



IN YOUR NEIGHBORHOOD

EMPOWERING
OUR COMMUNITY

AUGUST 2022

Residential Customers 1.800.755.5000

• Business Customers 1.800.232.2477

• Call JULIE Before You Dig at 811

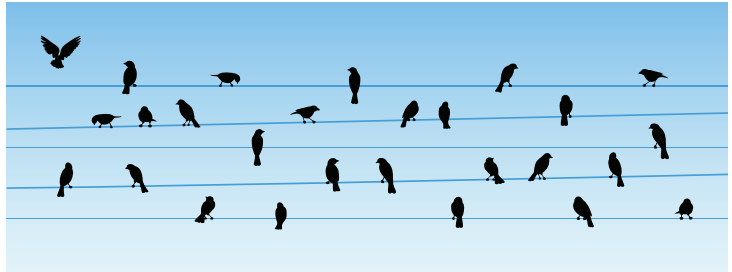
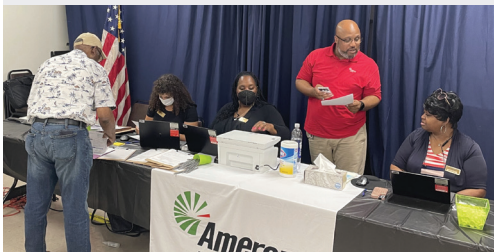
HELPING HEROES

Ameren Illinois has a long tradition of supporting our nation's military. In late June, we hosted several outreach events to provide information, resources, and energy bill payment grants to disabled veterans.

Customer Service Representatives were on hand at each event to answer questions and accept applications for the Ameren Illinois Military Support Program (AIMS). The AIMS program provides grants up to \$100 to assist with energy costs for qualified military and disabled veterans.

Attendees received free LED light bulbs, a home emergency kit, information on energy assistance programs, and energy efficiency tips and incentives.

Events were held in Granite City, Mt. Vernon, Peoria, Bloomington, Jacksonville, and Urbana.



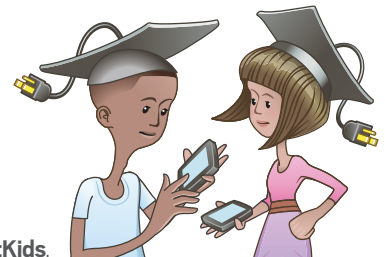
EMPOWERING EDUCATORS

- ? Ever wondered how birds can sit on power lines and not get shocked?
- ? Or why natural gas smells like rotten eggs?
- ? Or why it's smart to unplug your cell phone charger?

It's never too early to start learning about energy. Every year, our Energy Smart Kids program teaches 50,000 K-8 students about energy safety, science and efficiency.

The Energy Smart Kids website features kid-friendly videos, games and experiments that make learning fun for young people. Free standards-based guides and tests make energy education a breeze for teachers.

As the school year begins, we encourage kids, parents and teachers to take advantage of the free resources available at [AmerenIllinois.com/EnergySmartKids](https://www.AmerenIllinois.com/EnergySmartKids).



Before you break ground to plant a tree, start a landscaping project, install or move a mailbox or fence, or drive a stake into the ground, **call JULIE at 811**. No matter how small the digging project is, everyone's safety depends on it — and it's the law. Visit [Illinois1call.com](https://www.Illinois1call.com) for more information.



FAQ: POWER SUPPLY PRICES

Why are power supply prices increasing?

Inflation, increased demand for energy, insufficient renewable generation and high natural gas prices have led to an energy shortage, causing wholesale power supply prices to spike.

Does Ameren Illinois have any influence on power supply prices?

No. Ameren Illinois does not generate or sell power. Ameren Illinois is strictly an energy delivery company that carries power on our poles and wires to homes and businesses, similar to how FedEx and UPS deliver packages to the doorstep.

The Illinois Power Agency (IPA) procures wholesale electricity for residential and small commercial customers who have not switched to an alternative supplier.

Ameren Illinois purchases power at the price set by the IPA and passes those costs directly through to our customers, dollar for dollar.

What can customers do to manage higher bills?

Reducing energy usage is the best way to lessen the impact of higher supply prices. Ameren Illinois offers a variety of energy efficiency programs and incentives. Explore our Energy Savings Center at **AmerenIllinoisSavings.com**.

Customers can also apply for financial assistance and enroll in flexible payment programs like Budget Billing. Learn more at **AmerenIllinois.com/EnergyAssistance**.



TAKE ADVANTAGE OF OUR AWARD - WINNING ENERGY EFFICIENCY PROGRAMS

As temperatures and power supply prices continue to soar this summer, energy efficiency has become more important than ever. Reducing your energy usage is the single best way to lower your monthly bill.

Ameren Illinois is committed to helping customers use less energy and spend less — at home and at work. We offer a variety of energy efficiency programs for residential

customers, landlords and tenants, small and midsize businesses, public sector facilities and nonprofit organizations.

Our award-winning programs offer energy efficiency tips, tools and financial incentives that helped customers save \$35 million on their energy bills in 2021. Visit **AmerenIllinoisSavings.com** to explore programs and incentives, and shop at our online marketplace.

2021 HIGHLIGHTS

40,727

Smart thermostats
were installed in Ameren Illinois
customer homes

\$35,000,000

Energy cost savings
for our customers

7,500

Small Business
energy efficiency projects

90,636

Customers engaged
through the Market Development Initiative

NEW SCAM TARGETS SENIOR CITIZENS

While scammers have been posing as utility representatives for years, a new twist is targeting senior citizens. Ameren Illinois warns customers to be aware of scammers posing as Ameren representatives offering customers a special discounted rate of \$29.99, which is sometimes called a “senior discount.” If you receive a suspected scam call, hang up immediately and call Ameren Illinois at **1.800.755.5000** to report it.

HOW TO SPOT A UTILITY SCAM

- The caller may offer a special discounted rate and ask for **immediate payment**. The scammer will often suggest payment through cash apps, which Ameren representatives will never do.
- Scammers may also ask for immediate payment by credit card, debit card or a prepaid card to avoid service disconnection.
- Legitimate utility companies do not specify **how** customers should make a bill payment and always offer a variety of ways to pay a bill. Ameren Illinois customers can make payments online, by phone, electronic check, by mail or at in-person pay locations.

For more information, visit **AmerenIllinois.com/Scams** and follow Ameren Illinois on social media to receive the latest updates.

LEARN MORE ABOUT YOUR HOME'S ENERGY USAGE

The more you know about your home's energy use, the easier it is to save. An online account gives you access to tips, tools and information that can help you keep energy costs under control.

When you sign up for a free online account, you can access billing history and personalized reports on your home's energy usage. You can even create an energy-savings plan based on your savings goal.

To set up your free online account, visit **AmerenIllinois.com** and click the “Register” button on the right side of the webpage.

An online account offers complete account management and puts helpful energy usage information at your fingertips. Log in and learn more today!



This spring, students at Johns Hill Magnet School in Decatur learned how our linemen stay safe, and steps they can take to stay safe around electricity.



SUMMER INTERNS EXPLORE ENERGY EFFICIENCY CAREERS

Ameren Illinois' award-winning summer Energy Efficiency Internship Program aims to prepare a new generation of workers for careers in the growing field of energy efficiency. Since 2018, our summer internship program has offered a unique opportunity for college students and career-transitioning professionals to explore energy efficiency careers.

This summer we partnered with businesses and community organizations across our service territory to provide on-the-job training and industry-related education to 15 interns. This year's diverse range of internship positions helped participants build skills in HVAC installations, engineering, community outreach, film editing and more.

Learn more at
AmerenIllinoisSavings.com/MDI.

ELECTRICAL SAFETY 101

TEACH STUDENTS ABOUT ELECTRICAL SAFETY BEFORE THEY HEAD TO COLLEGE

Today's college student uses many electronics for school, work and play. If you or a loved one is heading off to college, follow these tips to make sure helpful gadgets don't become electrical hazards:

- **If you must use extension cords** in your dorm room, use them temporarily and unplug them when not in use.
- **Consider purchasing power strips** with an over-current protector, which will shut off power automatically if there is too much current being drawn.
- **Use light bulbs with the correct wattage for lamps.** If no indication is on the fixture, do not use a bulb with more than 60 watts.
- **Never tack or nail an electrical cord** to any surface or run cords across traffic paths, under rugs or furniture.
- **Keep all electrical appliances and cords safely away** from bedding, curtains, and other flammable material.
- **Do not use an electronic device** with a frayed cord or damaged plug.
- **If your lights flicker**, electronics shut off or circuits trip, notify campus staff.
- **Use only laboratory-certified** appliances and electronics.
- **If an outlet becomes overheated**, unplug everything from the outlet and notify the landlord or dorm officials immediately.

Learn more at
SafeElectricity.org



PLUG INTO SAVINGS WITH ENERGY STAR®

Purchase price is just one factor when shopping for a new appliance. It pays to consider the operating cost as well.

When shopping for a new appliance or electronic device, look for the ENERGY STAR® label for products that are independently certified to save energy and money. If you want to do a deeper dive and compare different energy-efficient

models, our Efficient Choice Tool can help you find the right product for you.

The Efficient Choice Tool analyzes product data daily across major retailers to provide you with recommendations such as best overall rating, lowest price, and most efficient.

Learn more at AmerenIllinoisSavings.com.