



## AMEREN ILLINOIS EMERGENCY OPERATIONS CENTER FACT SHEET

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- Located in Decatur, the Emergency Operations Center (EOC) is the nucleus of all storm preparation and response efforts across the entire Ameren Illinois service territory.
- EOC staff utilizes advanced technology to track the weather, monitoring everything from incoming fronts to wind speeds.
- The EOC may issue an alert when severe weather is forecast. This proactive approach helps to ensure all personnel is prepared and ready to respond.
- When strong storms do strike and cause widespread outages, the EOC officially opens and becomes a 24/7 war room where highly trained professionals help to manage all aspects of storm response for customers.
- The room also contains large monitors that track outage numbers in real-time, as well as the duration of the entire storm event
- This centralized hub is especially critical when it comes to streamlining communication across the entire 43,700 sq. mile service territory.
- The EOC is responsible for many specific tasks, including:
  - Coordinating the deployment of personnel and resources to impacted areas
  - Strategically dispatching and placing storm trailers/mobile supply warehouses
  - Mutual assistance with utilities in other states (when necessary)
  - Linemen logistics, including food, lodging and laundry

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