

# Keeping You Informed



## Dear Valued Customers,

We know you count on us every day for the energy you need, and no one wants to see higher energy bills. That's why we committed to keeping you informed about the continuing impact of high electricity and natural gas prices.

This winter heating season, Ameren Illinois is introducing the **Energy Care Plan**, a package of energy efficiency solutions, bill payment programs, and financial assistance options that give you the power to manage through these challenging times.

### Care for Your Home:

*Take control of your monthly energy costs.*

- Home Energy Assessment – Our team of experts will conduct a thorough examination of your residence to look for changes big and small that can reduce your energy usage and shave dollars off your monthly bill. Assessments are free for households that meet the criteria.
- Google Nest Thermostat – Get a \$0\* Google Nest Thermostat, tax and shipping included courtesy of the partnership between Google and Ameren Illinois. Installing a smart thermostat in your home can help improve the way you use energy and lower your bills.
- Explore more energy efficiency solutions and financial incentives.

\* Terms apply. Nest Thermostat \$129.99 MSRP. Rebate valid through Dec. 31, 2022 or while supplies last.

### Care for Your Budget:

*Manage your monthly energy costs.*

- Set up a payment agreement with 10% down and up to 18 months to repay by logging in to your Ameren Illinois account.
- Explore bill payment programs such as Budget Billing or Pick A Due Date.
- Learn about alternative choices for energy supply.

### Care for Yourself:

*Apply for direct financial assistance.*

- Low Income Home Energy Assistance Program (LIHEAP) grants are available to income-qualified customers.
- Warm Neighbors Cool Friends (WNCFF), a year-round heating and cooling assistance program to help those who generally do not qualify for financial assistance from other government or non-profit programs. Eligible households can receive up to \$350 for this heating season.

We are here to help. If you or someone you know is facing difficulty paying their energy bill, please reach out to us. Explore all options in this plan at **[AmerenIllinois.com/EnergyCarePlan](https://AmerenIllinois.com/EnergyCarePlan)**.

Sincerely,

Joe Solari

Vice President, Customer Experience