

# Ameren Illinois Response to COVID-19



**March 14 - May 1**

- ▶ **Non-pay disconnections suspended**
- ▶ **Late payment fees waived**

**In response to the economic hardships that residential and business customers may experience due to the COVID-19 pandemic, Ameren Illinois is suspending non-pay disconnections and forgiving late payment fees through May 1, 2020.**

In addition to these measures, there are many payment options available to reduce this burden. Customers should continue to pay their energy bills to prevent large balances from accumulating.

## Payment Options Available

### Budget Billing

Establish a set monthly payment for your energy bill with Budget Billing. Even though your energy use fluctuates greatly, the amount you pay each month will remain relatively even.

### Deferred Payment Agreement

Residential customers that owe a past due amount for service may be eligible for a Deferred Payment Agreement (DPA) with Ameren Illinois to make partial payments of a past due balance and stay caught up. Sign into your online account to explore payment agreements.

### Pick a Due Date

Pick a Due Date (PADD) lets you pick the day of the month that is most convenient for you to pay your Ameren energy bill. You have the flexibility to align your due date with your paycheck or spread out your bills so you don't have too many due at the same time.

### Flex Pay

Manage outstanding balances by using Flex Pay to apply 75% of each payment toward future energy usage and 25% toward the unpaid balance until it is paid off. Fund your Flex Pay account when it is convenient for you and we will do the rest.

To learn more about billing and payment options, visit  
[AmerenIllinois.com/WaysToPay](https://www.AmerenIllinois.com/WaysToPay).

**Additional help may be available by contacting the following community action agencies:**

### LIHEAP

The Low Income Home Energy Assistance Program (LIHEAP) may have funds available for low-income households struggling to pay their energy bills. For more information, visit [LIHEAPIllinois.com](https://www.LIHEAPIllinois.com) or call **1.877.411.9276**.

### WNCF

Moderate-income customers who don't normally qualify for government programs could receive assistance from Warm Neighbors Cool Friends (WNCF). For more information, visit [WarmNeighborsCoolFriends.org](https://www.WarmNeighborsCoolFriends.org) or call **1.888.690.5700**.

To search for additional community action agencies in your area, visit  
[AmerenIllinois.com](https://www.AmerenIllinois.com).

If you're having difficulty paying your bill, please contact Ameren Illinois Customer Service at **1.800.755.5000**.