



IN YOUR NEIGHBORHOOD

EMPOWERING
OUR COMMUNITY

FEBRUARY 2023

Residential Customers 1.800.755.5000

• Business Customers 1.800.232.2477

• Call JULIE Before You Dig at 811



In 2022, Ameren Illinois contributed more than \$3.2 million to agency programs and services that benefit children and families in Illinois. The donations were made possible through the AmerenCares program.

12 DAYS OF GIVING SURPRISE DONATIONS

A surprise donation from Ameren Illinois made the holiday season a little brighter for 12 nonprofit organizations serving children and families across our service territory. Each agency, thinking they would receive \$1,000 toward their holiday giving programs, were delightfully surprised when employees from Ameren Illinois showed up with a check for \$10,000 during our "12 Days of Giving" campaign:

- The Well Experience (Urbana)
- The Survivor Center of Vermillion County
- Peoria Public Schools Foundation
- We Care (Morton)
- Compass for Kids (Springfield)
- Violence Prevention Center of Southwestern Illinois
- Community Lifeline/New Life Community Church (East Saint Louis)
- God's Shelter of Love (Decatur)
- Project Santa - Western Illinois Regional Council
- New Directions Warming & Cooling Center (Jacksonville)
- The Survivor Empowerment Center (Carbondale)
- The Amy Schulz Child Advocacy Center (Mt. Vernon)

The funds provided year-end support for programs focused on basic critical needs, food insecurity, mental and physical health, violence prevention, and equitable education and mentorship resources.

NEED 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 Care Plan offers simple steps to reduce the impact of higher energy costs through energy efficiency solutions, bill payment options, and financial assistance resources. Visit AmerenIllinois.com/EnergyCarePlan to learn more.



GREENUP CUSTOMERS WILL BENEFIT FROM GRID MODERNIZATION PROJECT



The enhancements in Greenup are part of Ameren Illinois' multiyear initiative to modernize our energy delivery system. Since 2012, we have implemented hundreds of projects, added new technology, and strengthened poles, wires and distribution equipment. As a result, service interruptions have decreased on average by 23%.

As part of our statewide plan to build a cleaner, greener, more resilient grid, Ameren Illinois recently completed phase one of a two-year grid modernization project to enhance service reliability for residents of Greenup.

Phase one of the grid modernization project began last summer when crews replaced more than 70 poles and high voltage power lines along a 3.7-mile route on the west side of Greenup to the company's Jewett Substation.

With the installation of composite poles, larger wooden poles, and T2 power lines, the electric infrastructure is better able to withstand the impact of high winds and ice accumulation on power lines.

Phase two of the project begins early in 2023 to upgrade 3.5 miles of high voltage power lines and replace 65 poles between Greenup and Jewett.

With these enhancements, Ameren Illinois is taking proactive steps to prepare for the future needs of our electric customers.

Feeding a Need

Ameren Illinois employees from more than 30 locations across the state collected donations and non-perishable food items for local food pantries. More than 21,000 pounds of food was collected!

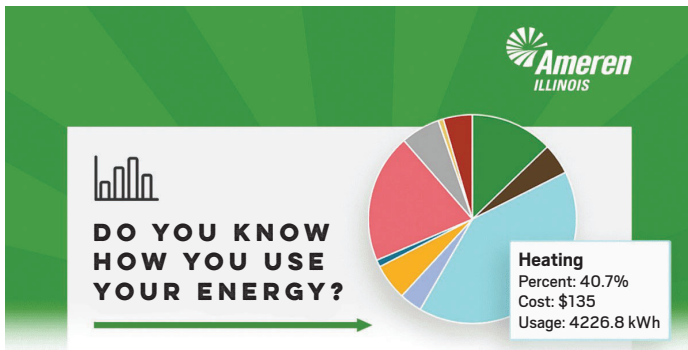


SUPPORTING THOSE WHO SERVED



Last fall, Ameren Illinois was proud to support the 14th annual Stand Down for Homeless Veterans event hosted by Goodwill of Central Illinois. The Peoria event drew hundreds of veterans who were given warm winter clothing, including hats, gloves, scarves, jackets and boots, along with hygiene products. The event also featured workshops on topics such as post-traumatic stress disorder (PTSD), sobriety, and suicide prevention.





HOW MUCH DO YOU KNOW ABOUT YOUR HOME'S ENERGY USE?

Make the most of your online account

Knowledge is power, and the Energy Insights feature on your online account empowers you to save.

With Energy Insights, it's easy to see trends in your energy usage and take steps to lower your overall energy costs. Your usage is broken down into easy-to-understand charts with valuable insights to help you save energy and money.

- See your data usage, identify patterns, and find ways to save money after taking a short survey.
- View a breakdown of energy usage by the hour, day, year, and when the temperature changes.
- Compare your home's energy usage to other similar homes.

- Receive personalized recommendations for lowering your energy bill.
- Enroll in usage alerts to help you track your costs throughout the month.

When you understand how energy is used in your home, you can start to gain control over your energy spending. These energy-tracking tools are available to any Ameren Illinois customer with an online account. Learn more at AmerenIllinois.com/EnergyInsights.

AMEREN ONCE AGAIN RECOGNIZED AS MILITARY FRIENDLY® EMPLOYER



Veterans returning home are finding success in careers at Ameren, which earned recognition from VIQ TORY as a Military Friendly Employer of service members and their spouses for the 14th consecutive year.

As a major participant in the U.S. Chamber of Commerce's Hiring Our Heroes program, Ameren provides active service members with enhanced training and onboarding sessions during their final six months of active military service. Many of these participants stay on in full-time careers at Ameren.

Ameren also sponsors the Ameren Military-Veteran Employees (AMVE) group that provides support for military and veteran employees, and sends care packages to active-duty co-workers and their families.

"We're honored that these men and women who have served our country are now choosing to serve our customers."

— Mark Lindgren

Senior VP & Chief Human Resources Officer, Ameren

Veterans and active-duty military interested in working at Ameren can learn more at Ameren.com/MilitaryRecruitment.

BEWARE OF AGGRESSIVE NEW SCAM TACTICS

Across the nation, energy customers continue to be targeted by sophisticated scammers that regularly alter their tactics. Here are some of the most recent scam tactics we are seeing locally:

- **Posing as Ameren Illinois employees:** Scammers often pose as Ameren Illinois employees, threatening to disconnect service if a customer fails to make an immediate payment. Typically, scammers ask customers to use a prepaid card or cash app.
- **Request smart meter installation payment:** Scammers are now asking customers to make an immediate payment for a new smart meter installation or risk having their service disconnected.
- **Immediate partial payment:** A new scam involves an offer to forgive the full amount due on your statement if you make an immediate partial payment using a cash app.
- **Charity scam:** Social media posts are engaging customers with an offer that a charity will pay for their energy bills if the customer makes a partial payment by money transfer.

Ameren Illinois works closely with local and national law enforcement to monitor and report scammers and their ever-changing tactics targeting our customers. In addition, our year-round scam awareness campaign aims to educate customers on how to spot and report a scam.



Protect yourself; never purchase a prepaid card to avoid service disconnection. Legitimate energy 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.

If you suspect someone is impersonating an Ameren Illinois employee, end the conversation and immediately call us at **1.800.755.5000**.

Learn more about energy scams at [AmerenIllinois.com/Scams](https://www.AmerenIllinois.com/Scams) and follow us on social media to receive the latest updates.

BEST ENERGY TIPS THIS WINTER

You don't have to sacrifice comfort to save energy and money. Here are some simple ways to stay warm this winter.

Dial It Down

- When you are home and awake, set the thermostat as low as is comfortable.
- When you are asleep or out of the house, turn the thermostat down even more.
- Lower the temperature of the water heater to the warm setting (120°F) to save energy and prevent scalding.

Seal It Up

- Add caulk or weatherstripping to seal air leaks around leaky doors and windows, utility cut-throughs for pipes, and gaps around chimneys.
- Cover drafty windows with a heavy-duty clear plastic sheet, or tape clear plastic film to the inside of window frames.
- Keep the fireplace damper closed unless a fire is burning.