



IN YOUR NEIGHBORHOOD

EMPOWERING
OUR COMMUNITY

DECEMBER 2021

Residential Customers 1.800.755.5000

• Business Customers 1.800.232.2477

• Call JULIE Before You Dig at 811

GIVE THE GIFT OF ENERGY

Looking for a practical gift for those hard-to-buy-for loved ones? Through our Gift of Energy program, you can make a payment toward the Ameren Illinois bill of a friend, loved one, neighbor, local business or nonprofit. You can give any dollar amount you choose, and the recipient will be notified of your gift.

The Gift of Energy is a welcome gesture anytime of the year – and one size fits all!

Learn more or purchase at
AmerenIllinois.com/Gift.



NEW COMMERCIAL KITCHEN WILL SOON BE A REALITY FOR DREAM CENTER PEORIA

A new, state-of-the-art commercial kitchen funded in part by Ameren Illinois will enable Dream Center Peoria to serve high-quality meals to its guests and residents, while providing culinary arts training for students and the homeless. The renovation project is expected to be completed around Christmas of this year.



BACKYARD WOODWORKER CRAFTS JOY FOR OTHERS

Years ago, John Rapp discovered his young son's dream to become a pilot, and he saw it as an opportunity to bond. In their backyard woodshop, a wooden model plane soon took shape.

That one spark of inspiration set John on a journey that has brought joy to countless others. Even as his son grew up and moved out, John continued building and giving away hundreds of hand-crafted wooden toys.

It's been a steady routine throughout his 37-year career as an engineering representative with Ameren Illinois.

Most of his toys go to family and friends. John's wife, Theresa, is a nurse at Hillsboro Hospital who distributes the remaining toys to her co-workers' young children. During the last holiday season, John produced 50 trucks for the families of healthcare professionals who endured an especially stressful year with the COVID-19 pandemic.

John spends about 20 hours a week making toys. He does not plan on closing his toy shop any time soon.

"Nothing makes me happier than seeing a toy we gave away years ago that's all scuffed, banged up and wore out," says John. "That means it was put to good use."



ACCELERATE SAVINGS WITH AN ELECTRIC VEHICLE

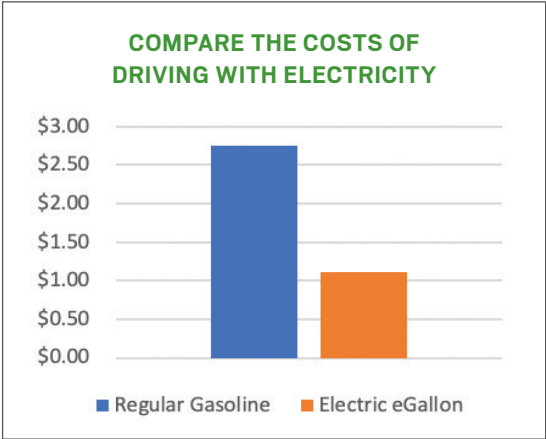
In the market for a new car? Today's electric vehicles (EVs) are worth a second look — and a test drive.

Electric vehicles are fun to drive and cost less to fuel and maintain. In fact, the average EV owner saves up to \$1,300 a year on fuel alone. Plus, federal and state incentives may be available to offset the cost of purchasing an electric vehicle. EV owners can enroll in the new Ameren Illinois EV Delivery Service Rate Program. Charging at home is easy. Just enroll, charge your vehicle overnight, and save on the delivery service portion of your Ameren Illinois bill.

From SUVs to sports cars and sedans, there are many types of EVs to choose from. Some models boast a driving range of more than 300 miles.

More than 300 public charging stations are available in Illinois. Approximately sixty of those are located in Ameren Illinois service territory and more are planned. In July 2021, the Illinois Commerce Commission approved Ameren Illinois' plan to improve access to at-home and on-the-road EV charging infrastructure. By providing motorists with more charging options, our plan will help jump-start electric vehicle adoption in Illinois and accelerate progress toward meeting our state's green energy goals.

Visit [AmerenIllinois.com/EV](https://www.AmerenIllinois.com/EV) to learn more about EV benefits, the rate program, savings and incentives, and charging options. You can even compare EV models to find one that's right for you.



* Source: U.S. Department of Energy. An eGallon is the cost of fueling a vehicle with electricity compared to a similar vehicle that runs on gasoline. This data and methodology was last updated on March 20, 2021.

Other Helpful Resources

- 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: afdc.energy.gov/laws



NEW MOBILE TECHNOLOGY “SNIFFS” OUT METHANE

Coming to a neighborhood near you: a new Ameren Illinois “gas sniffing” vehicle that quickly identifies the presence of methane emissions, pinpoints the source of potential leaks, and speeds the response time to repair pipelines.

The “gas sniffer” works by deploying a high-tech analyzer on the rear of a hybrid electric vehicle. As the vehicle drives through city streets, it detects the presence of methane and ethane and passes air samples to a device that records wind speed and directional readings. Ameren Illinois crews use GPS coordinates to pinpoint the location and mobilize response units. The technology is capable of detecting methane gas hundreds of feet away.

NEW STATE ENERGY LAW MEANS CHANGES FOR ILLINOIS CONSUMERS

In September, Governor Pritzker signed a comprehensive energy law that will impact families in Central and Southern Illinois for years to come. During the nearly three-year period that the state has worked on this policy, Ameren Illinois has advocated for a common-sense approach that treats Downstate residents and businesses fairly and keeps energy reliable and affordable. Climate change is a critical issue for our state and nation. As the state's largest Downstate utility that supplies both electric and natural gas services, we support a measured transition to a cleaner energy future.

We're encouraged that the law supports the continued investment in modernizing Illinois' energy infrastructure — the poles, wires, and technology that deliver the reliable energy needed to power homes and businesses. Provisions to increase production of affordable renewable energy in Downstate Illinois, including construction of additional large scale solar, will deliver significant local economic impact, put more clean energy onto the grid, and reduce energy costs for our customers.

The new energy law also includes a multitude of new programs and changes that will raise energy bills and could impact the availability of affordable energy. As provisions in

the legislation are implemented, we promise to keep a close eye on them and work closely with state legislators and energy stakeholders to ensure that our customers receive the benefits they will be paying for.

AMEREN RECOGNIZED FOR DISABILITY INCLUSION

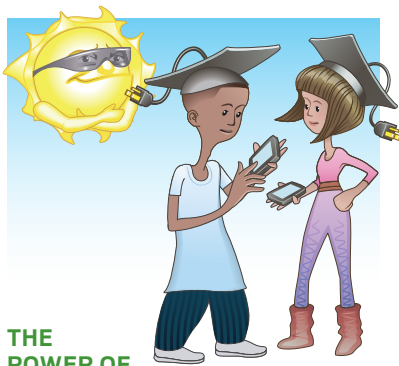
Once again, Ameren has received a perfect 100% on the Disability Equality Index (DEI), earning recognition as a "Best Place to Work for Disability Inclusion." The honor recognizes programs and policies that promote inclusiveness for Ameren employees, customers and suppliers with disabilities. This is the seventh year in a row that Ameren has received the top score.



LENDING A HAND IN LOUISIANA

In the aftermath of Hurricane Ida, more than 300 Ameren workers traveled to Louisiana to help Entergy repair damage and restore power to customers. Ameren also donated \$10,000 to support American Red Cross relief efforts in Louisiana.





THE POWER OF ENERGY EDUCATION

Educational materials developed by Ameren Illinois are helping more than 50,000 students and their families to be safer around electricity and natural gas.

Through the Energy Smart Kids program, Ameren Illinois provides K-8 teachers with dynamic energy safety and efficiency content, including videos, interactive games, quizzes, and experiments. The free resources are sent each year to teachers to incorporate into their lesson plans. Visit AmerenIllinois.com/EnergySmartKids to learn more.

For high school students, Ameren Illinois created a training module that instructs teen drivers to remain in the vehicle and call 911 if they encounter a downed power line. Visit AmerenIllinois.com/DriverEd to learn more.



KNOW WHAT TO EXPECT WITH BUDGET BILLING

If you are concerned about winter heating bills, we encourage you to enroll in Budget Billing. This free service allows you to pay roughly the same amount each month, even when you use more energy during the winter and summer months. Call **1.800.755.5000** or visit AmerenIllinois.com/Budget to enroll.



EXPECT RISING NATURAL GAS COSTS TO IMPACT YOUR HEATING BILL

When temperatures drop, natural gas usage increases as we turn up the heat to stay warm and comfortable. You may have seen news stories about the global increase in the price of natural gas and its expected impact on heating costs. We want you to be aware that, because of the higher cost of natural gas, winter heating bills are estimated to be at least 30% higher than they were last winter (assuming normal temperatures).

We recognize that these may be challenging times for some individuals and families and understand the financial burden that any increases can cause. That's why we want to help you prepare in order to minimize the potential impact:

- **Budget Billing** allows you to spread your energy costs over a longer period and avoid larger monthly bills. Under the payment plan, your bills are calculated using the average monthly bill amount based on the last 12 months. Enroll in Budget Billing online at AmerenIllinois.com/Budget.
- **Low Income Home Energy Assistance Program (LIHEAP)** grants are available to income-qualified customers. For more information on financial guidelines, and to identify an assistance agency in your community, visit HelpIllinoisFamilies.com or call **1.877.411.9276**.
- **Warm Neighbors Cool Friends (WNCF)** is a year-round heating and cooling assistance program that can help if you don't generally qualify for financial assistance from other government or non-profit programs. Learn more at WarmNeighborsCoolFriends.org.
- **Energy Efficiency** – For tips and strategies that can help you save, download our Energy Savings Guide at AmerenIllinois.com/SavingsGuide.

We are here to help. Visit AmerenIllinois.com or call **1.800.755.5000** and our customer service representatives will assist you.