



IN YOUR NEIGHBORHOOD

EMPOWERING
OUR COMMUNITY

DECEMBER 2022

Residential Customers 1.800.755.5000

• Business Customers 1.800.232.2477

• Call JULIE Before You Dig at 811

HELP HANDLING HIGHER ENERGY COSTS

We know you count on us every day for the energy you need, and we're committed to helping you through these challenging times. Our **ENERGY SELF-CARE PLAN** offers easy-to-implement steps to reduce the impact of higher energy costs.

CARE FOR YOURSELF

Apply for financial assistance.

- **Low Income Home Energy Assistance Program (LIHEAP)** grants are available to income-qualified customers. HelpIllinoisFamilies.com | 1.877.411.9276.
- **Warm Neighbors Cool Friends** provides energy assistance for those who generally do not qualify. WarmNeighborsCoolFriends.org.



CARE FOR YOUR HOME

Take control of your monthly energy costs.

- **Home Energy Assessment** – Qualifying customers can receive a free assessment to find energy waste and solutions for their home. AmerenIllinoisSavings.com/WaysToSave.
- **Google Nest Thermostat** – Get a \$0* Google Nest Thermostat, tax and shipping included, courtesy of the partnership between Google and Ameren Illinois. AmerenIllinoisSavings.com/Nest.
**Terms apply. Nest Thermostat \$129.99 MSRP. Offer valid through Dec 31, 2022 or while supplies last.*
- Explore more energy efficiency rebates and incentives. AmerenIllinoisSavings.com/WaysToSave.



CARE FOR YOUR BUDGET

Manage your monthly energy costs.

- Set up a payment agreement at AmerenIllinois.com.
- Explore bill payment programs such as Budget Billing at AmerenIllinois.com/Options.
- Learn about your choices for energy supply at PlugInIllinois.org.



SMELL GAS? ACT FAST!

If you smell the rotten egg odor of natural gas, leave the premises immediately and call Ameren Illinois at **1.800.755.5000**. We respond 24/7 at no cost to ensure everyone's safety.



VOLUNTEERS RAMP UP QUALITY OF LIFE FOR DECATUR WOMAN

It's the season of giving, and our employees give generously of their time all year 'round to improve quality of life in their communities. In late September, Ameren Illinois employees donated their time and talents to make the world more accessible for a Decatur woman.

The woman had not left her home since suffering a stroke in February 2022. But that all changed after a team of 8 volunteers built a wheelchair ramp at her home. Prior to construction, 3 additional volunteers tackled the time-consuming tasks of designing and planning the build.

The volunteers represented Ameren Illinois' Powering Connections for All Abilities employee resource group, which builds several wheelchair ramps every year.



"The volunteers spent a weekend of their time in order to improve another's life forever," says volunteer Greg Ryan. "By the end of the second day of construction, we were physically exhausted. But watching the recipient come out of her house and use the ramp for the first time filled us with joy. That makes all the effort worthwhile."

LIGHT UP THE SEASON WITH LEDS



If you're buying new decorative lights this holiday season, choose ENERGY STAR® certified LED light strings to save energy and to help protect the environment. A decorative light string that has earned the ENERGY STAR rating uses 75% less energy than an incandescent light string — that's a gift for your pocketbook and the planet.

LEDs are Safer, Too
ENERGY STAR® rated LED light strings are more durable and shock-resistant than other light strings. They also remain cool to the touch, reducing the risk of fire.

SAVE ON A STANDBY GENERATOR

Extended power outages are a rare event in Ameren Illinois service territory. But if you want to prepare for worst-case scenarios, a natural gas standby generator can give you peace of mind. It can keep your family comfortable and connected when a service interruption occurs.

Unlike portable units, natural gas generators operate automatically within seconds of a service interruption. Ameren Illinois customers can receive a free assessment and other complimentary options with the purchase of a Generac natural gas standby generator.

For the generator to operate safely, proper installation is critical. The vendor's authorized dealer will work with Ameren Illinois to complete your installation. Visit AmerenIllinois.com/StandbyGen to learn more.

EXCLUSIVE OFFER

Generac's exclusive offer for Ameren Illinois customers includes:

- **FREE 7-Year Extended Warranty**
- **FREE 1st Year Maintenance**
- **FREE 1st Year Dealer Monitoring**

ON BEHALF OF BATS

A few years ago, Grand Prairie Friends, a non-profit conservation land trust, and researchers from the Illinois Bat Conservation Program discovered two distinct bat populations at Warbler Ridge Conservation Area near Charleston, Illinois. The Indiana Bat is listed as federally endangered, and the Northern Long-Eared Bat is federally threatened.

In the hopes of creating a hospitable habitat for the bats, help was needed. While these groups didn't have a "Caped Crusader" on speed dial, they did have Ameren Illinois.

To help create roosting areas, Ameren Illinois electric supervisor Ryan Weder and linemen from our Mattoon Operating Center set 25-foot-tall, used, cedar power poles in two different locations within the conservation area. The linemen, who volunteered their time after hours, also attached artificial bark known as Brandenbark at the tops of the poles.

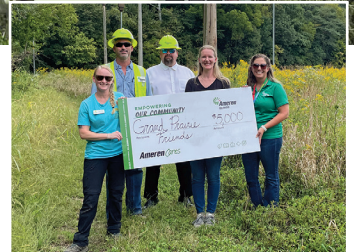
Tara Hohoff, bat biologist for the University of Illinois, is thrilled with the results she has documented since the poles were installed.



"We volunteer and assist different groups throughout the year, but this was definitely a first for me and the linemen," says Ameren Illinois Electric Supervisor Ryan Weder.

"It took a couple of years for the bats to find the manmade roosting areas, but today we see hundreds of bats using these pods," Hohoff says. "It's incredible. It usually takes many years for the bats to find artificial roosts. The success we saw right away was kind of unprecedented and neat to see."

Learn more at
GrandPrairieFriends.org and
AmerenIllinois.com/Environment.



In mid-September, Ameren Illinois surprised Grand Prairie Friends with a donation while visiting the Warbler Ridge site to check on the bats' wellbeing. Weder, along with Electric Operations Director Ron Juarez and Community Relations Executive Karly Combest, presented the non-for-profit group with a \$5,000 check.



AMEREN RANKED AMONG NATION'S TOP UTILITIES FOR ECONOMIC DEVELOPMENT

For the fourth year in a row, Site Selection Magazine has named Ameren as a Top Utility in Economic Development for the company's innovative business programs and incentives, as well as support for job-creating infrastructure. In Illinois, the company's economic development incentives have resulted in 45 economic development projects in the region and created 2,600 new jobs.

"Safe, reliable and resilient energy are among the top factors business leaders look for when scouting locations for new or expanded facilities," said Lenny Singh, chairman and president of Ameren Illinois. "For more than a decade, we've built a smarter grid and a modern natural gas system. When combined with our award-winning customer service, it has made Illinois an attractive destination for new investment by various types of businesses."

WARM NEIGHBORS COOL FRIENDS: HELPING ILLINOIS FAMILIES STAY WARM THIS WINTER



Elderly neighbors on a fixed income. Hard-working people coping with job loss. Single parents simply trying to make ends meet.

Every year, thousands of Illinois families struggle to keep their homes safe and comfortable during harsh winters and summers. You can make a difference in their lives with a donation to the Energy Assistance Foundation.

The Foundation's Warm Neighbors Cool Friends™ program targets moderate-income individuals and families who don't qualify for federal assistance. Often, these households just need a little bit of help to keep the lights on and keep a financial issue from spiraling out of control.

Your donation is tax-deductible, and 100% of contributions go directly to assist those in need. Visit [WarmNeighborsCoolFriends.org](https://www.warmneighborscoolfriends.org) to donate or learn more.

LOOK FOR THE ENERGY STAR®



Giving new electronics, gadgets or appliances this holiday season? Don't give a loved one an "energy hog." Look for the ENERGY STAR® logo for a gift that costs less to operate.

Products that earn the ENERGY STAR rating use less energy without sacrificing features, style or comfort. For example, an ENERGY STAR qualified television consumes 3 watts or less when switched off, compared to a standard TV, which consumes almost 6 watts, on average.

TURN DOWN THE THERMOSTAT. TURN UP THE SAVINGS.

Keep your home comfortable at less cost this winter by setting your thermostat as low as you comfortably can when you are home and awake. When you're away from home or sleeping, you could save as much as 10% on your heating bills by dialing your thermostat down for 8 hours.



GIVE THE GIFT OF ENERGY

Want to give someone a break from their monthly bill?

Through our Gift of Energy program, you can make a payment toward the Ameren Illinois bill of a friend, family member, 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 any time of the year – and one size fits all! Learn more or purchase at [AmerenIllinois.com/Gift](https://www.AmerenIllinois.com/Gift).