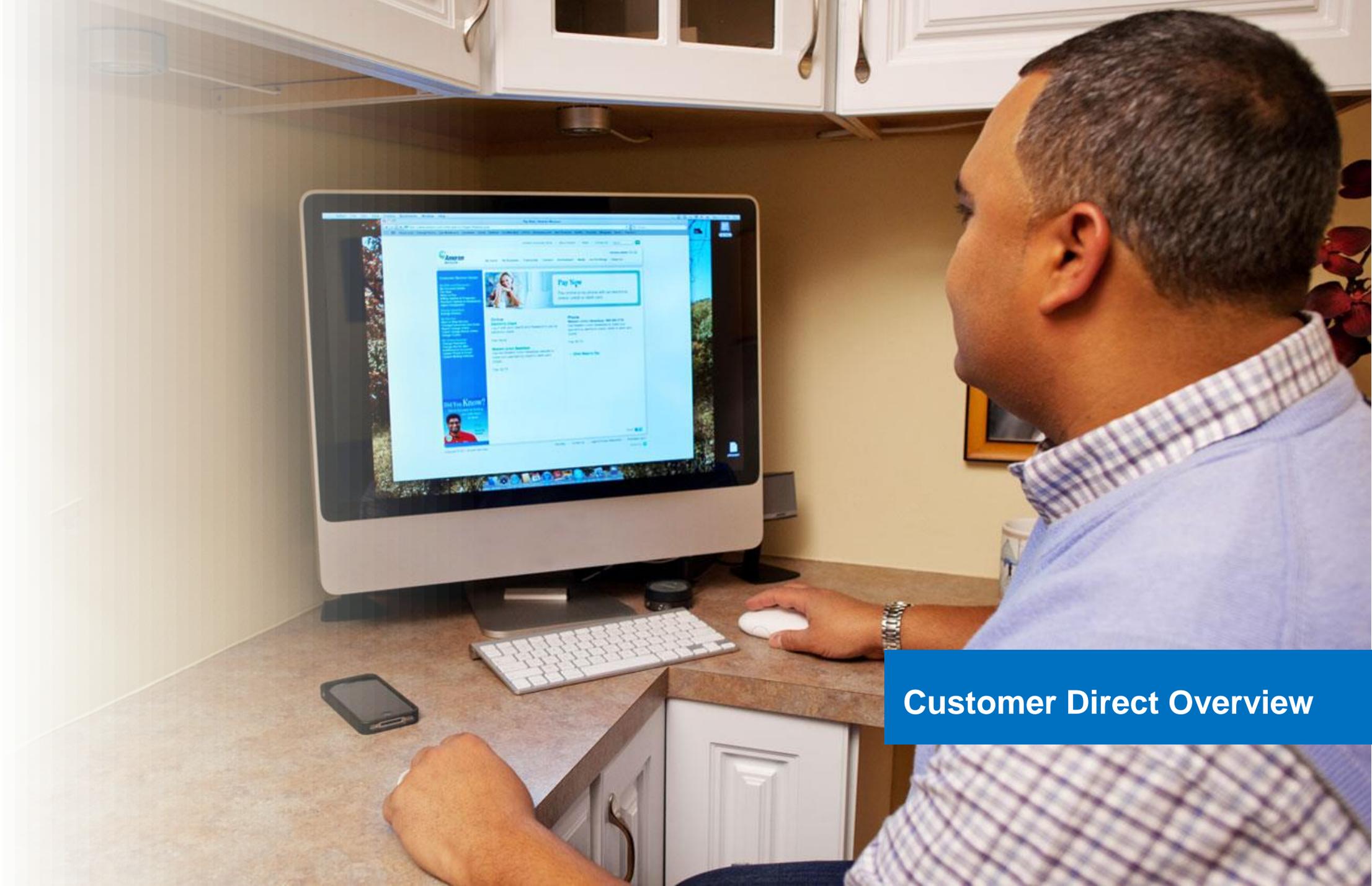


Energy Assistance Portal Overview

Registration and Pledging





Customer Direct Overview

The Ameren Missouri Energy Assistance Portal (EAP)

The Registration Process

WELCOME Ameren Missouri Energy Assistance Agencies!!

The Ameren Missouri Energy Assistance Portal (EAP) is available 24/7. Prepare for client meetings ahead of time; avoid waiting for information you need now; and make your agency pledges online.

Questions about the Energy Assistance Portal:

Email: AmerenMissouriEA@ameren.com

Phone: 1.800.894.5211

<https://eap.ameren.com/pub/Missouri/Account/Login>

The Ameren Missouri Energy Assistance Portal (EAP)

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 who will be in charge of approving or denying other agency users.

The screenshot shows a web browser window displaying the Ameren Missouri Energy Assistance Agency Portal. The browser's address bar shows the URL <https://eap.qa.ameren.com/put>. The page features the Ameren Missouri logo on the left and the slogan "FOCUSED ENERGY. For Life." on the right. The main heading is "Energy Assistance Agency Portal". Below this, there is a "Welcome" section with a blue vertical bar on the left. The registration form includes fields for "User ID:" and "Password:", a "LOG IN" button, and a "New user? Register" link which is circled in red. There are also links for "Forgot your User ID?" and "Forgot your Password?". At the bottom, there is a disclaimer: "By logging in, you agree to abide by the site's Terms & Conditions." and links for "Terms & Conditions, Legal & Privacy Statements". The footer contains "Copyright © 2018 Ameren Services" and "Contact Us • Terms & Conditions, Legal & Privacy Statements".

The Ameren Missouri Energy Assistance Portal

New User Registration

Registering as an Agency Administrator. The **Agency Administrator** (first person to register) will fill out the below information

Top of page

New User Registration

** Required entry*

** Your First Name:*

** Your Last Name:*

** E-mail Address:*

** Confirm E-mail Address:*

** Agency PIN:*

** Create User ID:*

User ID:

- Must be between 6-14 characters long
- Must not contain spaces, hyphens or special characters
- Must not contain "Ameren"

** Create Password:*

** Confirm Password:*

Password:

- Must be between 6-14 characters long
- Must include a number and a letter
- Must not contain spaces, hyphens or special characters
- Must not contain repeating characters (e.g. "abba")

Bottom of page

** Create User ID:*

** Create Password:*

** Confirm Password:*

** Secret Question:* Street of your childhood home

** Answer:*

If you do not wish to receive information from Ameren defined in the Privacy Policy, please de-select this box.

Terms & Conditions, Legal & Privacy Statements

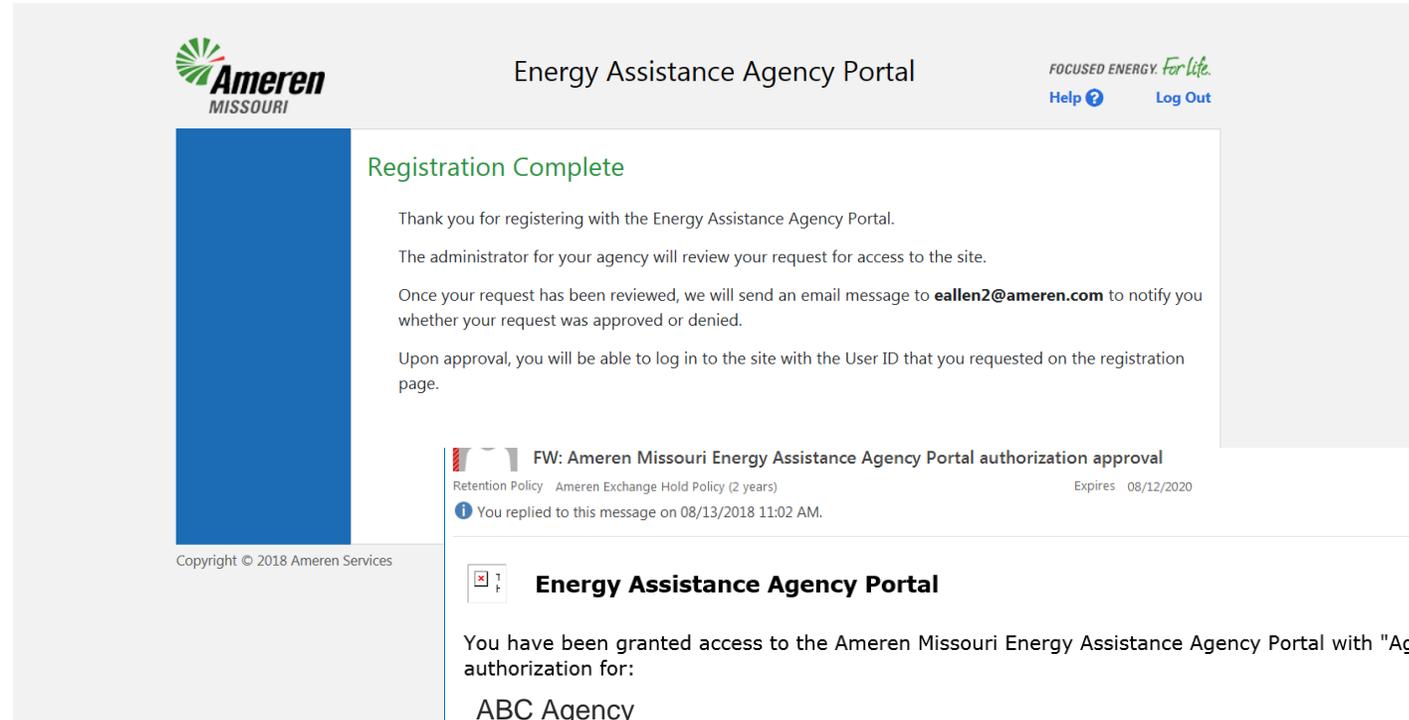
I have read and I accept the Terms and Conditions. I understand that I should keep my User ID and Password confidential.

Copyright © 2018 Ameren Services [Contact Us](#) [Terms & Conditions, Legal & Privacy Statements](#)

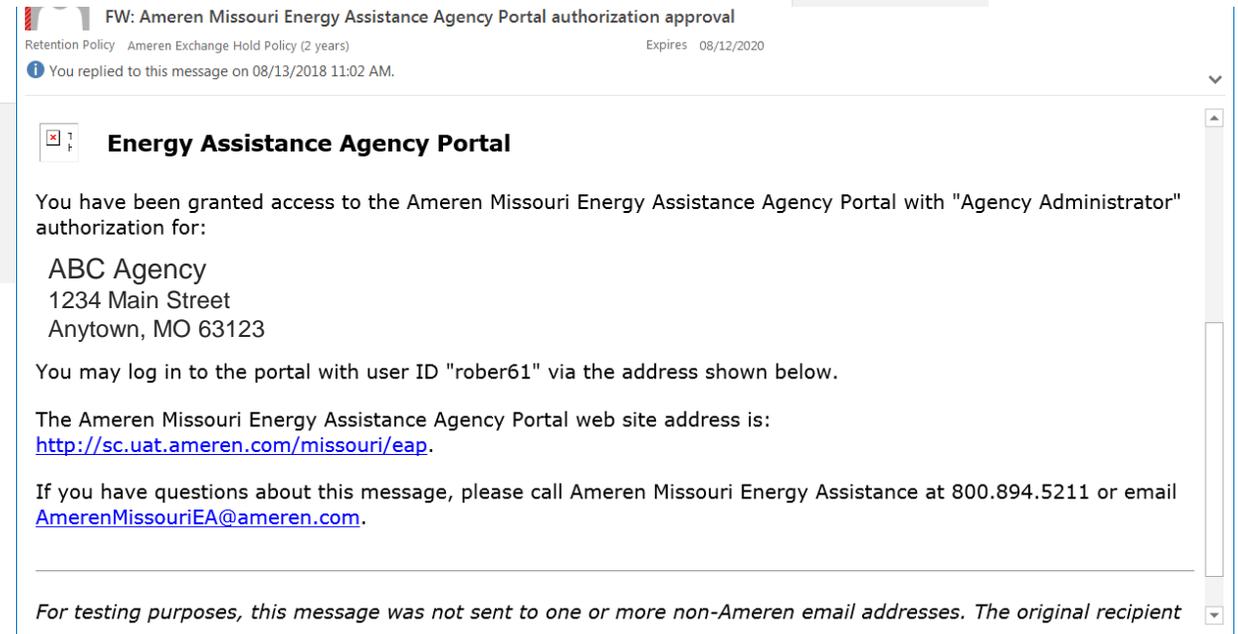
The Ameren Missouri Energy Assistance Portal

New User Registration

- Approval email comes from Ameren Missouri Energy Assistance.
- The email advises user that they are the agency administrator.

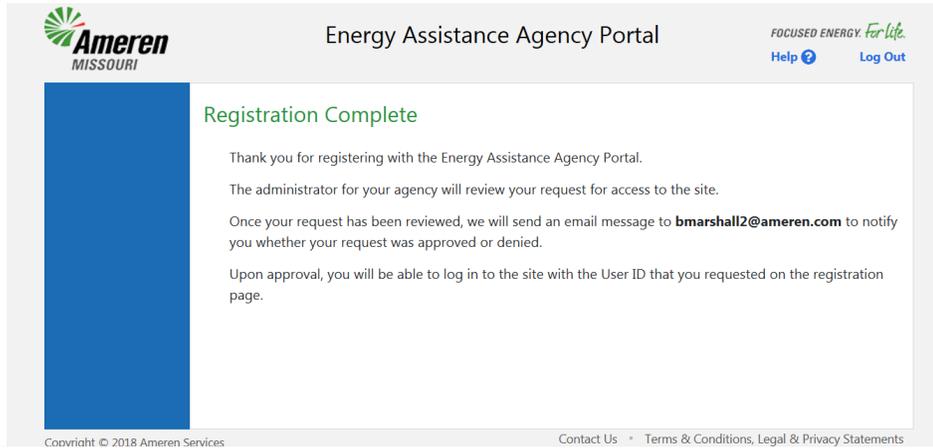


- The email gives user ID and link to Portal.
- The email gives Ameren Missouri Energy Assistance email address and phone number for support.
- Once this email is received, other users for the agency can register.

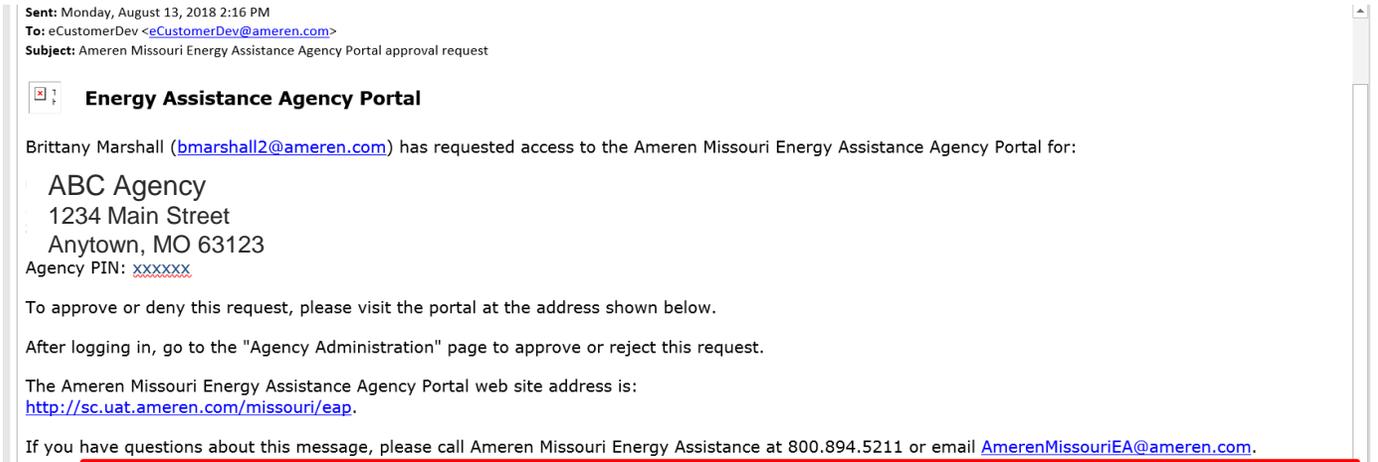


The Ameren Missouri Energy Assistance Portal

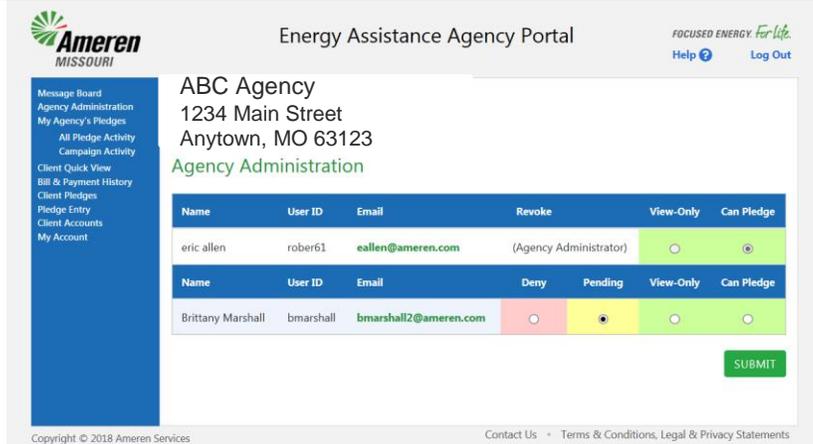
New User Registration



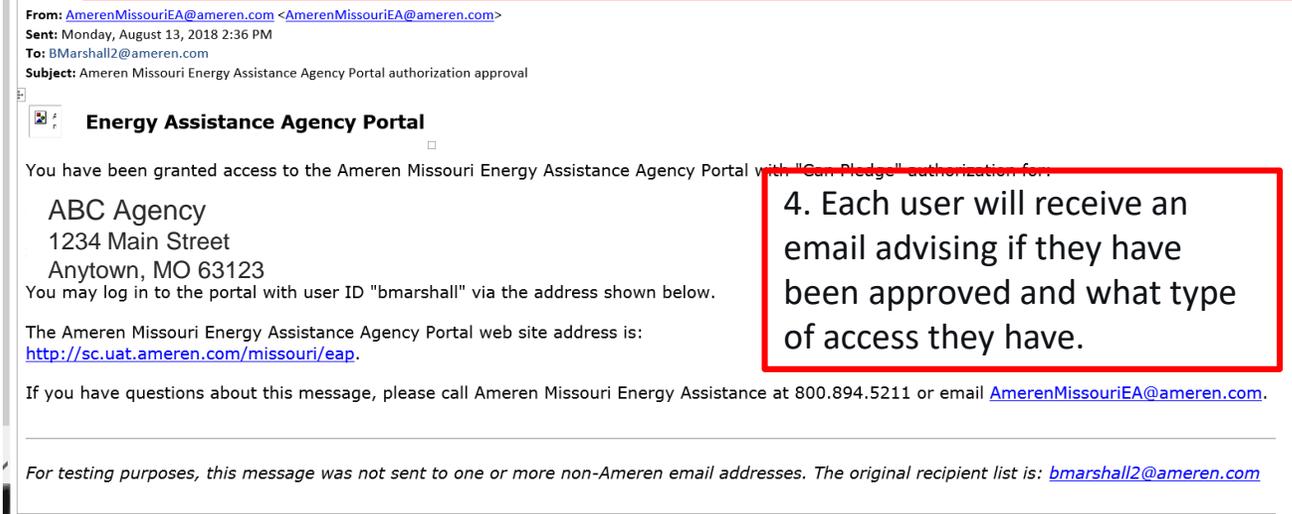
1. Once completed form is submitted, the user will receive this message.



2. Email sent to the Agency Administrator from Ameren Missouri for each user who registers for their agency; must log in and approve using the Agency Administration Tab



3. The Agency Administrator will decide to deny the user access or to grant access. Access can also be revoked at a later time.



4. Each user will receive an email advising if they have been approved and what type of access they have.

Energy Assistance Agency Portal

Navigating Client Accounts

1. Log into the portal

2. Selecting a Client: on the sidebar select: **Client quick view**

3. Then click on: **Select new client**

The screenshot shows the Energy Assistance Agency Portal interface. The top left features the Ameren Missouri logo and the text 'Energy Assistance Agency Portal'. The top right has the 'FOCUSED ENERGY For Life' logo and 'Help' and 'Log Out' links. A blue sidebar on the left contains a list of navigation options: 'Message Board', 'Agency Administration', 'My Agency's Pledges', 'All Pledge Activity', 'Campaign Activity', 'Client Quick View' (circled in red), 'Client Pledges', 'Pledge Entry', 'Client Accounts', and 'My Account'. The main content area displays 'ABC Agency' with address '1234 Main Street, Anytown, MO 63123'. Below this is the 'My Agency's Pledges' section, including 'Selection Criteria' with a 'Date Range' (radio buttons for 'past 30 days', 'past 60 days', 'past 90 days', 'past 12 months', and 'custom' with date pickers for '7/16/2018' and '8/14/2018'), and two dropdown menus for 'Pledge Type(s)' and 'Pledge Status(es)'. An 'APPLY SELECTION CRITERIA' button is at the bottom right of the criteria section. A green instruction at the bottom reads: 'Click the "Apply Selection Criteria" button above to show pledges.' The footer contains 'Copyright © 2018 Ameren Services' and 'Contact Us - Terms & Conditions, Legal & Privacy Statements'.

The screenshot shows the Energy Assistance Agency Portal interface. The top left features the Ameren Missouri logo and the text 'Energy Assistance Agency Portal'. The top right has the 'FOCUSED ENERGY For Life' logo and 'Help' and 'Log Out' links. A blue sidebar on the left contains a list of navigation options: 'Message Board', 'My Agency's Pledges', 'All Pledge Activity', 'Campaign Activity', 'Client Quick View', 'Bill & Payment History', 'Client Pledges', 'Pledge Entry', 'Client Accounts', and 'My Account'. The main content area displays 'ABC Agency' with address '1234 Main Street, Anytown, MO 63123'. A green button labeled 'SELECT NEW CLIENT...' is circled in red. Below the button, the text reads: 'Please use the Select Client dialog to specify an Ameren account.' The footer contains 'Copyright © 2018 Ameren Services' and 'Contact Us - Terms & Conditions, Legal & Privacy Statements'.

Energy Assistance Agency Portal

Client Accounts: Quick View

The screenshot shows the Ameren Missouri Energy Assistance Agency Portal. The page title is "Energy Assistance Agency Portal". The left sidebar contains navigation links: Message Board, My Agency's Pledges, All Pledge Activity, Campaign Activity, Client Quick View, Bill & Payment History, Client Pledges, Pledge Entry, Client Accounts, and My Account. The main content area is titled "Urban League STL (LIHEAP)" and features a "SELECT NEW CLIENT..." button. A "Select Client" modal window is open, prompting the user to provide "any two" inputs to search. The inputs are: Account Number (with a note "(without spaces or hyphens)"), Account Name, and Client's SSN. A "SUBMIT" button is at the bottom of the modal. The footer includes "Copyright © 2018 Ameren Services" and "Contact Us - Terms & Conditions, Legal & Privacy Statements".

After pressing Submit, you may receive a message that the account cannot be accessed
There are many reasons an account may not be available. The message may include a phone number, email address. Please contact us using the provided contact information first. If no success, contact Energy Assistance Team member for assistance

The screenshot shows the "Client Quick View" page for "ABC Agency". The address is 1234 Main Street, Anytown, MO 63123. The account holder is also listed as 1234 Main Street, Anytown, MO 63123, with phone number 61208-19136. A "SELECT NEW CLIENT..." button is in the top right, and an "Export to PDF" link is below it. The main content area displays account details:

- Account Number: 6120819136
- Account Status: Active
- Collection Status: Active Collections
- Cash Only: NO
- SSN: xxx-xx-1913
- Company:
- Account Balance: \$712.08
- Ameren is Primary Heating Vendor?: Yes
- Total Customer Payments: \$735.02 (past 90 days)
- Total Energy Assistance Payments: \$0.00 (past 90 days)
- Pending Payments: \$0.00
- Pending Pledges: \$119.00
- Service Type: ELECTRIC
- Unbilled Payment Agreement: \$0.00
- Unbilled Deposit Balance: \$0.00
- Budget Billing Amount: \$298.00
- Cut Out Non-Pay Count: 0 (past 12 months)
- Broken Payment Agreements: 0 (past 12 months)
- Pending Disconnection Date: 7/27/2018
- Minimum Payment: \$419.26

Two buttons are circled in red: "VIEW HISTORY" and "VIEW PAYMENT AGREEMENT". A note on the right says "To view more details regarding the client's account". The footer includes "Copyright © 2018 Ameren Services" and "Contact Us - Terms & Conditions, Legal & Privacy Statements".

Energy Assistance Agency Portal

Payment History and Payment Agreement Screens

Account Holder
1234 Main Street
Anytown, MO 63123
61208-19136

[SELECT NEW CLIENT...](#)

Export to [PDF](#) [Excel](#)

Account Number: 61208-19136

View Bill	Billing Period	Prior Balance	Current Bill Amount	Total Billed Amount	Date Due	Usage	Current Service Charges	Payment Information
	5/19/2018 to 6/19/2018	\$531.50	\$299.58	\$831.08	7/12/2018	2,456 KWH Elec:	\$326.03	(6/19/2018): Agency Payment: \$500
	4/20/2018 to 5/18/2018	\$500.45	\$340.56	\$841.01	6/12/2018	1,785 KWH Elec:	\$138.37	(6/8/2018): Agency Payment: \$119. (6/12/2018): Customer Payment: \$1
	3/21/2018 to 4/19/2018	\$381.00	\$340.55	\$721.55	5/11/2018	1,759 KWH Elec:	\$136.78	(5/7/2018): Agency Payment: \$119. (5/14/2018): Customer Payment: \$1
	2/20/2018 to 3/20/2018	\$1,510.03	\$235.58	\$1,745.61	4/12/2018	2,839 KWH Elec:	\$212.94	(4/5/2018): Agency Payment: \$119. (4/11/2018): Agency Payment: \$73
	1/20/2018 to 2/19/2018	\$1,161.76	\$348.27	\$1,510.03	3/13/2018	4,668 KWH Elec:	\$330.86	
	12/19/2017 to 1/19/2018	\$728.92	\$432.84	\$1,161.76	2/12/2018	6,111 KWH Elec:	\$421.92	
	11/17/2017 to 12/18/2017	\$412.46	\$316.46	\$728.92	1/12/2018	4,371 KWH Elec:	\$310.28	
	10/18/2017 to 11/16/2017	\$191.74	\$220.72	\$412.46	12/11/2017	2,930 KWH Elec:	\$217.85	
	9/19/2017 to 10/17/2017	\$337.79	\$191.74	\$529.53	11/8/2017	2,444 KWH Elec:	\$186.67	(10/26/2017): Customer Payment: \$
	8/18/2017 to 9/18/2017	\$338.37	\$394.78	\$733.15	10/10/2017	2,898 KWH Elec:	\$389.70	(9/20/2017): Customer Payment: \$ (10/12/2017): Agency Payment: \$5
	7/20/2017 to 8/17/2017	\$351.71	\$393.66	\$745.37	9/11/2017	2,888 KWH Elec:	\$388.38	(8/28/2017): Customer Payment: \$ (9/8/2017): Agency Payment: \$57.0
	6/20/2017 to 7/19/2017	\$442.24	\$410.90	\$853.14	8/10/2017	3,009 KWH Elec:	\$404.27	(7/18/2017): Agency Payment: \$57. (7/28/2017): Customer Payment: \$4 (8/14/2017): Agency Payment: \$57.

To save a copy or print for records

History includes pledges

The Payment Assistance screen is view only and shows available payment options.

Broken Payment Agreements: 0 (past 12 months) [VIEW PAYMENT AGREEMENT](#)

Pending Disconnection Date: 7/27/2018
Minimum Payment: \$419.26

Payment Assistance Options

Ameren is waiting on a required payment of \$ 534.00 due on 08/16/2018 to activate Payment Agreement.

Immediate action is required to avoid future collection activity.

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.	\$419.26	07/27/18		
Payment Agreement 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.	\$534.00	08/16/18	3	\$60

Above are the current payment options available for today's date, and are subject to change

As an Energy Assistance agency, you have view-only 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 800.552.7583 first and then the pledge can be entered on the account.

IMPORTANT: the customer must enter a payment agreement first in order for your pledge to be counted against the down payment for the agreement. This agreement must be set up by the customer and cannot be done via the portal.

Energy Assistance Agency Portal

Client Pledge Entry

Message Board
Agency Administration
My Agency's Pledges
All Pledge Activity
Campaign Activity
Client Quick View
Bill & Payment History
Client Pledges
Pledge Entry
My Account

ABC Agency
1234 Main Street
Anytown, MO 63123

Client Quick View

Account Holder
1234 Main Street
Anytown, MO 63123
61208-19136

[SELECT NEW CLIENT...](#)

Export to [PDF](#)

To view payment and pledge history

Account Number: 6120819136
Account Status: Active
Collection Status: Active Collections
Cash Only: NO
SSN: xxx-xx-1913
Company:
Account Balance: \$712.08
Ameren is Primary Heating Vendor?: Yes
Total Customer Payments: \$735.02 (past 90 days)
Total Energy Assistance Payments: \$0.00 (past 90 days)
Pending Payments: \$0.00
Pending Pledges: \$119.00
Service Type: ELECTRIC
Unbilled Payment Agreement: \$0.00
Unbilled Deposit Balance: \$0.00

Budget Billing Amount: \$298.00 [VIEW HISTORY](#)

Cut Out Non-Pay Count: 0 (past 12 months)
Broken Payment Agreements: 0 (past 12 months) [VIEW PAYMENT AGREEMENT](#)

Pending Disconnection Date: 7/27/2018
Minimum Payment: \$419.26

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Pledge screen

Message Board
Agency Administration
My Agency's Pledges
All Pledge Activity
Campaign Activity
Client Quick View
Bill & Payment History
Client Pledges
Pledge Entry
Client Accounts
My Account

ABC Agency
1234 Main Street
Anytown, MO 63123

Pledge Entry

Account Holder
1234 Main Street
Anytown, MO 63123
39213-00154

[SELECT NEW CLIENT...](#)

Account Number: 39213-00154
Minimum Payment: \$379.93

Pledge Amount: \$
Pledge Type: please select... [Clear](#)

[Add another pledge](#)

Total:
Amount Remaining: (\$379.93)

[CONTINUE](#)

To enter a pledge,

- Enter \$\$ amount
- Select pledge type: TYPE – please select drop down menu for choices
- Click "Continue" button

To access the Dollar More and Dollar Help United Way site, click [here](#).

United Way of Greater St. Louis United Way

It is very important that the correct amount and pledge type are entered. The transaction cannot be altered or deleted once entered. A call would need to be placed to Ameren Missouri EA Credit to be corrected.

Energy Assistance Agency Portal

Client Pledge Cont'd

Success!!

Approve Pledges

Pledge Amount:	\$100.00	Pledge Type:	MO COMMUNITY ASSISTANCE
-----------------------	----------	---------------------	-------------------------

Do you approve the above pledges?

You will receive a message asking you if you want to approve these pledges. Click yes to approve the pledge

- Message Board
- Agency Administration
- My Agency's Pledges
- All Pledge Activity
- Campaign Activity
- Client Quick View
- Bill & Payment History
- Client Pledges
- Pledge Entry
- Client Accounts
- My Account

ABC Agency
1234 Main Street
Anytown, MO 63123

Pledge Entry

Account Number: 39213-00154
Minimum Payment: \$279.93

The pledge(s) displayed below were successfully submitted.

Pledge Amount: \$100.00 Pledge Type: MO COMMUNITY ASSISTANCE

You may now add another pledge if needed.

Pledge Amount: \$ Pledge Type:

Add another pledge

Total:
Amount Remaining: (\$279.93)

Account Holder
1234 Main Street
Anytown, MO 63123
39213-00154

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Confirmation will appear on the screen

Energy Assistance Agency Portal

Reporting: How to pull a monthly report from the portal

Go to "My Agency Pledges"

- Click All pledge activity

1

Desired date range

- Under Pledges type MO Community Assistance
- Pledge Status open.
- Click Apply Selection Criteria

2

Export document to excel

- Voila! You have a report and sheet you can use total amount due for payment!
- Print out, send us a copy, and keep a copy for your records too!

3

\$1,069.00

Account Number	Client	Pledge Date	Requested By	Pledge Type	Pledge Amount	Pledge Status
41058-00149		03/01/2021	ALYSSA W/EMAA	MO COMMUNITY ASSISTANCE	\$878.00	Open
03631-01297		02/18/2021	Kimberly Watson	MO COMMUNITY ASSISTANCE	\$191.00	Open

Energy Assistance Agency Portal

Reporting and where to send payments



Please Send Energy Assistance Agency payments to:

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

****Please include spreadsheet containing the customer's name, address and account numbers with the payment.****

Pledge payments are due within 30 days after a pledge is made. Please advise is if a delay is anticipated.

Summary

Important things to remember

Please be sure to send in all payments to our office within 30 days of making the pledge

All reports needed can be pulled from the Energy Assistance Portal

If you are unable to access a customers account please be sure to reach out to our team or Customer Care for assistance

Energy Assistance Agency Portal

Important numbers for you

Call the Customer
Contact Center to
make a pledge

1.800.552.7583

5 + pledges call

1.877.726.3736

To fax your pledge

1.866.297.8054

To make a pledge using
our Energy Assistance
Information System
(EAIS)

1.800.526.3247 or 1.314.554.4499 (Agency Only)

questions or concerns
about your payment to
Ameren Missouri or
staff/address changes in
your organization

1.800.894.5211 (Agency Only)

Email

amerenmissouriea@ameren.com (Agency Only)