



## AMEREN ILLINOIS MUTUAL ASSISTANCE FACT SHEET

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- Ameren Illinois delivers electricity to 1.2 million electric and 816,000 natural gas customers in central and southern Illinois.
- For the majority of the weather-related outages across the 43,700-square-mile service territory, Ameren Illinois' 650 linemen and support teams - along with several hundred contractor-based linemen - get the lights back on quickly and safely.
- Sometimes, however, the system experiences a level of damage that is more than our crews and contractors alone can handle. In these scenarios, we're fortunate to draw on the shared resources of the Midwest Mutual Assistance Group for help.
- Mutual assistance enables Ameren Illinois to pull in additional linemen, trucks and equipment from utilities in other states to assist with large-scale outages. In approximately 24 to 36 hours after a storm, the Network may have 1,000 to 2,000 additional boots on the ground in our territory, working hand-in-hand with local crews to safely restore customers.
- Similarly, our personnel may be dispatched to assist with emergency restoration efforts in other states. This back and forth sharing of resources helps to facilitate a quicker and more efficient response.
- There are certainly differences between the utilities, but the basics of putting up poles and stringing wire is generally the same. That said, whenever a utility is dispatched to a new service territory, there is generally a brief orientation to learn any special operational practices.
- The Midwest Mutual Assistance Group includes: Illinois, Missouri, Wisconsin, Iowa, Minnesota, Colorado, New Mexico, Nebraska, Kansas, Oklahoma, Texas, Arkansas, Indiana, Ohio, Kentucky and Tennessee.

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