



Ameren Illinois COVID-19 Preparedness and Response

Impact on operations

- Ameren Illinois is taking proactive measures to help ensure the safety of co-workers, facilities and the communities we serve.
- Since the outbreak of COVID-19, our team has been working around the clock to ensure we can continue delivering essential services to customers.
- Like Police, Fire and other emergency personnel, our natural gas and electric employees are considered essential service providers, making them **exempt** from the Governor's statewide stay-at-home order.
- As a company, we will continue to plan and prepare to mitigate risks and disruptions that may result from the COVID-19 pandemic.

Important information for customers

- Ameren Illinois wants all customers to know that while we are adjusting protocol based on guidance from federal, state and local health authorities, they can depend on us to keep the lights on and natural gas flowing.
- Electric crews will still respond to power outages and work diligently to get customers restored as quickly and as safely as possible. Additionally, we'll be ready if severe weather strikes.
- Customers should also continue to call 1.800.755.5000 if they suspect a natural gas leak. Gas crews will respond 24/7/365 to ensure everything is safe but take extra precautions to mitigate risks associated with COVID-19.

Precautionary Steps

- The Ameren crisis team has laid out several new policies for mitigating the risks associated with COVID-19.
- Social distancing – crew members will stay at least six feet from others and avoid shaking hands with customers.
- Gloving and Eyewear – crew members will wear protective gloves and eyewear.
- Home visits – crew members will still enter customer homes for relights, natural gas leaks and other emergencies, but take extra precautions before doing so.