



NEWS RELEASE

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FOR IMMEDIATE RELEASE

## **Ameren Illinois activates Emergency Operations Center** *Crews called to restore power to communities in northern part of territory*

**COLLINSVILLE, Ill. (Nov. 25, 2018)** – Due to an evening storm with heavy winds, Ameren Illinois activated its Emergency Operations Center (EOC) at 8:00 p.m. The EOC will be staffed around-the-clock to coordinate service restoration, logistical support and communications.

“We have a very well-defined restoration plan that details roles and responsibilities,” said Ron Pate, senior vice president of Operations and Technical Services, Ameren Illinois. “We are calling more than 150 contractors and Ameren Illinois crews from other areas. We will be out in force to restore power to our customers as quickly and safely as possible.”

As of 8:30 p.m. approximately 7,000 Ameren Illinois customers were without power in the northern part of the territory including the counties of Bureau, Knox, Henry, Fulton, LaSalle, and Peoria.

Ameren Illinois President Richard Mark added, “Customers are also reminded to take precautions to protect themselves and their families, including staying away from downed power lines and immediately reporting any downed lines to Ameren Illinois.”

### **Customer safety tips**

The measures customers should take to prepare for a power outage are similar to those needed to prepare for any emergency situation.

- Call Ameren Illinois at 1-800-755-5000 as soon as possible to report a downed line, natural gas odor, or an outage.
- Residents are reminded to stay away from downed power lines because these lines may still be energized. Stay away from brush, shrubs and fallen trees that may be hiding these lines.
- Sign up for outage alerts and we will text or e-mail restoration updates after you report an outage. Learn more at [Ameren.com/alerts](http://Ameren.com/alerts).
- If your electric service is interrupted, be sure to unplug or protect sensitive computer and electronic equipment with a high-quality surge protector.

Real-time outage details and safety information are available at **AmerenIllinois.com**. Customers and media can also receive updates on outage restoration by following the Ameren Illinois news feed at **[twitter.com/AmerenIllinois](https://twitter.com/AmerenIllinois)** and **[Facebook.com/AmerenIllinois](https://Facebook.com/AmerenIllinois)**.

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