-of-way.

A Standardized Approach

Historically, many different forms of compensation were used to reimburse municipalities for franchise agreements. Ameren Illinois has standardized its franchise agreements across the state so towns of similar size receive similar treatment as franchise agreements are renewed. To enhance consistency, in 2007 we began paying cash compensation for all new and renewed agreements, using a standard formula.

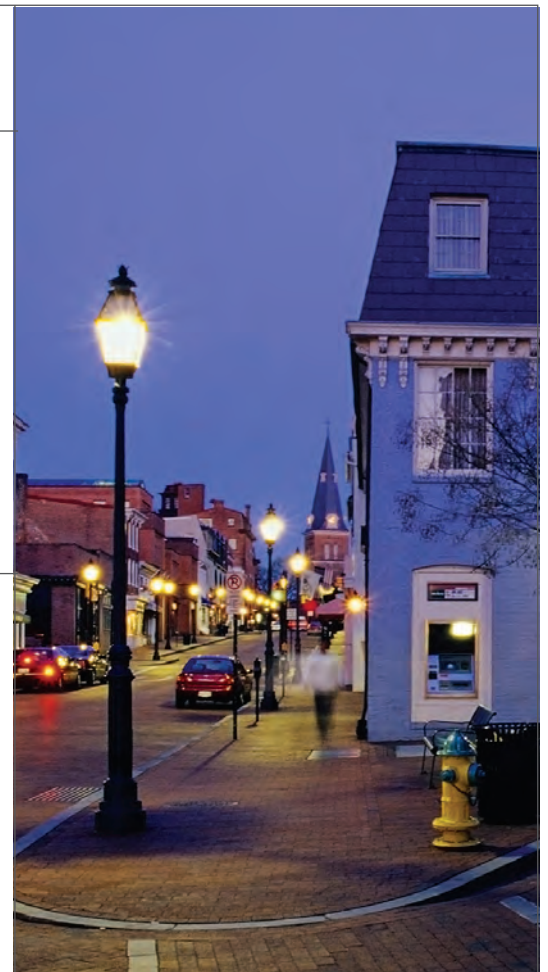
Why Cash Compensation?

In the past, Ameren Illinois had greater flexibility to offer non-cash franchise compensation (such as free service or reduced charges for lighting service) because we owned the power plants that produced your electricity. Today, we no longer own power generation plants and must purchase power on the wholesale market. For this reason, new (or renewed) franchise agreements will not include compensation involving electric supply. This same process also applies to gas franchise agreements.

Third-Party Supply & Franchise Agreements

Ameren Illinois will only enter into a new franchise on or after the expiration date of the existing franchise. However, if a municipality with an active franchise chooses to take electric or gas supply from a third-party supplier, we may propose to amend the existing franchise for the remainder of its term. The amended agreement would allow Ameren Illinois to make an annual cash payment equal to the current value of the free service provided under the franchise agreement. This approach allows the municipality to make supply procurement decisions based solely on the economic benefits of supplier proposals.

We encourage municipalities to explore all of their energy supply options. But before making commitments to suppliers, please contact your local Ameren Illinois representative so we can work with you to ensure that your existing franchise benefits continue.



Why is our city's franchise payment changing after years at the same level?

As Ameren Illinois renews franchise agreements using the cash compensation formula, some towns will see a decrease in their annual franchise payment. For other communities, franchise compensation will increase.

A lower franchise payment does not mean Ameren Illinois values your community less than in the past. It simply means that in the past your town was paid more than other towns of similar size served by Ameren Illinois. In keeping with the Illinois Choice law, utilities must treat all similar customers uniformly; so going forward, municipalities of similar size will receive similar payments.

OPTIONAL FEES & TAXES

Electricity Infrastructure Maintenance Fee

This represents a uniform system to impose and collect fees associated with the privilege of using public rights-of-way to deliver electricity. A municipality that imposes this fee waives its right to receive any other compensation from Ameren Illinois for use of public rights-of-way during the time the fee is imposed. This fee will be recovered solely from Ameren Illinois customers located within the boundaries of the municipality imposing such fee.

Excess Municipal Franchise Compensation Adjustment

This adjustment allows Ameren Illinois to recover franchise costs imposed by the municipality that are beyond the compensation normally paid. The adjustment will be recovered solely from Ameren Illinois customers located within the boundaries of the municipality imposing such costs.

Local Government Compliance Adjustment

This adjustment may apply if your municipality requires Ameren Illinois to provide services or facilities beyond those normally provided. The adjustment allows the utility to charge customers located in the municipality for additional costs related to the extra requirements.



Municipal Utility Tax (MUT)

Under Illinois law, your municipality has the right to tax utility service, up to 5 percent. Taxes on electric service area based on 10 tiers of kilowatt-hour usage. With natural gas, the MUT is applied as either a percentage of the cost of the natural gas or on a per-therm basis. If your community has questions about implementing a municipal utility tax, or maintaining the amount of an existing MUT, contact Ameren's Tax Compliance Department at **1.314.554.2084**.

To establish a new MUT, or maintain or change an existing MUT, municipalities must register with our Government Portal and complete a premise authentication.

GOVERNMENT SUPPORT PORTAL

Our convenient Government Portal at AmerenIllinois.com is designed specifically for use by the municipalities, townships and counties we serve. Since the portal was introduced in 2012, the menu of services has expanded to include the following:

- Government Aggregation Programs
- Municipal Utility Taxes
- Premise Authentication & Tax Exemption Review (beginning June 1 annually)
- Annexation & De-annexation
- Parcel Management
- Sustainability Reports
- **NEW in 2018:** Government Contacts and Critical Facilities

The new Government Contacts and Critical Facilities section allows authorized users to add and update emergency contact information for government officials and first responders; review and update a list of critical facilities we've identified in your area — and view outage information for these facilities.

In the coming years, we hope to further develop the portal as a one-stop-shop for the municipalities, townships, and counties that we serve.

Visit ameren.com/illinois/government-support to access the Government Portal.



Government portal landing page

as of February 2018.
Look for more **helpful online services** to be available here in the future as we continue to enhance our site.

USE OF AMEREN ILLINOIS POLES

Pole Use License Agreements

During holiday seasons or other special occasions, many communities wish to attach decorative or seasonal items, such as banners and lighting, to our utility poles. Before doing so, your community must enter into a Pole Use License Agreement with Ameren Illinois that protects us against liability associated with community-sponsored pole attachments.

Your municipality is responsible for providing the materials and labor to erect, maintain and remove special lighting or other decorations.

For safety and reliability reasons, we prohibit decorations from being attached between Ameren Illinois-owned poles, whether strung across the street or along the same side of the street.

Other utilities, including telephone and cable companies, commonly use our poles to provide services, and they pay pole rental fees to do so. These companies are responsible for complying with the insurance requirements outlined below, as well as all other applicable requirements and safety practices.

Pole Use Insurance Requirements

At least 60 days prior to installing any attachment to our facilities, communities entering into Pole Use License Agreements must also provide us with certificates of insurance confirming coverage at the minimum levels outlined in the chart below. These municipalities and their contractors must name Ameren Illinois as an additional insured on a primary and non-contributory basis. Insurance certificates should be sent to:

Ameren Services
Attn: Manager – Real Estate
P.O. Box 66149 (Mail Code 700)
St. Louis, MO 63166-6149

Please give us at least 30-day written notice prior to cancellation or termination of any insurance coverage.

Certificates of Insurance – Minimum Levels*

Commercial	\$1,000,000 per occurrence
General Liability	\$1,000,000 bodily injury and property damage
Workers' Compensation	Statutory
Employers' Liability	\$500,000 per accident or disease
Comprehensive Auto Liability	\$1,000,000 for bodily injury and property damage per occurrence
Excess Liability	\$2,000,000

*All insurance requirements are subject to revision

Temporary Seasonal Lighting

If your pole attachments require electrical service, please give us at least 60-days written notice prior to the date you will need service. We will also ask you to enter into an Agreement for Unmetered Service. A company representative in your area will advise you of the specifications and charges associated with these types of attachments, which are billed under Rate DS-2/BGS-2 (Small General Delivery Service).

Your municipality is responsible for providing the materials and labor to erect, maintain and remove unmetered lighting, regardless of whether the poles in question are owned by Ameren Illinois or the community. Your cooperation with these policies will help ensure the success of your program, protect the integrity of our equipment and enhance the safety of the public and our line workers.

Don't Post On Utility Posts

In keeping with our commitment to safety, Ameren Illinois prohibits the general public from attaching items to our utility poles. The nails, staples or wires used to attach items to poles can create serious safety hazards for our line crews. In addition, anything tacked to a utility pole could hinder our ability to restore power to an area after an outage. The painting of utility poles is prohibited as well.

Use of Contractors

You may see Ameren Illinois contractors in your community conducting pole use audits. These contractors carry an Ameren identification badge and informational card describing their employer and the work they are doing. If you have concerns about someone who claims to be doing Ameren Illinois work, call us at **1.800.755.5000**.

STREET LIGHTING

New Requests

All new street lights owned by Ameren Illinois are installed only on company-owned facilities and are unmetered and billed on rate DS-5 (Lighting Service). A one-time excess facilities charge will apply if additional or non-standard facilities or labor (e.g., poles, transformers, conductor, trenching or boring, guying, etc.) are required to fulfill your request for new street lights. Customer-owned lighting is no longer allowed on facilities owned by Ameren Illinois.

Phase Out of Mercury Vapor Lights

In keeping with the Energy Policy Act of 2005, which prohibits the manufacture or import of mercury vapor luminaries, Ameren Illinois continues to phase out mercury vapor light fixtures and replace them with more environmentally friendly high pressure sodium (HPS) light fixtures. HPS lights last longer than mercury vapor lamps and use fewer watts to provide an equivalent light. In addition, HPS fixtures cast a yellowish to orange light that enhances visibility in a wide range of weather conditions.

Municipal-Owned Street Lighting

Communities are showing increased interest in city-owned street lighting. We have developed a review process for municipalities wishing to take ownership of street lights currently owned by Ameren Illinois. Contact your local Ameren Illinois representative for more information or a cost estimate. Ameren Illinois requires metering of new, customer-owned street or area lights. Metering also is required if the customer makes major modifications to a customer-owned lighting circuit, including a new service point or change in lighting load (new fixtures or a change in number of fixtures). In these cases, the new circuit will be metered and billed on Rate DS-5. If the customer replaces an existing fixture with a like fixture, this does not constitute a major modification and does not require the customer to install metering.

Reporting Street Light Outages

We want to help you keep city streets safe, and we encourage city workers to take an active role in reporting street lights that are not working properly so we can replace them in a timely manner. Contact Ameren Illinois and provide the specific location of the light (include descriptions of landmarks, if the light is in a hard-to-find location) as well a contact name and number. Additional details, such as whether the light is flickering and the municipal account number (if known), are also helpful. We make every effort to complete street lighting repairs within 10 days of receiving notice of the defect. To report a street light outage, contact Ameren Illinois by phone at **1.800.755.5000** or by fax at **1.217.424.6758** or via email at **IllinoisConstruction@ameren.com**.

LED Street Lights: A Bright Idea

As part of our commitment to energy efficiency and the environment, Ameren Illinois has begun a 10-year initiative to replace outdoor street and area lighting with high-efficiency light emitting diode (LED) technology.

Over this 10-year period, more than 300,000 company-owned lights throughout Illinois will be replaced with LED lights during routine maintenance visits — at no cost to the municipality.

LED lighting uses up to 65 percent less energy and lasts three times longer than older technology. Learn more about the benefits of LEDs at **Ameren.com/Illinois/led-streetlights**.

Changing Size or Type of Fixture

When customers require a conversion or modification of the size or type of light fixture currently installed, they must pay a \$250 conversion charge per fixture in advance. Requests for additions, upgrades and removal of street lights should be made on city stationery and faxed to **1.618.236.1217**.

Lighting Service Audit

At a municipality's request, Ameren Illinois will conduct an audit of lighting service (both company owned and customer owned) that is currently billed to that municipality. Based on the findings of the audit, Ameren Illinois will make any necessary billing adjustments to the municipality's lighting account. Charges for previously unbilled service and refunds for overcharges will be handled in accordance with Illinois Administrative Code, Part 280, Section 280.110.

Unmetered Service

Unmetered service is available upon request to serve continuously operating or regularly scheduled annual loads of five kilowatts or less per location. Equipment that qualifies for unmetered service may include television signal transmission, cable TV, and emergency sirens. All new unmetered service will be billed monthly on Small General Delivery Service for all charges, except meter charges. Upon the community's request for unmetered service, Ameren Illinois will require an Agreement for Unmetered Service, which will be used to determine the appropriate monthly kilowatt-hours for billing purposes.

CONSTRUCTION REQUESTS

To better serve builders and contractors, Ameren Illinois offers a centralized process for new service requests and a streamlined process for routine jobs that do not require engineering design.

New Service Requests: What You Can Expect

To support new construction in your community, we have established internal standards to help us respond to service requests in a timely manner. Our target timelines for various service requests are noted on the chart below, along with the builder's responsibilities.

Standard Design Projects

An Ameren Illinois engineering representative will process customer requests for standard design projects. These are typically residential projects where the backbone of the facilities is already in place.

Examples of standard design projects include:

- Residential underground/overhead service for electric and/or gas.
- Private area lighting.
- Temporary electric service.
- Removal of residential electric and gas service.

For non-standard design projects, contractors can contact the Ameren Illinois Construction & Engineering Team to schedule an appointment with a field representative.

To submit a request for service, customers and contractors may contact Ameren Illinois as noted below:

Phone: 1.888.659.4540

Fax: 1.217.424.6758 (Form available online at BuildWithAmerenIllinois.com)

Online: BuildWithAmerenIllinois.com

E-Mail: IllinoisConstruction@ameren.com

Our Use of Contractors

Ameren Illinois line trucks and other company vehicles are a familiar sight in your community – and contractors are an important part of our team, too. We rely on contractors for services such as tree trimming, pole use audits, meter reading and construction and maintenance.

Our employees and contractors are required to carry identification. If you ever doubt the legitimacy of a contractor, or someone claiming to be an Ameren Illinois employee, don't hesitate to ask for identification. You may also call our offices to confirm that legitimate utility work is taking place in your area.

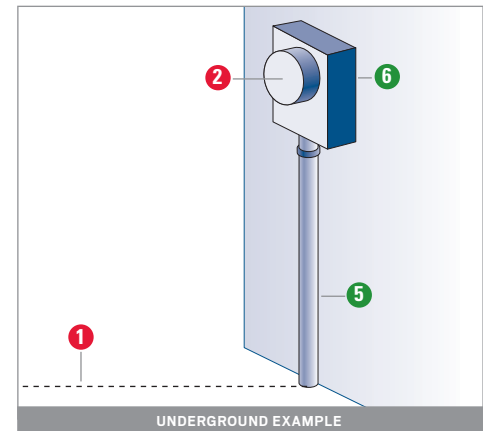
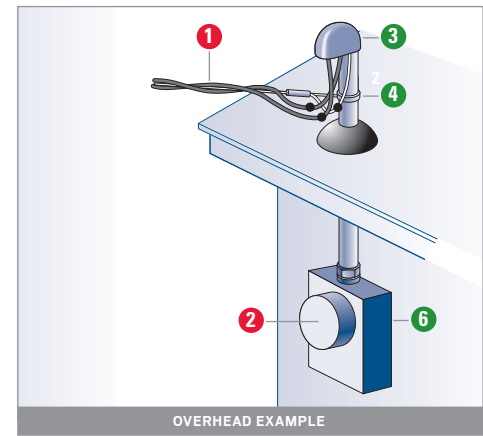
Job Type	Working Days to Start Construction	Builder Requirements
Temporary electric service	4	<ul style="list-style-type: none"> • Temporary meter loop ready per specification • Inspections complete
Overhead electric	4	<ul style="list-style-type: none"> • Meter loop ready service per specification • Inspections complete
New underground residential electric service up to 400 amp	12	<ul style="list-style-type: none"> • Meter loop ready per specification • Inspections complete • Site ready
Electric primary or secondary line extension to a single premise	15	<ul style="list-style-type: none"> • All line extension payments made • All permits received • Site ready
Electric distribution facilities for a new subdivision	15	<ul style="list-style-type: none"> • All line extension payments made • All permits received • Site ready
New residential gas service from existing mains	12	<ul style="list-style-type: none"> • Meter location marked • Site ready
Gas distribution facilities for a new subdivision	15	<ul style="list-style-type: none"> • All gas main extension fees paid • All permits received • Site ready
Gas main extension to a single premises	15	<ul style="list-style-type: none"> • All gas main extension fees paid • All permits received • Site ready

NESC CLEARANCE REQUIREMENTS

Ameren Illinois regularly performs electric circuit inspections to ensure our ability to provide safe, reliable electric service. Occasionally, inspections identify a clearance issue at a customer's home or business. For example, depending on its location on the property, a new deck or swimming pool may not allow for the minimum clearance required by the National Electrical Safety Code (NESC).

When an NESC violation is identified, it may be the owner's responsibility to correct the problem. When a clearance issue has been identified, Ameren Illinois will inform the customer if action on their part is required and allow ample time for repairs. Customers who fail to correct clearance problems in a timely manner are subject to disconnection of electrical service.

The NESC is designed to protect people from potentially hazardous encounters with electrical equipment, and has been adopted as law in Illinois.



Ameren Illinois installs and maintains these components:

- 1 The service drop carries energy from the service line to the customer's home or business.
- 2 The electric meter monitors how much energy is used.

You are responsible for these components:

- 3 The weatherhead, which keeps rain and other material out of the pipe riser.
- 4 The pipe riser, which serves as a guide and protection for the lines entering the meter box.
- 5 Conduit riser for underground service.
- 6 Meter enclosure or meter box which holds the meter.

Please Note: For safety reasons, if the service line is disconnected for any reason (even those unrelated to the specific code clearance issue), we will be unable to restore service until the code clearance issue has been fixed. For this reason as well as safety, we ask that customers attend to this matter as soon as possible.

ELECTRIC SUPPLY OPTIONS

Today's customer has more energy supply options than ever — choices that could reduce their energy supply costs. Whichever option they choose, customers can count on us to deliver the safe, reliable energy they need.

Below is an overview of energy supply options for Ameren Illinois electric customers:

Third-Party Supplier — Electric customers have the right to choose a third-party supplier to provide electricity — and we're okay with that. Alternate suppliers may offer different pricing options and services that could lower their energy supply costs. Visit AmerenIllinois.com and click on "Supply Choice" for a list of certified suppliers.

Government Aggregation — Illinois law also allows municipalities, townships and counties to purchase electricity from a third-party supplier on behalf of residents, small businesses and municipal facilities. This approach, called government aggregation, aims to negotiate lower electric prices by leveraging a community's collective buying power.

To manage government aggregation, which includes reviewing premises within the municipality, township, or county jurisdictional boundaries, access the Government Support Portal. To register, login, or review additional resources go to ameren.com/illinois/government-support.

Hourly Pricing from Ameren Illinois — This option allows customers to pay an hourly price that varies based on market supply and demand. Hourly prices are posted the preceding day to help customers make informed decisions about how and when they use energy and possibly save money. Residential electric customers may also choose Power Smart Pricing, an enhanced hourly pricing program that provides personalized information and tools to make the most of hourly pricing.

Basic Generation Service (BGS) from Ameren Illinois — For customers who don't choose an alternate supplier, Ameren Illinois will provide energy at a fixed price through our BGS rate. This default supply option represents the wholesale price obtained by Ameren Illinois through the Illinois Power Agency, a state office that buys power on our behalf.

Ameren Illinois does not recommend one supply option over another, but we do encourage customers to explore all of their options. No matter their choice, they can count on us to deliver the energy to their homes and businesses.

Residential and small commercial customers now have the ability to view the electric supply default rate on their bills.



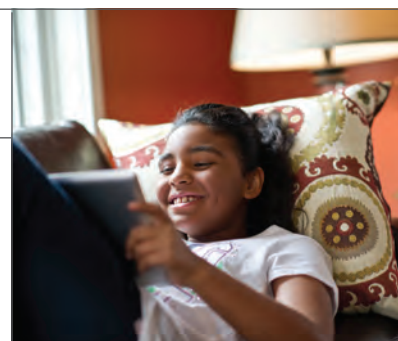
Details From Your Electric Supplier

Below are the current supply prices in cents per kWh that the Illinois Commerce Commission has determined is your price to compare with electric supply offers you may receive. Learn more about the components involved in getting electricity to you as well as other electric supply topics at www.pluginillinois.org.

Season	Non-Summer 0-800 kWh Oct - May	Non-Summer >800 kWh Oct - May	Summer All kWh June - Sept
Cents per kWh	5.125	4.412	4.658

For more information about your electric supply choices, visit www.pluginillinois.org.

To learn more about energy supply options, visit AmerenIllinois.com or PluginIllinois.org.



We're Still the Delivery Company

Ameren Illinois does not produce the electricity or natural gas that we deliver to customers — we are strictly an energy delivery company. That means we are responsible for the system and services that move energy from the source to customers. Even if they choose an alternate supplier, we will continue to deliver the energy and respond to service calls, outages and emergencies.

As an energy delivery company, Ameren Illinois does not profit on electricity or gas supply charges. We pass the supply cost to the customer dollar-for-dollar, with no markup.

NOTE: If your municipality is preparing to enter into a contract with a third-party supplier, please contact us first so we can ensure that your existing franchise benefits and summary billing arrangements continue.

ENERGY & THE ENVIRONMENT

Balancing the needs of our environment, our customers and our economy is important to all of us at Ameren Illinois. As a distribution company for electricity and natural gas, we do not own generating stations, but we support the efforts of Illinois legislators to help ensure a reliable supply of energy from a diverse set of resources, including renewable energy. These efforts help preserve the environment, while also ensuring that energy is available when our customers expect it.

Ameren Illinois is living up to expectations under the Energy Infrastructure Modernization Act by installing technologies that enhance reliability, improve efficiency and provide customers with real-time data associated with their energy usage. And we are achieving these results without significant cost increases to customers. Furthermore, our energy efficiency programs for both electricity and natural gas are providing cost savings to customers and helping to build a legacy of environmental stewardship.

Renewable Energy

Ameren Illinois supported the original adoption of the Illinois Renewable Portfolio Standard (RPS) law and the recent RPS modifications made under the Future Energy Jobs Act, which became effective on June 1, 2017. Through procurements overseen by the Illinois Power Agency and approved by the Illinois Commerce Commission, we have met or exceeded the annual RPS requirements since the law took effect — and this has been accomplished at a cost below the levels prescribed in the legislation.

The future is even brighter for renewables as the Future Energy Jobs Act further enhances in-state development of these energy sources. And while the Illinois Power Agency is responsible for designing future procurements, we expect the legislation will result in a diverse pool of renewables that includes large-scale and small-scale systems of wind and solar, as well as community solar that directs a portion of the benefit to low income customers.



Fleet Sustainability

Ameren Illinois is committed to reducing the greenhouse gases produced by the operation of our fleet vehicles and to diversifying our fleet to include a number of alternative fuel vehicles. To achieve these goals, we are implementing several strategies, including increased use of alternative fuel vehicles; incorporating alternative fuel sources such as compressed natural gas; and reducing overall fuel consumption through changes in driver behavior — for example, idle reduction and route optimization. We expect these strategies to reduce our fleet's total carbon dioxide production by as much as 7.5 million pounds by 2021.



ELECTRIC VEHICLES

Ameren Illinois' vision is to lead the way to a secure energy future. Supporting plug-in electric vehicle technology is one way we are bringing that vision to life.



Many studies have shown that the airborne power plant emissions released to charge a new electric vehicle are roughly half the tailpipe emissions released by a new gasoline-powered vehicle.

Plugging into the Future

An abundant, reliable supply of electric power is critical for the success of plug-in electric vehicles. Ameren Illinois is working to ensure our system is ready for widespread use of these vehicles in the future. We are also considering alternative rates for charging electric vehicles and investigating incentive programs to help customers purchase and install charging stations.

Beyond that, we're working with a variety of organizations and discussing electric vehicles with civic leaders to ensure that the communities we serve are ready for widespread adoption of electric vehicles.

Benefits of Electric Vehicles

Electric vehicles bring many benefits to consumers and the environment:

- **Independence from Foreign Oil** – The electricity needed to recharge electric vehicles is produced largely in the U.S., in contrast to the mix of foreign and domestic oil it takes to power today's gas- and diesel-powered vehicles.
- **Positive Environmental Impact** – Electric vehicles have a net positive impact on the environment by reducing tailpipe exhaust, regardless of whether the electricity is fueled by coal, uranium, natural gas or other means.
- **Job Creation** – From manufacturing batteries and vehicles to building necessary infrastructure, electric vehicles will create high-quality job opportunities across the nation.
- **Lower "Total Cost" of Ownership** – While the initial purchase price of an electric vehicle may be higher than a conventional vehicle, lower maintenance and fueling costs, coupled with federal and state incentives, have made today's electric vehicles competitive in cost.

Hourly Pricing May Drive Savings

If electric vehicles are part of your fleet, you may want to consider hourly pricing for charging stations. This energy supply option allows customers to pay an hourly price for electricity, which varies based on market supply and demand. Hourly prices are posted by 5 p.m. the preceding day, which allows you to charge electric vehicles at times when prices are lowest.

Helpful Resources

- Visit Ameren.com/EV for Electric Vehicle resources and education, including EV incentives and resources, public charging station locations, and more.
- Compare the cost of driving with electricity in your area: energy.gov/maps/egallon
- Find federal and state laws and incentives for alternative fuels and vehicles, air quality, fuel efficiency, and other transportation-related topics: afdc.energy.gov/laws/

Installer Certification

All entities that install electric vehicle charging stations must be certified by the Illinois Commerce Commission.

The cost of fueling an electric vehicle is generally three to four times cheaper than a conventional vehicle.

Bringing electric vehicles to your community?

Let us help.



Please contact Ameren Illinois if your community plans to purchase electric vehicles or install a charging station. We will provide a free assessment to ensure our system has the capacity to accommodate charging stations. In most cases, if necessary, we will upgrade the supply conductors or transformers at no cost to you.

Contact Us

Service Assessment Questions
1.888.659.4540

GENERATING YOUR OWN ENERGY

A growing number of municipalities, businesses and individual customers are showing interest in supplementing their electric supply with renewable energy.

How It Works

Ameren Illinois encourages all customers to explore their supply options. We have streamlined our internal process to better respond to those who wish to produce their own renewable energy.

By generating your own power and interconnecting with the Ameren Illinois delivery system – what we call “distributed generation” – you could lower your monthly power bill, reduce your carbon footprint and in, some cases, give your city’s budget a boost.

Whether it’s powered by a windmill, solar panel or another form of renewable energy, once your generator is in production, all of the energy it produces will first go toward meeting the needs of the building or facility to which it’s connected. If your system produces excess power, it will be measured by our meter and fed back into our delivery system for use by other customers. Depending on which rate you choose, Ameren Illinois can compensate your municipality for any excess power you put back on the grid.

The economics and financial return from generation vary significantly depending on the output of the generator, the amount of your monthly bill, your customer classification and the price of the Midwest wholesale electric market.

Are local rules and regulations keeping up with growing interest in private power generation? When we receive inquiries from customers interested in becoming small-scale private generators, we advise them that they must comply with all applicable rules and regulations – local, state and federal. In light of the growing interest in wind, solar and other energy options, your municipality may wish to review and update applicable ordinances, or develop them as needed.

Call Ameren Illinois Before You Break Ground

If your municipality is considering generating your own energy using renewable resources, and wishes to connect to the Ameren Illinois system, please contact us to discuss your options before you break ground:

Ameren Illinois Net Metering and Distributed Generation

Phone: 1.217.535.5073

E-mail: renewablesillinois@ameren.com

Distributed Generation Checklist

In addition to local codes and state requirements, you must comply with a number of Ameren Illinois requirements before you will be allowed to connect with our system. Our online Distributed Generation Checklist, found at the Renewables option on **AmerenIllinois.com**, will help you avoid missteps as you get started.

Financial assistance for renewable projects may be available through the Illinois Department of Commerce and Economic Opportunity. Visit **Illinois.gov/DCEO** for information on incentives and rebates.

All entities that install distributed generation facilities, with the exception of self-installers, are required to be certified by the Illinois Commerce Commission.



ENERGY ASSISTANCE

Ameren Illinois understands that energy costs are a concern for many of our customers. We strive to provide affordable energy and keep costs down. If customers in your community need assistance, we can help connect them with the appropriate resource. Energy assistance programs available to customers of Ameren Illinois include the following:

Low-Income Home Energy Assistance Program (LIHEAP)

This program helps eligible low-income households, elderly persons and people with disabilities pay for energy services. To qualify, a customer's household income must be at or below 150% of the federal poverty level. LIHEAP is administered by Community Action Agencies throughout the state. Grants are based on the number of people in the household, total income and the type of fuel used to heat the home.

Eligible customers can choose between the traditional LIHEAP Direct Vendor Payment (DVP) plan (a one-time payment) or the Percentage of Income Payment Plan (PIPP). Under PIPP, eligible clients pay a percentage of their income, receive a monthly benefit toward their utility bill, and lower their past-due balance for every timely payment they make. For information, call **1.877.411.9276** or visit **IllinoisLIHEAP.com**.

Warm Neighbors Cool Friends



The Energy Assistance Foundation's Warm Neighbors Cool Friends program provides

Ameren Illinois customers with heating and cooling

assistance and, in some areas, home weatherization services. The program benefits moderate income senior citizens and families facing illness, disability, job loss and other hardships. Those who receive help must make a matching payment on their utility bill. The Foundation relies on a network of local social service agencies to administer the program. Learn more at **WarmNeighborsCoolFriends.org**.



Ameren Illinois is proud to support the non-profit Energy Assistance Foundation. The Ameren Charitable Trust provides an annual grant that covers all administrative costs for the Warm Neighbors Cool Friends program. That means every penny donated by employees, customers and friends of the program goes directly to help families in need.

Ameren Illinois Military Support Program



Ameren Illinois is proud to serve those who serve our country. We offer a variety of programs and perks to active members of the military and disabled veterans, including energy assistance grants. We offer grants of up to \$200 to help pay electric bills for qualifying active members of the military and disabled veterans. To learn more, visit **AmerenIllinois.com/MilitarySupport**.

Disconnection is a Last Resort

Ameren Illinois reaches out to residential customers who are struggling to keep up with their bills. To avoid service disconnection, we encourage customers with past-due accounts to contact us early to establish a payment plan. We also refer eligible customers to energy assistance programs whenever possible.

On April 1 every year, the winter moratorium on residential utility service disconnections comes to an end. At that time, customers who have past-due balances or who have failed to establish a payment plan (or are not honoring a payment agreement) are subject to service disconnection.

We consider disconnection a last resort. The process for service disconnections is outlined by the Illinois Commerce Commission. A service disconnection will only occur after Ameren Illinois has attempted to contact the customer multiple times and a final service disconnection notice has been issued.

Any residential customer with a certified medical condition or special need who receives a disconnection notice should immediately contact Ameren Illinois. Although these customers are still subject to disconnection, there may be alternatives available to provide temporary relief.

We will only disconnect service when every reasonable effort to establish a payment plan has failed, or if the customer has failed to make the agreed-upon payments.

WAYS TO PAY

Customers have different needs and preferences. That's why Ameren Illinois offers many convenient payment options.

- **Budget Billing** – This popular program allows customers to pay a level amount every month and avoid seasonal spikes in their utility bills.
- **Direct Pay** – A worry-free way to pay, Direct Pay automatically deducts the amount owed directly from a customer's designated bank account, either on the due date or five business days before the due date, whichever is preferred.
- **Online Electronic Check** – Ameren Illinois has partnered with Western Union Speedpay to provide customers with a quick and convenient way to pay their bill. Simply log in at **AmerenIllinois.com** and make an immediate check payment or schedule a payment for a future date. Immediate payments are applied to customer accounts within hours of the transaction. There is no fee for this service.
- **Online Credit/Debit Card** – Ameren Illinois has partnered with Western Union Speedpay to allow customers to pay their bill any time of the day or night using a valid MasterCard, VISA, or Discover credit or debit card or an American Express credit card. Payments are applied to customer accounts within hours of the transaction. A convenience fee is charged for each transaction.
- **Phone Electronic Check/Credit/Debit Card** – Ameren Illinois has partnered with Western Union Speedpay to provide a convenient way to pay bills over the phone. Simply call **1.888.777.3108** any time to make a payment. Payments are applied to customer accounts within hours of the transaction. A convenience fee is charged for each transaction.
- **Online Banking** – This convenient payment option allows customers to pay by electronic check at their bank. Allow up to three business days for the payment to be received and posted.
- **Pay by U.S. Mail** – If customers choose to mail their payments, they need to include their bill stubs with the check or money order to ensure that the payment is credited to their account. Please allow at least five days for the payment to reach us. If the return envelope is misplaced, customers can mail their payment and bill stub to the address below:

Ameren Illinois
P.O. Box 88034
Chicago, IL 60680-1034

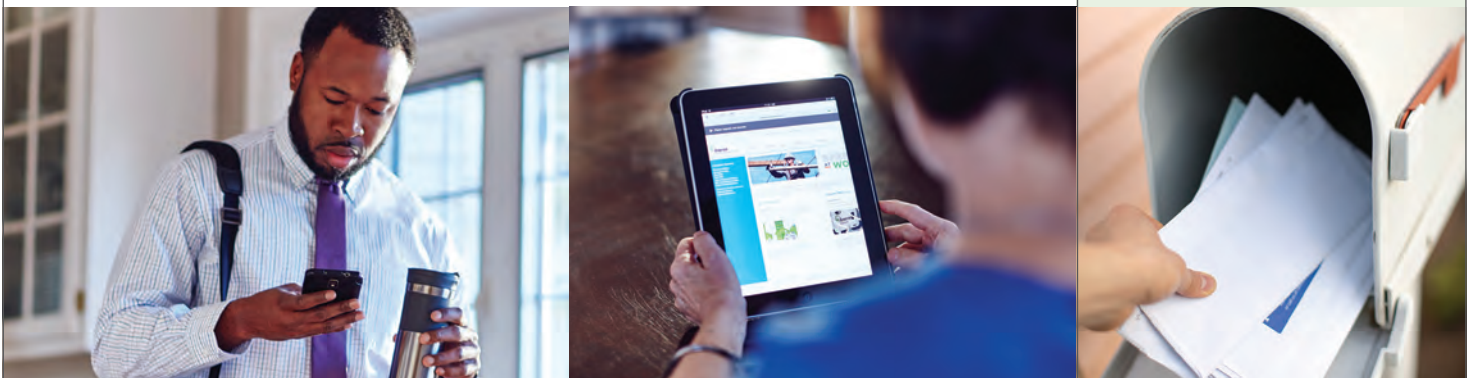
- **Pay In Person** – Customers can pay their bill in person at one of several hundred payment centers throughout our Illinois service territory.

To learn more or participate in these options, visit **AmerenIllinois.com/WaysToPay**.

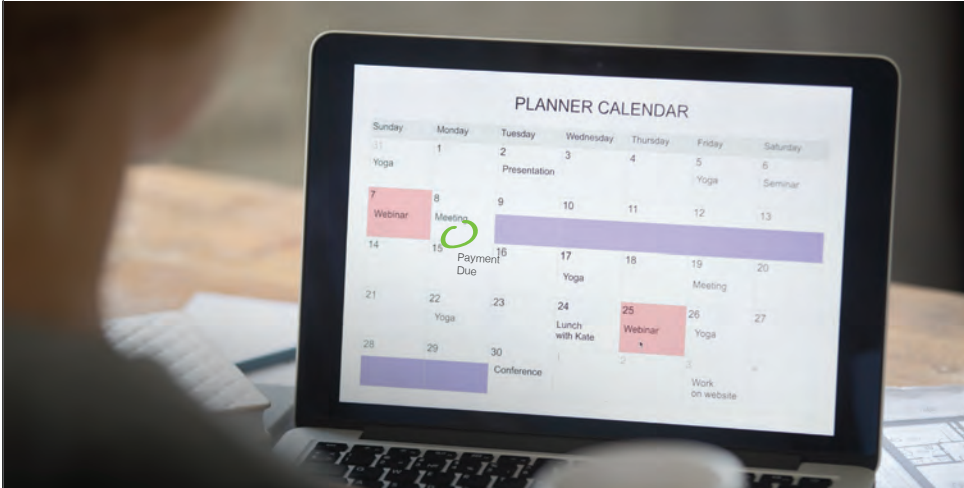


Partner Pay Stations

Ameren Illinois has several hundred payment centers throughout our territory to serve customers who prefer to pay in person. However, only partner locations are electronically linked to Ameren Illinois. That means the customer's payment is generally applied to the account within a few minutes. Payments made at non-partner pay stations usually require three to five business days to post to the customer's account. To find a partner pay station near you, go to **AmerenIllinois.com** or call **1.800.755.5000**.



MORE CUSTOMER OPTIONS



Paperless Billing

Our free paperless billing option is convenient, secure and friendly to the environment. Electronic bills contain all the same information as the paper version; plus, we'll send an email reminder five days before the bill's due date.

Third-Party Notification

Our third-party notification service can help customers concerned about overlooking a disconnection notice. This program allows customers to designate a friend, family member, caregiver or other third party for Ameren Illinois to contact if their electric service is in danger of being shut off. To register, call Ameren Illinois at **1.800.755.5000**.

Medical Equipment Registry

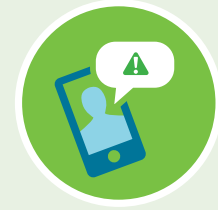
Ameren Illinois offers a Medical Equipment Registry for customers who rely on electrically powered medical equipment at home. A doctor's verification is required to be added to the registry. Ameren Illinois will make every effort to notify registered customers about planned maintenance outages, but it's important for customers to have a backup plan in case of an unplanned outage. For more information about this program, call **1.800.755.5000**.

Ameren Alerts

Email and text message alerts from Ameren Illinois keep customers up to date and in control of their account. From bill reminders to payment receipts, we'll automatically send timely updates on account activity — anywhere you are. Learn more at **Ameren.com/Alerts** or text **REG to 40401*** to stay connected. **Message and data rates may apply.*

Peak-Time Rewards Program

The Peak-Time Rewards Program helps reduce demand for electricity on the hottest days of summer. The program is available to any residential customer whose home is equipped with a smart electric meter. This program offers rebates to customers who voluntarily reduce their use of electricity when demand is at a peak. This consumer-friendly program helps customers manage energy costs, while helping Ameren Illinois maintain a reliable supply of energy for customers.



Don't Fall for Scammers Pretending to be Utilities

Ameren customers should be aware of telephone, mail, email, door-to-door, and other in-person scams that involve criminals posing as Ameren representatives and demanding immediate payment or personal information. They may state a truck is on the way to disconnect service.

If customers have been contacted by someone impersonating Ameren they should:

- Hang up the phone, or close the door, and call Ameren Illinois at **1.800.755.5000**.
- Not purchase a prepaid card, such as a Green Dot card, or provide any other form of payment that the caller or visitor is demanding.
- Never give out personal information such as bank account numbers, user names and passwords, credit card numbers, or Social Security numbers.
- Delete and block any emails from utilities that are not their service provider.
- Delete all suspicious emails that require immediate action to verify or demand personal information.

For more information, visit **AmerenIllinois.com**.

NOTE: *If you have contacted third-party residential electric suppliers, they may ask for your Ameren Illinois account information before they present you with an offer — and that's okay. This should not be a concern as long as you initiated the switch or are confident that you are dealing with a registered supplier. For a list of registered third-party suppliers, go to AmerenIllinois.com.*

SAMPLE BILL PAGE 1



AmerenIllinois.com
Customer Service 1.800.755.5000

Account Number 1234567890
Customer Name JOHN SMITH
JAN SMITH
Service Address 123 MAIN ST
ANYWHERE, IL 45678

Statement Issued 07/05/2017
Amount Due **\$101.36**
Due Date Jul 26, 2017

Last Payment \$84.19
Payment received. Thank you.

Current Charge Summary for Statement 07/05/2017

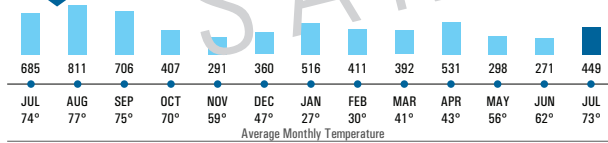
Total Electric Charge \$67.34
Total Gas Charge \$34.02
Subtotal Current Charges \$101.36
Total Amount Due \$101.36



Important Account Messages

You're in control with Budget Billing. Your energy payments will be predictable. Avoid surprises, and gain peace of mind. Enroll in Budget Billing Rollover Program by sending only \$102.00. Payment must be received by the due date on this bill.

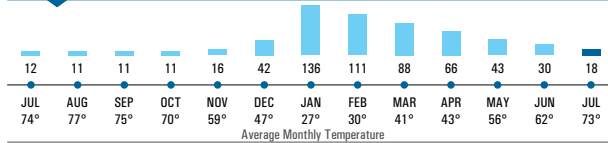
Electric Usage History in Kilowatt Hours (kWh)



Average Daily Electric Use (kWh)

TIME PERIOD	AVG. DAILY USE
CURRENT MONTH	14.48 kWh
LAST MONTH	9.03 kWh
LAST YEAR	15.71 kWh

Gas Usage History in Therms



Average Daily Gas Use (Therms)

TIME PERIOD	AVG. DAILY USE
CURRENT MONTH	0.58 Therms
LAST MONTH	1.00 Therms
LAST YEAR	0.38 Therms

See page 2 for account messages and tips from Ameren Illinois.

Keep this portion for your records.

Page 1 of 4

Please detach stub and return this portion with your payment.



See reverse side if your address has changed and for details on other ways to pay your bill.

Account Number 1234567890
Amount Due **\$101.36**
Due Date 07/26/2017
Amount Enclosed _____

>000001 2267595 0001 092139 10Z

JOHN SMITH
JAN SMITH
123 MAIN ST
ANYWHERE, IL 45678

AMEREN ILLINOIS
PO BOX 88034
CHICAGO IL 60680-1034

5040000 0012345678900 00000000 00101360 00101360

The amount due and due date are highlighted at the top of the bill statement to make them easy to find. The account number and address where service is received are also displayed prominently at the top of the bill.

The Current Charge Summary provides a breakdown of amounts due for gas and/or electric service, as well as any additional charges or prior amounts due for this month. In the box to the right, customers will find important messages about their account.

This section compares current usage to the previous month and the previous year, and energy usage graphs provide a picture of customers' energy use over time. We also include the average temperature for each month to aid in making comparisons.

The bill stub is located at the bottom of the bill statement. Customers paying by mail should tear off this section and return it with their payment in the return envelope provided.

On the back side of the first page, customers will find more important messages. They can read about ways we're supporting our communities and upgrading our energy delivery system. They can also learn about different payment options and where to find resources on energy safety and efficiency.

SAMPLE BILL PAGE 2

The bill statement shown here is based on a sample electric bill; however, the sections are the same for our natural gas customers.

The bill statement is grouped into easy-to-read sections about Payment Details, Service Billing Details, Supplier Details and Additional Charges.

The Service Billing Detail section identifies the billing Rate Zone, as well as itemized charges and calculations of total charges for the billing period. The explanations below will help customers better understand each section of their bill.

1 Read Type: Electric usage is measured in kilowatt-hours (kWh). Natural gas usage is measured in therms.

2 Meter Number: The unique identification number of the meter/registering device at the service location.

3 Current Meter Read: The numerical value obtained from the current meter reading (in kWh or therms).

4 Previous Meter Read: The numerical value obtained from the previous meter reading.

5 Read Difference: The difference between the current meter reading and the previous meter reading.

6 Multiplier: Most residential meters have a multiplier of one. Customers who use a large amount of electricity and/or natural gas may have a multiplier greater than one, which allows the meter to register a larger amount of usage before moving the meter dial.

7 Usage: Displays the total amount of energy used during the billing period.

8 Usage Summary: If part of the usage is in a summer billing season and part in a non-summer billing season, the usage in each of these seasons will be displayed here, otherwise the total electric and/or natural gas usage for the current billing period is shown.



f t AmerenIllinois.com
Customer Service 1.800.755.5000

Account Number 1234567890
Customer Name JOHN SMITH
JAN SMITH
Service Address 123 MAIN ST
ANYWHERE, IL 45678

Statement Issued 07/05/2017
Amount Due \$101.36
Due Date Jul 26, 2017

Payment Details		
Payment Received	DATE June 19, 2017	AMOUNT \$84.19

Electric Service Residential Billing Detail - Rate Zone II 06/01/2017 - 07/02/2017 (31 days)

Electric Meter Read for 06/01/2017 - 07/02/2017 (31 days)							
READ TYPE	METER NUMBER	CURRENT METER READ	PREVIOUS METER READ	READ DIFFERENCE	MULTIPLIER	USAGE	
Total kWh	12345678	44002.0000 Actual	43553.0000 Actual	449.0000	1.0000	449.0000	449.0000
Usage Summary							
Total kWh		449.0000	Summer kWh			449.0000	

Advanced Meter				
CHARGE DESCRIPTION	USAGE UNIT	RATE	CHARGE	
Electric Delivery 9				
Ameren Illinois				
DS-1 Residential Delivery Service	449.00 kWh	@ \$0.04610000		\$20.71
			Electric Delivery	\$37.82
Electric Supply 10				
ABC Supply Energy	449.00 kWh	@ \$0.05850000		\$26.27
			Electric Supply	\$26.27
Taxes and Other Fees 11				
Clean Energy Assistance Charge	449.00 kWh	@ \$0.00178000		\$0.80
Renewable Energy Assistance	449.00 kWh	@ \$0.00098000		\$0.44
EDT Cost Recovery	449.00 kWh	@ \$0.00118180		\$0.53
Illinois State Electricity Excise Tax				\$1.48
			Total Tax Related Fees	\$3.25
			Total Electric Charges	\$67.34

Details From Your Electric Supplier 12	
ABC Supply Energy www.abcsupply.net 999.999.9999	
Refer to supply contract for details.	
For more information about your electric supply choices, visit www.pluginillinois.org.	

Gas Service Residential Billing Detail - Rate Zone II 06/01/2017 - 07/02/2017 (31 days)

Gas Meter Read for 06/01/2017 - 07/02/2017 (31 days)					
READ TYPE	METER NUMBER	CURRENT METER READ	PREVIOUS METER READ	READ DIFFERENCE	USAGE
Total Therm	12345678	3439.0000 Actual	3421.0000 Actual	18.0000	18.0000

9 Electric and/or Natural Gas Delivery: As a delivery company, Ameren Illinois is responsible for the transmission and distribution infrastructure that moves electricity and/or natural gas from suppliers to our customers. Delivery service charges allow us to construct, maintain and improve the system and to respond around the clock to restore service when it is interrupted.

10 Electric and/or Natural Gas Supply: While delivery service represents the wires, pipes and services that bring energy from its source to customers, supply refers to the electricity and/or natural gas supplied from the wholesale markets.

11 Taxes and Other Fees: This section includes taxes and other fees Ameren Illinois collects for the state, municipality, county, or other entities based on the amount of energy used.

12 Retail Electric Supplier (RES): Customers who receive electric supply from a third-party RES, the supplier's name, contact information, and messages can be seen here. Customers should refer questions relating to Electric Supply charges to the supplier listed here. Customers who receive electric supply from Ameren Illinois will see current supply prices they can compare with offers they may receive from third-party electric suppliers.

CAREERS

Our workforce is dedicated to keeping the lights on and the gas flowing for customers – 24 hours a day, 365 days a year. We apply that same kind of dedication to building a diverse and inclusive work environment with competitive salaries, great benefits and ongoing professional training.

Careers at Ameren Illinois are as diverse and wide-ranging as the candidates we seek to fill them. Interested candidates should visit Ameren.com/careers to view job openings and apply online.

Proud to be Military Friendly



Ameren Illinois values the skills, leadership and work ethic that veterans bring to our company.



Our long and proud history of hiring military veterans and seeking individuals transitioning to civilian life has earned us recognition from organizations and publications, such as the Military Friendly® Employers designation

by Victory Media. Ameren was also selected for the Secretary of Defense's "Employer Support Freedom Award," the U.S. government's highest recognition awarded to employers for supporting employees in the National Guard or Army, Navy, Air Force or Coast Guard Reserve.

We invite potential candidates who expect to transition out of the military within the next six months to two years to contact us.



It's never too early to begin planning for a career in the energy industry. We encourage college students to explore our internship and co-op opportunities and to learn more about energy careers at GetIntoEnergy.com.

Celebrating Diversity at Ameren



At Ameren, we believe diversity helps to support a secure energy future. We are committed to integrating diversity of thought, backgrounds and people throughout the corporation.

Ameren supports diversity through training, employee enrichment, an inclusive work environment, community outreach and supplier initiatives — and our efforts continue to receive national recognition.

2017 honors include a No. 1 ranking on DiversityInc's list of the nation's Top Utilities and the LGBTQ Business Equality Excellence Award from the Business Equality Network. In addition, Ameren Illinois Chairman and President Richard J. Mark was named a top 100 minority business leader by the EMpower report, published by the Financial Times.

Also in 2017, Ameren Chairman and CEO Warner Baxter signed on to the CEO Action for Diversity & Inclusion™ initiative, joining more than 150 CEOs who have pledged to take action to advance diversity and inclusion in the workplace. In addition to creating a culture of diversity within our own organization, Ameren's efforts also extend into the community. In 2016 and 2017, Ameren released "Discussions Across Differences" — free community resources to promote discussions about diversity and inclusion.



ENERGY EFFICIENCY

Ameren Illinois is committed to helping customers use less energy and spend less — at home and at work. Our award-winning programs offer energy efficiency tips, tools, and cash incentives for homeowners, private sector businesses, public sector facilities, and non-profit organizations. Learn more at **AmerenIllinoisSavings.com**.

Our programs are funded through a small, state-mandated charge on customer bills: Rider EDR for residential and small business electricity customers and Rider GER for residential and small business natural gas customers.

Impact of Future Energy Jobs Act

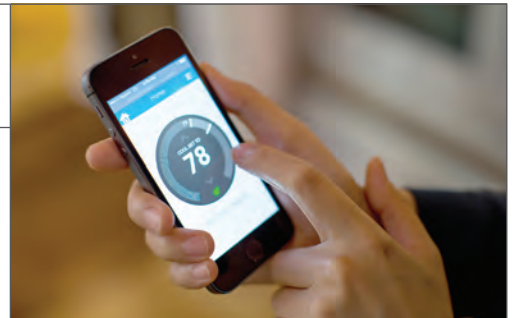
The passage of the Future Energy Jobs Act in 2016 brought the following changes to Ameren Illinois' energy efficiency program:

- Ameren Illinois assumed responsibility for implementing programs for low-income residential customers, beginning June 1, 2017.
- Ameren Illinois assumed responsibility for implementation of energy efficiency programs for public sector customers, beginning June 1, 2017. (Previously, the Illinois Department of Commerce and Economic Opportunity administered energy efficiency programs for municipalities and other public sector entities.)
- Large business customers with loads greater than 10 megawatts are exempt from paying into, and participating in, the Ameren Illinois Energy Efficiency Program, effective June 1, 2017.

Business Programs

Since 2008, Ameren Illinois has provided more than \$85 million in incentives to Illinois businesses, resulting in more than \$350 million in energy savings. The following Business Program offerings are available to non-residential customers — including businesses, public sector customers, and non-profit organizations — in 2018:

- Lighting
- Instant Incentives for Lighting
- Municipality-Owned Street Lighting
- Small Business Incentives
- HVAC & Water Heaters
- Specialty Equipment
- Water-Saving Devices
- Process Steam & Steam Traps
- Variable Frequency Drives
- New Construction
- Leak Survey & Repair
- Custom Incentives
- Feasibility Study
- Metering & Monitoring



Residential Programs

Along with no-cost/low-cost tips to reduce energy waste, Ameren Illinois offers residential customers a variety of incentives to make their homes more energy-efficient. Since 2008, customers have saved more than \$490 million in energy costs and removed over 7.6 billion pounds of carbon dioxide from our environment.

Following are the Residential Program offerings available in 2018:

- Lighting & Retail Products
- Heating & Cooling
- Home Efficiency Program (Income-Qualified)
- Smart and Programmable Thermostats
- Multifamily Properties
- Public Housing Authorities



ENERGY EFFICIENCY (continued)



Save Energy, Save the Environment

Since 2008, Ameren Illinois residential and business customers have saved more than **\$840 million in energy costs.**

Business Symposium

Hundreds of business leaders attend Ameren Illinois' annual Business Symposium to learn how to use less energy and spend less. This free, one-day event is open to all Ameren Illinois non-residential customers. Past symposiums have featured:

- An overview of new program offerings and incentives
- Breakout sessions on the latest technologies and applications
- Opportunities to earn Continuing Education Units
- Program Allies – registered contractors who are trained on Ameren Illinois program requirements
- A 15% bonus coupon potentially worth thousands of dollars



Learn More:

AmerenIllinoisSavings.com

Residential Program

1.866.838.6918

IllinoisResidentialEE@ameren.com

Ameren Illinois Introduces Energy Innovator Awards

Ameren Illinois is pleased to announce a new award to recognize organizations across Illinois for outstanding achievements in energy efficiency: The Energy Innovator Awards. Entries are accepted in three categories: Energy Savings Projects, Innovative Projects, and Community Benefit. One winner in each category will receive \$1,000, and one overall winner will receive \$10,000 toward an energy efficiency project. Visit **AmerenIllinoisSavings.com/Innovator** to learn more.



Business Program

1.866.800.0747

IllinoisBusinessEE@ameren.com

CARING FOR OUR COMMUNITIES

Ameren Illinois employees don't just work in your community – we live there, too. As a company, and as individuals, we support and work side-by-side with charitable groups to make our communities better places to live.

The Ameren Cares program connects Ameren Illinois with the communities we serve through charitable giving and volunteering. In 2017, the company contributed more than \$3 million to non-profit organizations within our service area. Company contributions target these important areas: Environment, Youth and Education, Civic and Community, Health and Human Services, Arts and Culture.

And we provide far more than financial support. In countless ways, Ameren Illinois employees give their time and talents to enhance quality of life in their communities.



Helping At-Risk Customers Beat the Summer Heat

Every summer Ameren Illinois donates ENERGY STAR® qualified window air conditioners to help low-income customers stay cool and safe.

The donations target customers who are most at risk during extreme summer temperatures, such as the elderly, disabled, and households with small children. The units are distributed by energy assistance agencies throughout central and southern Illinois to qualifying individuals who meet Low Income Home Energy Assistance Program (LIHEAP) guidelines.

ENERGY STAR® rated appliances use less energy than other models. That means these donated units help customers stay cool at less cost.



Speakers Bureau

Our Speakers Bureau is committed to helping customers of all ages understand energy – how it works, how to use less and how to stay safe around electricity and natural gas. Our energy experts are happy to speak to your group or classroom, free of charge.

Topics include:

- Energy Safety
- Energy Efficiency
- Electric Supply Options
- Getting Power to Your House
- Why the Power Goes Out
- Energy Assistance

To request a speaker, email speakersbureau@ameren.com at least four weeks in advance of your preferred date.

CARING FOR OUR COMMUNITIES (continued)



Energy Smart Kids

As part of our Ameren Cares initiative, Energy Smart Kids® helps establish a solid foundation of energy conservation with students across our service territory. The program provides in-school presentations to highlight the need for more energy-efficient products and the importance of energy conservation. Each student receives a personal energy efficiency kit to take home and explore how they can decrease their home's energy waste.

Energy Smart Kids® reaching **100,000 K-8 students** with energy lessons that can last a lifetime!

Energy Smart Kids: Tools for Teachers, Too!

Every spring and fall, our Energy Smart Kids® initiative reaches 100,000 K-8 students with energy lessons that can last a lifetime! The Energy Smart Kids website makes learning fun for kids with online games, videos and hands-on activities. To make energy education easy for educators, we offer free teaching tools, including:

- Standards-based materials and games
- Booklets full of activities, experiments, stories and facts
- Teacher's guides and study sheets
- Pre- and post-tests

Ameren Cares
ENERGY SMART KIDS

Teachers can place their online orders for these free resources at

AmerenIllinois.com/EnergySmartKids



For Younger Audiences

To make learning fun for younger audiences, our professional speakers are often joined by our energy mascots: Louie the Lightning Bug and Sniffy the Sniffasaurus. While Louie shares important lessons about electrical safety, Sniffy teaches kids how to sniff out a natural gas leak.

Another vivid visual aid is "My Safe City." This model city depicts a typical neighborhood scene, showing kids what can happen when a ladder touches a wire, a shovel digs into underground service, a kite gets caught in a line, and much more. To schedule a youth program, email **speakersbureau@ameren.com**.



YOUR ECONOMIC DEVELOPMENT PARTNER

Ameren is committed to the growth and prosperity of the communities we serve. Our Economic Development team works with local and regional allies to foster business investment and job creation. We provide a variety of programs and services to help communities retain existing businesses — and recruit new ones.

Community Development Resources

Our team of professionals is equipped to help communities compete for new investment in the Ameren Illinois service territory. Designed to enhance local and regional economic development efforts, our services include the following:

- Strategic planning support
- Customized demographic reports
- Community profiles

Business Development Services

Ameren is on the front lines working to attract new business investment to the communities we serve. In addition to communicating the advantages of an Illinois business location, the Ameren team works with local and state partners to support the development process by providing:

- Comprehensive, unbiased analysis of energy infrastructure options
- Energy cost estimates
- Building and site inventories
- Project management support



The power to grow.

See how we
can help you grow at
Ameren.com/EcDev or
1.800.981.9409

Let's Talk

For more information about how we can support your local development effort, contact Ameren's Economic Development Department:

Phone: **1.800.981.9409**

E-mail: **jeden@ameren.com**

Web: **Ameren.com/EcDev**



SEEKING DIVERSE SUPPLIERS

We value diversity in our workplace, our communities — and in the suppliers we do business with.

Ameren has built an aggressive supplier diversity program, staffed by full-time professionals, to help us identify and purchase goods and services from qualified diverse-owned business enterprises. Ameren reaches out to diverse suppliers in a variety of ways, including our biannual Supplier Diversity Symposium, mentoring and network meetings. We also fund scholarships to allow diverse suppliers to attend the Minority Executive Program at Dartmouth College's Tuck School of Business.

Diverse suppliers play a vital role in the economic success of our region, and Ameren is committed to developing a diverse supplier base. Our strategy includes corporate-wide and business segment supplier diversity goals, performance metrics and participation in diverse supplier organizations. Ameren's corporate goal is to spend at least 15 percent of its total procurement dollars with diverse suppliers by the year 2020.



Regulatory Reporting

State law requires that Ameren Illinois submit an annual supplier diversity report to the Illinois Commerce Commission on all procurement goals and actual spending for minority-owned, women-owned, veteran-owned and small business enterprises in the previous calendar years, along with a plan to achieve goals for the coming year. For more information, visit icc.illinois.gov.

Getting Started

Supply opportunities at Ameren fall into three main categories: Business and Corporate Services; Energy Delivery, and Generation. Ameren's sourcing process is designed to provide and increase opportunities for businesses that are certified as minority (i.e., African American, Asian Pacific American, Asian Sub-Continent American, Hispanic American, and Native American)–, women–, veteran–, LGBT– and service disabled veteran-owned enterprises.

Interested businesses should begin by completing Ameren's supplier diversity registration form at Ameren.com. In order to supply goods or services to Ameren, diverse suppliers must meet technical, operational and safety standards. We also strongly encourage potential diverse suppliers to obtain certification through local, regional and/or national certifying agencies.

As a city leader, you can help us identify potential partnerships with diverse businesses in your community.

In 2017, **Ameren Illinois purchased \$216.7million** in products and services from diverse suppliers.

Illinois Utilities Business Diversity Council

As a founding member of the Illinois Utilities Business Diversity Council, Ameren Illinois is helping to build supplier diversity in our industry. Created in 2015, the Council provides education, information, and technical assistance to utility stakeholders on issues of business diversity. Learn more at iubdc.com.



ILLINOIS UTILITIES BUSINESS
DIVERSITY COUNCIL

Organizational Support

Ameren has relationships and affiliations with:

- National Minority Supplier Development Council Inc. (NMSDC)
- St. Louis Minority Business Council
- Chicago Minority Supplier Development Council
- Women's Business Enterprise National Council
- National Gay and Lesbian Chamber of Commerce (NGLCC)

Learn More ameren.com/business-partners/supplier-diversity 1.888.256.1150

GRANTS FROM AMEREN ILLINOIS

Ameren Illinois serves more than 1,200 communities throughout Illinois. To enhance the quality of life in those communities, our corporate contributions may support:

- Civic, environmental and cultural organizations
- Educational institutions and programs
- Social services
- Youth activities
- Senior citizen organizations

Our grants are limited to organizations in the Ameren Illinois service area. To qualify for a grant, organizations must be tax-exempt, as described in the Internal Revenue Code. Individuals, political organizations or candidates, and religious or similar groups generally do not qualify for an Ameren Illinois non-profit grant.

Required Documentation

Before requesting a grant, please review the document requirements outlined below.

Grant Applications < \$5,000

- Cover letter that includes the amount of grant requested
- IRS determination letter certifying 501(c)(3) status

Grant Applications \$5,000+

- Cover letter that includes the amount of grant requested
- IRS Form 990 for most recent fiscal year (must be verifiable and filed)
- IRS determination letter certifying 501(c)(3) status
- If the grant is for a specific project, provide a detailed budget for the project, including income and expenses
- List of board members and executive officers, including titles and affiliations
- Most recent annual report or other literature summarizing programs

How to Apply

When you're ready to apply, please complete the online application at **AmerenIllinois.com/grants**. All grant requests must be submitted via the online application database. We no longer accept paper applications and emailed applications.

There is no deadline for submitting a grant application. However, applications received after Dec. 1 may be reviewed during the following year. The application review process generally takes four to six weeks.

Questions?

If you have a question regarding the grant application process, please email us at **communityrelationsil@ameren.com**.



AVIAN PROTECTION PROGRAM

Ameren Illinois cares about the world we live in, and our Avian Protection Program is one way we are building a legacy of environmental stewardship.

Every year, our Avian Protection Program saves dozens of birds of prey – as well as other wildlife – from potentially deadly encounters with power lines and other energized equipment. Along with protecting birds, the program helps reduce the number of power outages caused by animal interference, so we can provide the reliable energy our customers count on.

Our plan includes protective equipment such as flight diverters and insulating covers on wires and new pole-mounted transformers. Ameren Illinois has also implemented “avian safe” construction standards to ensure that all new construction allows eagles, hawks, owls and other large birds of prey to land on a line and spread their wings — safely.

ATTENTION, CITY

WORKERS: It is against the law to handle an eagle or protected raptor – dead or alive. If municipal workers encounter an injured or dead raptor while on the job, they should not touch or move it. Call the Ameren Illinois Customer Service center at **1.800.755.5000** and we will act as a liaison with the U.S. Fish and Wildlife Service and private raptor rehabilitation groups.

Ameren Illinois Gives Wings to Eagle Watch Weekend

Ameren Illinois is a proud sponsor of the annual Eagle Watch Weekend at Starved Rock State Park in northern Illinois. Thousands of eagles migrate to the area every winter to fish in the waters of the Illinois River.

Along with eagle watching, the popular event features live birds of prey shows and a variety of family activities. The Ameren Illinois booth showcases our proactive Avian Protection Program and partnerships with non-profit organizations like the Illinois Raptor Center and Illinois Audubon Society.



Throughout the year, **Ameren Illinois partners with** the **Illinois Raptor Center** and the **TreeHouse Wildlife Center** **to educate** young people on **conservation** and **electrical safety** through presentations featuring live birds of prey.

CONTACTS AND RESOURCES

	PHONE	WEB	FAX	EMAIL
Residential Customers	1.800.755.5000	AmerenIllinois.com	1.800.851.1796	MyHomeAmerenIllinois@ameren.com
Business Customers	1.800.232.2477	AmerenIllinois.com	1.877.263.7369	MyBusinessAmerenIllinois@ameren.com
Construction Services	1.888.659.4540	BuildWithAmerenIllinois.com	1.217.424.6758	IllinoisConstruction@ameren.com
Report Street Lights Out	1.800.755.5000		1.217.424.6758	IllinoisConstruction@ameren.com
Request New, Upgrade or Removal of Street Lights			1.618.236.1217	
Generating Your Own Power	1.217.535.5073			RenewablesIllinois@ameren.com
Economic Development	1.800.981.9409	Ameren.com/EcDev	1.800.981.9409	eddept@ameren.com
Property Management	1.800.487.5795	Ameren.com/business-partners		AmerenIllinoisLandlord@ameren.com
Website Support	1.877.263.7361	Ameren.com/illinois/contact-us	1.800.851.1796	AmerenIllinoisCustomerService@ameren.com
Energy Efficiency Residential Program	1.866.838.6918	AmerenIllinoisSavings.com		IllinoisResidentialEE@ameren.com
Energy Efficiency Business Program	1.866.800.0747	AmerenIllinoisSavings.com		IllinoisBusinessEE@ameren.com
Low Income Home Energy Program (LIHEAP)	1.877.411.9276	IllinoisLIHEAP.com		
Energy Assistance Foundation	1.888.690.5700	WarmNeighborsCoolFriends.org	217.424.6575	energyassistancefoundation@yahoo.com
JULIE	811	Illinois1Call.com		
Hearing Impaired	711 (operator at this number contacts Ameren Illinois Call Center at 1.800.755.5000)	IllinoisRelay711.com		
Safe Electricity	1.217.546.6815	SafeElectricity.org	1.217.546.6212	info@safeelectricity.org
Community & Public Relations Community Presentations General Public Relations				Speakersbureau@ameren.com PublicRelationsIL@ameren.com

Emergency Contacts

Report gas leaks, power outages or wires down:

Ameren Illinois

1.800.755.5000

If you suspect carbon monoxide poisoning, call:

Illinois Poison Center

1.800.222.1222



Visit us at [Facebook.com/AmerenIllinois](https://www.facebook.com/AmerenIllinois)

Follow us on Twitter [@AmerenIllinois](https://twitter.com/AmerenIllinois)

