

Energy Assistance Portal

Agency Guide v2.0



WELCOME Ameren Missouri Energy Assistance Agencies

**The Ameren Missouri Energy Assistance Portal (EAP)
gives you 24/7 online access to:**

- ✓ **Prepare for client meetings ahead of time.**
- ✓ **Avoid waiting for information you need now.**
- ✓ **Make your agency pledges online.**

Questions about the Energy Assistance Portal?

Please contact us!

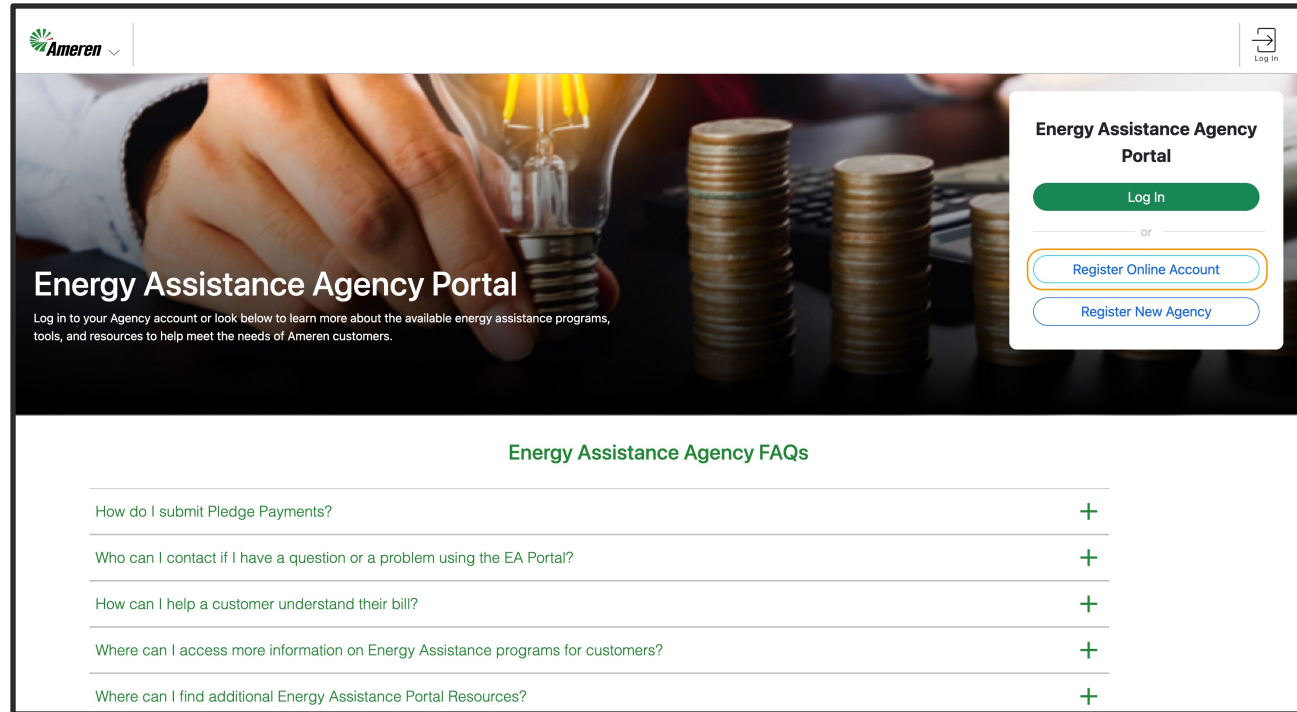
Email: EAssistance@ameren.com

Phone: 1.800.894.5211

Website: <https://eap.ameren.com/missouri>

The Registration Process

The first person to register from your agency will be the Agency Administrator. Please make sure the first person who registers is the person from your agency who is responsible for approving or denying other agency users.



The Registration Process

The Agency Administrator (first person to register) will fill out the information on the New User Registration screen. Once all fields are filled, click the "Submit" button.

If a "User already exists" error appears during registration, please confirm this email is not already being used in any of Ameren's portals.

The screenshot shows the 'New User Registration' form on the Ameren website. The form is divided into several sections: Personal Information, Contact Information, Password, and a final submission area. Callouts highlight specific parts of the form:

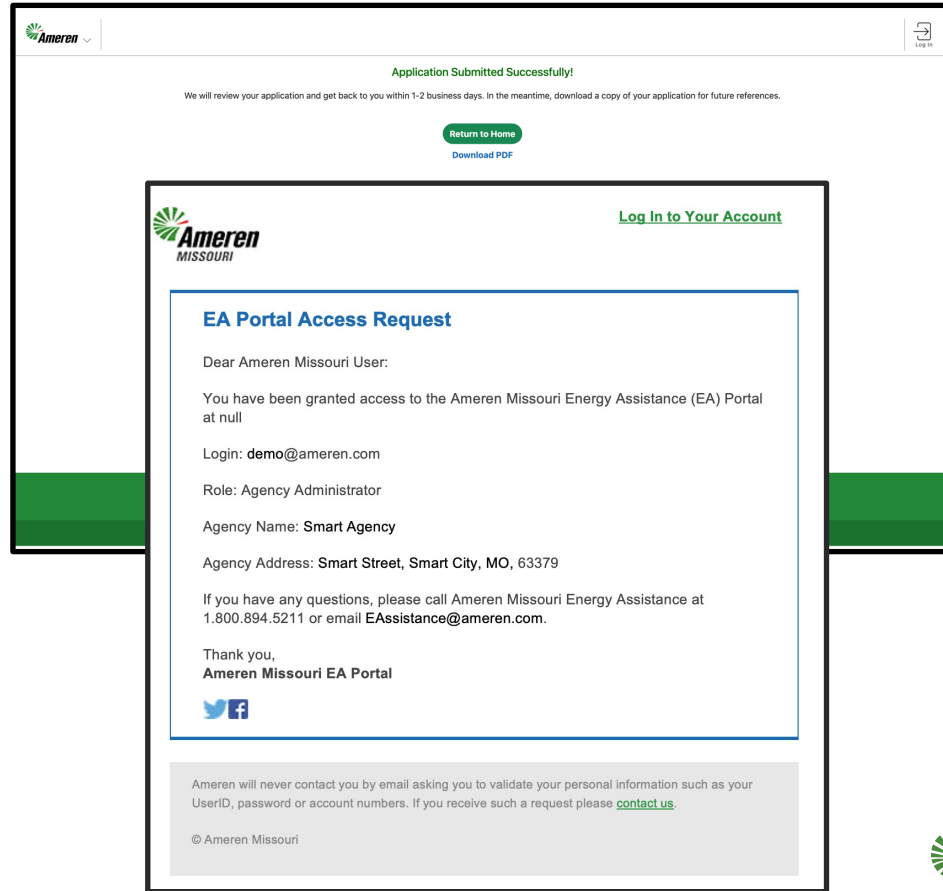
- Contact Information Callout:** This callout shows the 'Email Address', 'Confirm Email Address', 'Phone Number', 'Agency Pin', and 'State' fields. The 'Agency Pin' field contains the value '12678' and has a red border with an information icon and the message 'This agency pin is invalid.' The 'State' dropdown menu is set to 'Missouri'.
- Password Callout:** This callout shows the 'Create Password' and 'Confirm Password' fields, both containing masked text. Below these fields are two checkboxes for accepting the Privacy Policy and Terms and Conditions, both of which are checked. A red message box at the bottom of the callout states 'Sorry, User already exists.' and a green 'Submit' button is visible below it.

The main form includes a 'Back' link, a 'Submit' button, and a footer with the Ameren logo, copyright information, and links to the Site Map, Legal & Privacy, and Employee Login pages.

The Registration Process

The Agency Administrator will receive an approval email from Ameren Missouri Energy Assistance.

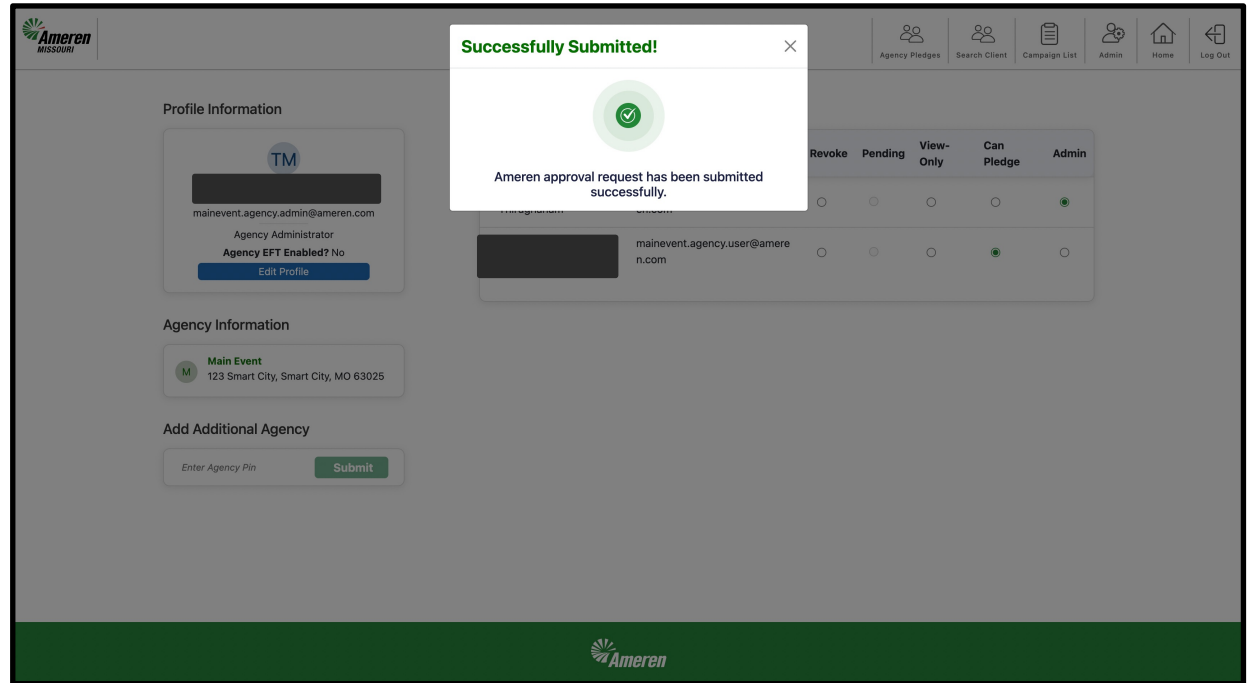
Once this email is received, other agency users can register for access.



The Registration Process

When an agency user submits their registration, the Agency Administrator will need to approve or deny the request for access to the portal.

NOTE: The Agency Administrator can remove access for any user.



Selecting a Client

To search for a new client, click on “Search Client” from the top right menu bar. You will need at least two of the following to search for a client:

- Bill Account
- Account Name
- Client SSN

The screenshot shows the Ameren Missouri 'Agency Pledges' interface. The top navigation bar includes the Ameren Missouri logo, the address 'Main Event 123 Smart City Smart City MO 63025', and several icons: 'Agency Pledges', 'Search Client' (highlighted with a yellow box), 'Campaign List', 'Admin', 'Home', and 'Log Out'. Below the navigation bar, the 'Agency Pledges' section features a 'Pay Via EFT' button, a search bar, and filters for 'Select Date', 'Pledge Type', and 'Pledge Status'. A table of pledges is visible in the background, with columns for 'Account Number', 'Client', 'Pledge Date', 'Requested By', 'Pledge Type', 'Pledge Amount', 'Status', 'Date Satisfied', 'Campaign ID', and 'Campaign Name'. Overlaid on the table is a 'Search New Client' modal window. The modal has a title 'Search New Client' and a subtitle 'Provide any two inputs to search'. It contains three input fields: 'Account Number', 'Account Name' (with a note '(Without Spaces & Hyphens)'), and 'Client SSN'. A green 'Search' button is at the bottom of the modal. The footer of the page includes the Ameren logo, copyright information 'Copyright © 2023 Ameren Services', and links for 'Site Map', 'Legal & Privacy', and 'Employee Login'.

Account Number	Client	Pledge Date	Requested By	Pledge Type	Pledge Amount	Status	Date Satisfied	Campaign ID	Campaign Name
		2023-01-26		MO EA (Energy Assistance)	\$7.00	Open			
								100220	Thiru camp 2
								100215	Thiru camp
								100215	Thiru camp
								100206	Thiru camp 1
								100215	Thiru camp

Viewing Client Details

A successful client search will display the Client Quick View page, which includes the **Summary of the Bill Account, Payment Agreement** details, and **Budget Billing** information (if the client is enrolled).

Ameren Missouri Main Event 123 Smart City, Smart City MO 63015

Agency Pledge Search Client Campaign List Admin Home Log Out

Client

- Client Quick View
- Billing and Payment History
- Pledge Notifications
- Disconnect History
- Client Pledge
- Pledge Entry

Client Quick View

Collection Status : Not In Collections

Cash Only : NO

SSN : [REDACTED]

Company : Missouri

Account Balance : \$3,615.47

Ameren is Primary Heating Vendor? : YES

Total Customer Payments : \$00.00 (past 90 days)

Total Energy Assistance Payments : \$00.00 (past 90 days)

Pending Payments : \$00.00

Pending Pledges : \$00.00

Service Type : ELECTRIC

Unbilled Payment Agreement : \$00.00

Unbilled Deposit Balance : \$00.00

Budget Billing Amount : \$00.00

Cut Out Non-Pay Count : \$00.00 (past 12 months)

Broken Payment Agreements : 0 (past 12 months)

Minimum Payment : \$3,615.47

Account Start Date : May 30, 2020

Payment Agreement

Options	Required Payment :	Payment Due Date :	Number of Monthly Installments :	Installment Amount :
Minimum Payment Due The minimum amount required to pay the balance due on your account and prevent collection activity.	\$3615.47	02/3/2016		
Cold Weather Rule This option allows you to pay a portion of your balance in several monthly installments. A payment may be required to activate a payment agreement.	\$762	01/23/2023	12	\$237

Above are the current payment options available for today's date, and are subject to change. As an Energy Assistance agency, you have one-time access to payment options. When the payment agreement option is chosen, Ameren account holders must activate the agreement through their online account or by calling Ameren Missouri at 800.662.7589 first and then the pledge can be entered on the account.

Budget Billing History

The Budget Billing History table provided reflects the difference in the amount you are billing and the amount you actually used. Please refer to your monthly statement to review additional Budget Billing details.

Search []

Excel PDF


Bill Date ±	Budget Bill Month ±	Budget Bill Amount ±	Actual Amount Used ±	Ahead/Behind ±	Total Amount Deferred ±
2014-11-19	00	\$220.00	\$138.02		\$0.00
2014-10-20	11	\$220.00	\$135.01	A	-\$4.95
2014-09-17	10	\$220.00	\$194.31	B	\$80.04
2014-08-18	09	\$220.00	\$201.39	B	\$105.73
2014-07-18	08	\$220.00	\$210.04	B	\$124.34
2014-06-18	07	\$220.00	\$194.05	B	\$134.30

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Payment History

From the Client Quick View Page, click the “Billing and Payment History” link from the left-side menu to see the client’s billing and payment details.



Main Event
123 Smart City Smart City MO 63025

DP

Search New Client

Client

Client Quick View

Billing and Payment History

Pledge Notifications

Disconnect History













Client Pledge


Pledge Entry

Billing and Payment History

Search

Excel PDF

Bill Image	Billing Periods	Prior Balance\$	Current Bill Amounts	Total Billed\$	Due Date\$	Usages	Service Charge\$	Payment Information
	12/22/22 - 1/24/23	\$237.11	\$13.93	\$251.04	2/15/2023	45 KWH	Elec: \$13.93	
	11/22/22 - 12/21/22	\$223.67	\$13.44	\$237.11	1/18/2023	40 KWH	Elec: \$13.44	
	10/21/22 - 11/21/22	\$209.93	\$13.74	\$223.67	12/14/2022	43 KWH	Elec: \$13.74	
	9/22/22 - 10/20/22	\$196.09	\$13.84	\$209.93	11/14/2022	39 KWH	Elec: \$13.84	
	8/23/22 - 9/21/22	\$181.02	\$15.07	\$196.09	10/13/2022	40 KWH	Elec: \$15.07	
	7/23/22 - 8/22/22	\$165.81	\$15.21	\$181.02	9/14/2022	41 KWH	Elec: \$15.21	
	6/23/22 - 7/22/22	\$150.74	\$15.07	\$165.81	8/15/2022	40 KWH	Elec: \$15.07	
	5/24/22 - 6/22/22	\$136.11	\$14.63	\$150.74	7/15/2022	40 KWH	Elec: \$14.63	
	4/23/22 - 5/23/22	\$122.58	\$13.53	\$136.11	6/15/2022	41 KWH	Elec: \$13.53	
	3/24/22 - 4/22/22	\$109.14	\$13.44	\$122.58	5/16/2022	40 KWH	Elec: \$13.44	
	2/23/22 - 3/23/22	\$95.86	\$13.28	\$109.14	4/14/2022	39 KWH	Elec: \$13.28	
	1/25/22 - 2/22/22	\$82.89	\$12.97	\$95.86	3/16/2022	39 KWH	Elec: \$12.97	



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Pledge Entry

To set up a client pledge, click on the “Pledge Entry” link from the left-side menu.

The screenshot shows the Ameren Digital Pledge Entry interface. At the top, the Ameren logo and 'Main Event' information (123 Smart City, Smart City, MO 63025) are displayed. A navigation bar includes links for Agency Pledge, Search Client, Campaign List, Admin, Home, and Log Out. On the left, a sidebar menu lists: Client Quick View, Billing and Payment History, Pledge Notifications, Disconnect History, Client Pledge, and Pledge Entry (highlighted). The main content area is titled 'Pledge Entry' and shows 'Main Event' details and a 'Minimum Amount: \$3,615.47'. Below this is a form with three columns: 'Account Number' (with a masked input), 'Pledge Amount \$' (with a '\$ Enter amount' input), and 'Pledge Type' (with a 'Select Pledge Type' dropdown). At the bottom of the form, it shows 'Amount Remaining: \$0.00' and 'Total: \$0.00'. Two buttons, '+ Add Another Pledge' and 'Submit', are located at the bottom right of the form area. The footer contains the Ameren logo, copyright information (Copyright © 2023 Ameren Services), and links for Site Map, Legal & Privacy, and Employee Login.

Ameren
MISSOURI

Main Event
123 Smart City, Smart City, MO 63025
Minimum Amount: \$3,615.47

Account Number	Pledge Amount \$	Pledge Type
[Masked]	\$ Enter amount	Select Pledge Type

Amount Remaining: \$0.00 Total: \$0.00

+ Add Another Pledge Submit

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DIGITAL

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Pledge Submit

After entering the pledge amount and selecting the pledge type, click the “Submit” button to review your entry and then, hit the Approve button to complete.

NOTE: You can add more than one pledge at a time.

The screenshot displays the Ameren Missouri 'Pledge Entry' web application. A modal window titled 'Approve Pledges' is centered on the screen, asking for confirmation to approve two pledges. The modal lists the following details:


- Pledge Amount:** \$4 **Pledge Type:** Tornado Relief
- Pledge Amount:** \$5 **Pledge Type:** MO ECIP WINTER

Below this information, the modal asks, 'Do you approve the above pledges' and provides two buttons: 'Cancel' and 'Approve'.

The background interface shows the 'Pledge Entry' page for 'Main Event' at '123 Smart City Smart City MO 63025'. It includes a 'Search New Client' button, a 'Client' sidebar with links like 'Client Quick View', 'Billing and Payment History', 'Pledge Notifications', 'Disconnect History', 'Client Pledge', and 'Pledge Entry' (which is highlighted). The main area shows a table with two rows of pledges, each with a trash icon, a client ID (4 and 5), and a 'Pledge Type' dropdown menu. The total amount is listed as 'Total: \$9.00'. At the bottom right, there are buttons for '+ Add Another Pledge' and 'Submit'.

Pledge Success

Once the pledge entry is successfully submitted, you will see a confirmation message with the pledge details that you submitted for the client.



Main Event
123 Smart City Smart City MO 63025

DP





Search New Client

Client

- Client Quick View
- Billing and Payment History
- Pledge Notifications
- Disconnect History
- Client Pledge
- Pledge Entry

Pledge Entry

Main Event
123 Smart City Smart City MO 63025



Account Number	Pledge Amount \$	Pledge Type
 	4	Tornado Relief
 	5	MO ECIP WINTER


Total: \$9.00

+ Add Another Pledge

Submit

Pledge(s) displayed below where successfully submitted


Account Number:		Pledge Amount: \$4	Pledge Type: Tornado Relief
Account Number:		Pledge Amount: \$5	Pledge Type: MO ECIP WINTER



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Client Pledges

To see all the client's pledges and pledge details, click the "Client Pledge" link from the left-side menu.



Main Event
123 Smart City, Smart City MO 63025

Agency Pledges

Search Client

Campaign List

Admin

Home

Log Out

DP

Search New Client

Client

Client Quick View

Billing and Payment History

Pledge Notifications

Disconnect History

Client Pledge

Pledge Entry

Client Pledge

Search

Select Date

ExcelPDF

<input type="checkbox"/>	Campaign Name	Pledge Date	Pledge Type	Agency	Pledge Amount	Status	Date Satisfied
<input type="checkbox"/>	Tornado Relief	2023-01-03	Tornado Relief		\$300.00	Open	
<input type="checkbox"/>	Tornado Relief	2023-01-03	Tornado Relief		\$400.00	Open	
<input type="checkbox"/>	Tornado Relief	2023-01-03	Tornado Relief		\$500.00	Open	
<input type="checkbox"/>		2023-01-11	MO EA (Energy Assistance)		\$47.00	Open	
<input type="checkbox"/>		2023-01-11	MO FEMA		\$47.00	Open	
<input type="checkbox"/>	Covid 2023	2023-01-26	Covid 2023		\$8.00	Open	
<input type="checkbox"/>	Low Income Program	2023-01-26	Low Income Program		\$42.00	Open	
<input type="checkbox"/>	Covid 2023	2023-01-26	Covid 2023		\$7.00	Open	
<input type="checkbox"/>	Financial Assistance	2023-01-26	Financial Assistance		\$42.00	Open	
<input type="checkbox"/>	Covid 2023	2023-01-26	Covid 2023		\$9.00	Open	
<input type="checkbox"/>		2023-01-25	MO EA (Energy Assistance)		\$1.00	Open	
<input type="checkbox"/>		2023-01-26	MO EA (Energy Assistance)		\$7.00	Open	



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Agency Pledges


To see all your agency's pledges, click on "Agency Pledges" from the top right menu bar. Use the various table filters to see details.





Main Event
123 Smart City Smart City MO 63025


 Agency Pledges

 Search Client

 Campaign List

 Admin

 Home

 Log Out

Agency Pledges

Pay Via EFT

Search

Select Date

Pledge Type

Pledge Status

Excel

PDF



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Energy Assistance Agency Portal

New Agency Contact Card!

HOW TO CONTACT AMEREN MISSOURI

INFORMATION BELOW FOR INTERNAL AGENCY USE ONLY

Send Agency Energy Assistance payments to:

Ameren Missouri
Attn: Energy Assistance
P. O. Box 66881
St. Louis, MO 63166

Important phone numbers:

Customer Care: 1.800.552.7583
To make five or more pledges call: 1.877.726.3736
To fax your pledge information: 1.314.612.2844

Additional ways to make a pledge:

<https://eap.ameren.com/pub/missouri/account/login>
Energy Assistance Information System (EAIS):
1.800.526.3247 or 1.314.554.4499

Contact our Energy Assistance Department:

For questions or concerns about your payment to
Ameren Missouri or staff/address changes in your organization:
1.800.526.3247 or 1.314.554.4499
Or email us at: eassistance@ameren.com

Find more resources for your agency:

<https://www.ameren.com/missouri/residential/energy-assistance/agency-resources>

Reminders:

- This is for Agency Internal Use only
- Can be made available to your agency by request
- Save digital copy of this

