



IN YOUR NEIGHBORHOOD

EMPOWERING
OUR COMMUNITY

FEBRUARY 2022

Residential Customers 1.800.755.5000

• Business Customers 1.800.232.2477

• Call JULIE Before You Dig at 811



In addition to its overall first-place finish in the Midwest segment, Ameren Illinois ranked highest in the categories of Communications, and Billing and Payment.

J.D. POWER RANKS AMEREN ILLINOIS #1 IN CUSTOMER SATISFACTION

Ameren Illinois is No. 1 in customer satisfaction among large electric utility providers in the Midwest, according to the J.D. Power 2021 Electric Utility Residential Customer Satisfaction Study released in December.

The study measures satisfaction among residential customers in six key areas: Power Quality and Reliability; Price; Billing and Payment; Communications; Corporate Citizenship; and Customer Care.

J.D. Power noted the progress of utilities, like Ameren Illinois, that navigated a roller coaster economic environment in 2021 to not only help their local economies, but also communicate more effectively about their programs and activities.

Ameren Illinois believes that its strong service reliability, implementation of flexible billing and payment programs during the COVID-19 crisis, community involvement, and stable energy rates were also key factors in the company's top ranking.

For J.D. Power 2021 award information, visit jdpower.com/awards.

EVEN OUT YOUR MONTHLY PAYMENTS

Tired of those seasonal spikes on your power bill? With Budget Billing, your monthly bill will stay roughly the same — even when the temperature outside doesn't. This free billing option allows you to pay a set monthly payment based on your average energy usage in the previous 12 months. Call **1.800.755.5000** or visit **AmerenIllinois.com/Budget** to enroll and make your monthly payment more predictable.



NEW SUBSTATION WILL STRENGTHEN ELECTRIC GRID IN SOUTHWEST CHAMPAIGN

State-of-the-art design will serve as model for future construction

Customers living around southwest Champaign are seeing Energy at Work firsthand as Ameren Illinois continues construction on a state-of-the-art substation. The \$9.1 million facility will enhance service reliability, flexibility and load capacity of our local electric grid in Champaign and Bondville.

Substations reduce voltage from large transmission lines so electricity can be distributed to homes and businesses. The state-of-the-art design of the Champaign substation features these innovations:

- A self-contained design, which reduces the physical footprint of the substation.
- Remote equipment monitoring and cameras that will reduce maintenance costs by reducing the need for in-person site visits.
- Nearly all energized parts inside the substation are enclosed to prevent wildlife-related outages.
- Unlike many substations, the power line source from Bondville to the substation will be installed underground.



Our new southwest Champaign substation is a prototype that will serve as a design model for future substation construction throughout the Ameren Illinois service territory.

When this substation goes into service next spring, we'll have the capability to reroute power from other substations in the area to reduce the duration of outages and meet demand for reliable energy in the Champaign region.



energy assistance
FOUNDATION

WARM NEIGHBORS ♥ COOL FRIENDS

WarmNeighborsCoolFriends.org

SHARE SOME LOVE WITH FAMILIES IN NEED

This Valentine's Day, share some love with friends and neighbors who may be struggling to make ends meet. Your gift to the Energy Assistance Foundation helps provide year-round energy bill payment assistance through the Warm Neighbors Cool Friends program.

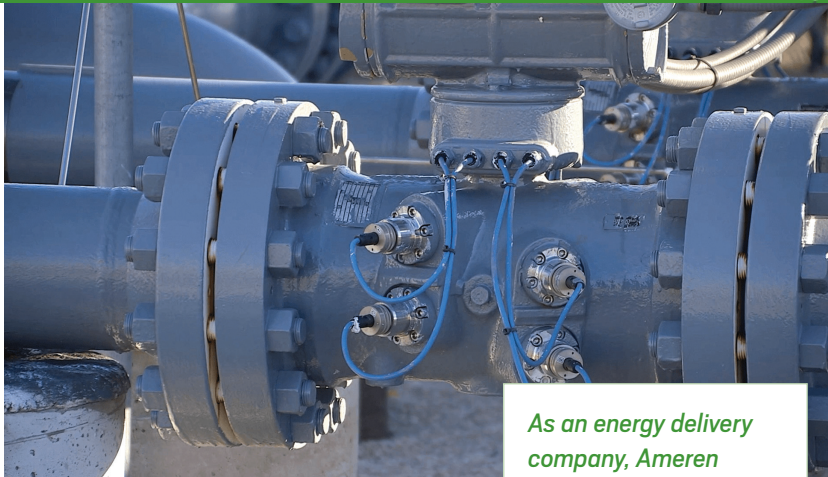
Donate online at **WarmNeighborsCoolFriends.org** or call **1.800.755.5000** to add a monthly donation to your Ameren Illinois bill. Your support provides help and hope for senior citizens and families who often do not qualify for government assistance. Your gift is tax-deductible and 100% goes directly to help those in need.

UNDERGROUND STORAGE HELPS ENSURE AMPLE NATURAL GAS SUPPLY YEAR-ROUND

Every day, more than 800,000 customers count on Ameren Illinois to deliver the natural gas they need to heat their homes. Our natural gas delivery system includes 18,500 miles of transmission and distribution pipelines across Illinois. But some of our most unique assets are made by nature.

Ameren Illinois utilizes 12 storage facilities that allow us to store natural gas anywhere from 300 feet to 3,000 feet below ground in natural geologic formations. Our largest storage field can hold 7.6 billion cubic feet of natural gas, while our smallest stores approximately 143 million cubic feet.

Our underground storage fields help us ensure that ample supplies of gas are on hand to meet peak demand during the cold winter months. They also



allow Ameren Illinois to purchase a large volume of gas in the spring and summer months, when demand and costs are lower, and store it for use later in the winter. Almost 60% of the natural gas required during a typical winter heating season comes from storage fields owned or leased by Ameren Illinois.

As an energy delivery company, Ameren Illinois purchases natural gas from various suppliers at wholesale market prices and passes the cost on to customers without any markup in price.



INCLUDE AMEREN ALERTS IN STORM PREPARATIONS

Severe weather can bring down utility poles, trees and limbs, and disrupt your electric service any time of year. Take steps now to prepare for the worst. You can start by assembling an emergency kit with the following items:

- Battery-powered radio and flashlights with fresh batteries
- Water for drinking and washing
- First-aid kit and prescription medicines
- Extra blankets
- Non-perishable food and a can opener
- Portable mobile phone charger

Another way you can prepare for an extended outage is to sign up for Ameren Alerts. These text or email messages proactively notify you about outages affecting your home or business, as well as other account news. Go to **[AmerenIllinois.com/Alerts](https://www.AmerenIllinois.com/Alerts)** or text **REG** to **AMEREN (263736)** to learn more or enroll.

LAKE THUNDERBIRD RESIDENTS SWITCH TO NATURAL GAS



Ameren Illinois delivers natural gas to more than 800,000 customers, and we grow along with the communities we serve. In recent years, we've expanded our distribution system to provide natural gas to communities and neighborhoods that previously heated their homes with propane.

In Putnam, Illinois, we recently completed the second phase of our largest propane-to-natural gas conversion project to date. Residents of the Lake Thunderbird area made the decision to switch from propane to natural gas because it's clean, convenient and affordable.

Crews installed 93,000 feet of new natural gas distribution pipeline to serve up to 500 new natural gas customers living in the Lake Thunderbird area. This spring, the remainder of individual customer service lines will be installed for those residents who have signed up to switch to natural gas.

Visit [AmerenIllinois.com/Convert2Gas](https://www.AmerenIllinois.com/Convert2Gas) to learn more, apply for service, or estimate the savings you could achieve by converting to natural gas.

12 DAYS OF GIVING CAMPAIGN SPREADS HOLIDAY CHEER



To celebrate the season of giving, Ameren Illinois gave a total of \$60,000 to nonprofit organizations as part of a special "12 Days of Giving" campaign. Twelve different nonprofit organizations across our service territory were awarded \$5,000 to help meet the needs of local residents through the holidays and beyond. Visit our Facebook page to watch the surprise donations unfold. In 2021, Ameren Illinois contributed \$2.7 million to more than 190 organizations.

The following organizations each received a surprise \$5,000 grant:

- **Call for Help, Inc.**, East St. Louis
- **Crisis Center Foundation**, Jacksonville
- **Eagles Nest of St. Clair County**, East St. Louis
- **Eden's Glory**, Maryville
- **EPIC**, Peoria
- **Haven House**, Marion
- **Home Sweet Home Ministries**, Bloomington
- **Knox County Child Advocacy Center**, Galesburg
- **Mini O'Beirne Crisis Nursery**, Springfield
- **Project Success**, Danville
- **SWAN (Stopping Woman Abuse Now)**, Olney
- **Carbondale Warming Center**, Carbondale



WHY NATURAL GAS?

Natural gas offers many advantages over propane and other fuels:

- **Affordable:** Ameren Illinois natural gas prices are relatively low and stable, while propane prices tend to be volatile.
- **Convenient:** With natural gas, you never have to worry about running low on fuel, scheduling tank refills or maintaining storage tanks.
- **Safe:** When used properly, natural gas is an extremely safe fuel choice. In the rare event of a leak, we respond quickly, day and night — at no charge to the customer.
- **Reliable:** Our pipeline system provides natural gas on demand, so it's always there when you need it.
- **Clean:** Natural gas is the cleanest-burning fossil fuel, so it is less harmful to the environment.