



IN YOUR NEIGHBORHOOD

EMPOWERING OUR COMMUNITY

SEPTEMBER 2024

Residential Customers 1.800.755.5000 • Business Customers 1.800.232.2477 • Call JULIE Before You Dig at 811



From left: Marty Lyons, chairman, president and CEO, Ameren; Scott Hixson, manager, Data Analytics, Ameren Services in St. Louis; Scott Lithgow, supervisor, Gas Dispatch, Ameren Illinois in Decatur; Jeff Berry, superintendent, Gas Operations, Ameren Illinois in Kewanee; and Lenny Singh, president, Ameren Illinois, at the 2023 President's Excellence Award celebration.

“Our customers know the importance of calling us if they smell natural gas in and around the home. This project demonstrated that we could leverage advanced metering data for early detection and do even more to ensure customer safety.”

– Eric Kozak
Vice President of Natural Gas Operations,
Ameren Illinois

AMEREN EMPLOYEES WIN AWARD FOR NATURAL GAS LEAK DETECTION

This summer, the American Gas Association (AGA), a national organization of which Ameren Corporation is a member, honored three Ameren employees for using customer natural gas usage data to proactively identify leaks at customers' residences.

Ameren's Jeff Berry, Scott Lithgow, and Scott Hixson created a process to pull natural gas usage data from a customer's advanced meter and flag usage patterns indicative of a potential natural gas leak. In its first year of implementation, 93 natural gas leaks were identified before the customers noticed and reported it to the utility. Ameren contacted each customer and performed a leak investigation prior to crews arriving to make any necessary repairs. This same process also helped identify 55 water leaks at customer homes.

In presenting the Ameren team with its award for research and innovation, AGA leaders noted that the potentially life-saving process could serve as a model for other natural gas utilities across the nation, and beyond.

Earn a Bill Credit. Charge Overnight.



Electric vehicle owners can save money on charging by enrolling in our ChargeSmart program. By charging your EV overnight from 11 p.m. to 7 a.m., and shifting your household electric usage on major appliances, you can lower your energy delivery charges on your monthly bill. Plus, for the first 12 months, you get a \$4 bill credit for enrolling in ChargeSmart.

Visit AmerenIllinois.com/ChargeSmart

or scan the QR code to learn more about how small shifts in your energy usage can help you charge for less.



UPGRADES ENHANCE ELECTRIC GRID IN MORRISONVILLE



Work completed this spring and summer helped to strengthen the electric grid serving the town of Morrisonville. Our crews upgraded a transformer and three power poles to help the grid better withstand the impact of storms, prevent outages and improve reliability for residents.

Across our service territory, modernization efforts like these continue to make our electric delivery system more resilient. That means the power grid is able to better withstand severe weather and recover more quickly from major power disruptions. With today's volatile weather patterns, it's important to proactively replace aging equipment, install the latest technologies and develop more intelligent and redundant systems to keep the lights on.

Old Poles Get New Life

Ever wondered what happens to old power poles? Ameren Illinois partners with Blackwood Solutions, a recycling company that specializes in repurposing or recycling old or broken power poles for fencing, landscaping or building materials. In 2023, we diverted nearly 1,800 tons of wood waste from being discarded into landfills.



Ameren Illinois Completes Natural Gas Upgrades in Alton

Over the summer, Ameren Illinois completed work to modernize our natural gas system in Alton. Crews replaced approximately one mile of natural gas steel pipeline dating back to the late 1920s and 13 individual customers' natural gas services with modern, corrosion-resistant polyethylene materials. These proactive steps will ensure the continued safe, reliable delivery of natural gas today, while preparing us to meet the future needs of our natural gas customers.

The Power of Repurposing

2023 Recycling Results Across Ameren



3.6 MILLION

*Pounds of
Material Recycled*



4,600

Trees Saved



5,400

*Cubic Yards Diverted
from Landfill*



230,000

*Pounds of CO₂
Sequestered*

Building Communities Stronger

Ameren Illinois Supports Home Builds in Mattoon



From left: Ron Juarez, Ameren Illinois Electric Operations director for the East Region; Colby Sawin, Ameren Illinois Gas Operations director for the East Region; Melissa McDaniel, Habitat director; and Rance Higgins, Habitat treasurer.

Ameren Illinois is committed to building stronger communities. We applaud Habitat for Humanity's efforts to break the cycle of poverty and improve quality of life through home ownership.

Thanks to the Coles County Habitat for Humanity, two deserving families will soon settle into new homes in Mattoon. We are proud to support the Coles County affiliate for the fifth consecutive year.

The 44 homes built to date by Coles County Habitat for Humanity are providing safe, decent and affordable housing for more than 150 individuals.

Get a Head Start on Heating Season

In the average home, about half of the energy costs go toward heating and cooling. The following tips will help you get a head start on winter and stay warm without wasting energy.

- ❄ Schedule a furnace inspection now to be sure your unit operates safely and efficiently through winter.
- ❄ Caulk and seal gaps around windows and doors. Don't forget door frames, mail slots, attic hatches and leaky furnace air ducts.
- ❄ Make sure the dampers on your heating vents are open and not blocked by any furniture or drapes so air can flow freely through your home.
- ❄ Replace your furnace filter every 30 days and clear your vents of any dust or pet hair. This will help your unit run more efficiently.

Visit [AmerenIllinoisSavings.com](https://www.AmerenIllinoisSavings.com) for more tips and rebates on energy-efficient equipment for your home or business.



Grant Program Helps Spruce Up Public-Owned Properties

Communities looking to spruce up their publicly owned properties should check out Ameren Illinois' Right Tree, Right Place program. The grant program gives municipalities at least \$500 for tree planting and removal projects. Grant funds can also be used for:

- ✿ Maintenance of existing trees
- ✿ Developing a community-wide tree management plan
- ✿ Obtaining a Tree City USA certification

Applications are accepted from April to August. Funds will be awarded in November.

For more information please visit:

AmerenIllinois.com/Grants



AMEREN RECOGNIZED AS 2024 TREE LINE USA UTILITY



Ameren is proud to once again be named a Tree Line USA utility for pursuing best practices that protect and cultivate America's urban tree canopy. In addition, Tree Line USA promotes delivering safe and reliable electricity while maintaining healthy community forests.

Ameren earned the Tree Line USA recognition by meeting five program standards: quality tree care, annual worker training, tree planting and public education, a formal tree-based energy conservation, and sponsorship or participation in an Arbor Day celebration.

When trees are properly pruned and maintained around power lines, customers benefit from increased service reliability because those trees have healthier root systems, less structural weakness and result in fewer downed lines during storms.

Learn more at ArborDay.org/TreeLineUSA

Plan Before You Plant

Planning ahead can help protect your tree and your power. Be sure not to plant trees under power lines, too close to utility poles or around any electrical equipment.

Avoid these common mistakes:

- ✗ Planting a tree that grows to be large near a power line.
- ✗ Planting trees and shrubs too close to a pad-mounted transformer.
- ✗ Planting trees and shrubs that block access to poles and electrical equipment.
- ✗ Not calling 811 to have buried utilities marked on your property before digging.

"We know homeowners don't want to lose mature trees in their yards because they are growing too close to the power line," says Richard Johnson, manager, Vegetation, Ameren Illinois. "Selecting the right tree and the right location for it will help ensure it can grow there for decades to come without posing any risk to your electric service."

WHAT IS A "HAZARDOUS TREE?" (sample below)

