

# Common Terms and Definitions On Customer Bill Statements

Following are common terms and definitions which appear on your Ameren Illinois electric and natural gas bill statement. For additional terms appearing on bills, but not shown below, go to [AmerenIllinois.com/MyBill](https://www.amerenillinois.com/MyBill).

**Clean Energy Assistance Charge** – Recovers costs associated with the purchase of zero carbon energy supply.

**Customer Charge** – Recovers costs of providing electric and natural gas service that occur even if no energy is used in the billing period. Included in the charge are billing, customer support and other supplemental charges. For gas service, this also recovers basic gas metering costs.

**Customer Generation Charge** – Recovers costs of rebates issued to customers who use smart inverters as part of their renewable generation equipment.

**Distribution Delivery Charge** – Recovers costs of infrastructure, maintenance and services incurred by the utility to deliver energy to customers through the distribution system.

**EDT Cost Recovery** – Recovers a tax imposed by the State on the distribution of electricity. The tax is based on the quantity (kWh) of electricity provided to all delivery service customers.

**Electric Environmental Adjustment, Gas Environmental Adjustment or Recovery of Coal Tar Costs** – Recovers costs incurred by the utility for environmental clean-up of former gas manufacturing sites.

**Electric Supply** – You have the option to choose the company that provides your electric supply. Ameren Illinois does provide electric supply through a fixed rate for qualifying customers or hourly rates for all customers who do not choose an alternate Retail Electric Supplier. All costs are passed through dollar for dollar with no markup.

**Energy Efficiency Programs Charge** – Recovers costs, fees, and charges for energy efficiency programs and electric demand response measures to help customers use electricity and natural gas more efficiently.

**Energy Transition Assistance Charge** – A charge collected by the company and remitted to the State to support programs for renewable energy workforce and contractor development, investments and community support, and administration of energy and justice efforts.

**Invested Capital Tax Adjustment** – A mechanism to recover or refund changes to gas delivery service costs resulting from changes in the amount of invested capital taxes.

**Low Income Credit Adjustment** – Recovers the costs incurred to provide a discount to qualified low-income customers. This charge is applicable to all customers who receive natural gas service from the company, except customers with delivery rate GDS-7.

**Meter Charge** – Recovers the basic costs of providing electric metering services if they are provided by the utility.

**Purchased Gas Adjustment Charge** – Recovers the costs of purchasing natural gas on behalf of customers. All costs are passed through dollar for dollar with no markup.

**Qualifying Infrastructure Plant Surcharge** – Recovers costs incurred by the utility for certain natural gas infrastructure improvements. Surcharge may be abbreviated as “Surchg” on the bill.

**Renewable Energy Adjustment** – Recovers costs associated with the purchase of energy from renewable resources.

**Variable Income Tax Adjustment** – A mechanism to recover or refund changes to gas delivery service costs resulting from changes in corporate income tax rates.

**Volume Balancing Adjustment** – An adjustment made to the April through December natural gas bills to balance actual delivery service revenues with approved annual revenue levels based on predicted normal weather.

## SUBMITTING A CLAIM FOR AN EXTENDED POWER OUTAGE

Ameren Illinois takes providing our customers with reliable power seriously. We continue to make investments in our electric infrastructure to reduce the number of and duration of power outages and improve the quality of energy we deliver to our customers. However, should certain causes of power interruptions, outages, surges or other fluctuations occur, Section 16-125 (e) or (f) of the Illinois Public Utilities Act may allow customers to receive payment for actual damages. For more information on qualifying outages, how claims are processed or to submit a Claim Statement, go to [AmerenIllinois.com/Claims](https://www.amerenillinois.com/Claims) or call 1.800.781.2075.