

BE A SMART SHOPPER.

There are several variables to consider when shopping for an energy supplier. Use this list of questions as a guide as you compare various energy suppliers' prices, terms, enrollment processes, billing and customer service.

Name of Agent _____ Name of Representative _____

Date _____ Phone # _____

PRICING

What is the price per kilowatt-hour (kWh)? _____

What does the price include? _____

What is the total price for, say, 500 kWh of electricity usage? _____

Is it a fixed rate or a variable rate? _____

If it is a fixed rate, how long does it stay fixed? _____

Are there any other charges that could change during the term of the agreement? _____

Is there more than one rate plan to choose from? _____

TERMS

What is the length of the agreement? _____

Is there a penalty for cancelling an agreement before the term is up? _____

What happens if I move outside the service territory during the contract term? _____

Are there any other terms in the agreement? _____

ENROLLMENT

Will there be a credit check? _____

Will I be asked for a deposit? If so, how much? _____

What steps must I take if I want to change suppliers or return to supply service with Ameren Illinois? _____

What will be the date my service starts? _____

When will I receive my first bill? _____

BILLING

How will I be billed? _____

Am I able to participate in different billing plans, such as budget billing or deferred-payment arrangements? _____

Do you accept bill payments online or by phone? _____

SERVICE

Will notices (disconnection, tree-trimming, claims, etc.) be sent to me if the bill is not provided by the utility? _____

What are the customer service hours and phone number? _____