



**STOP  
SCAMMERS**

Ameren customers should **BE AWARE** of telephone, mail, email, door-to-door, and other in-person scams that involve people posing as Ameren representatives.

## COMMON UTILITY SCAMS:



### TO STEAL MONEY

Impersonating Ameren representatives and threatening to disconnect utility service if payment is not received immediately to steal money or personal information.



### TO SWITCH SUPPLIERS

Impersonating Ameren representatives or pretending to be an Ameren partner to get personal information and switch your energy supplier. We don't endorse suppliers. It's your choice.



### TO ROB OR HARM

Impersonating Ameren representatives to gain access to your home with the intentions of harming or robbing you.



**UTILITIES UNITED**  
AGAINST SCAMS

For more information, visit  
[AmerenIllinois.com/Scams](http://AmerenIllinois.com/Scams)



## SUSPECT AN IMPOSTOR?

- Hang up the phone, or close the door, and call Ameren Illinois at **1.800.755.5000**.
- Never call a phone number that is not listed on the Ameren website or use redial on your phone.
- Do NOT purchase a prepaid card, such as a Green Dot card, or provide any other form of payment that the caller or visitor is demanding.
- Never give out personal information such as bank account numbers, user names and passwords, credit card numbers, or Social Security numbers.
- If someone comes to your door and claims to be a utility worker, ask to see their employee ID and call us if you want to confirm the purpose of the visit.
- Delete all suspicious emails that require immediate action to verify or demand personal information.
- Before choosing your supplier, research your options at **AmerenIllinois.com/ElectricChoice**.
- Understand that Ameren does not partner with retail electric suppliers and will never solicit you to obtain your supply business.

**GENERAL INQUIRIES:** 1.800.755.5000

**BUSINESS INQUIRIES:** 1.800.232.2477



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AGAINST SCAMS

*Ameren has joined more than 130 utilities nationwide to raise awareness of scam tactics and educate customers before they become victims. Visit **UtilitiesUnited.org** to learn more about the effort energy companies are doing to stop scammers. Know the signs to #StopScams.*