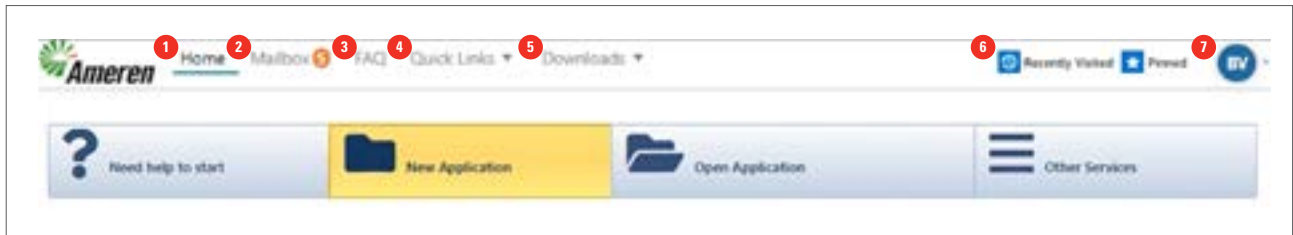


HOMEOWNER PERMIT INSTRUCTIONS



After creating an account, the account holder may log in to Ameren Missouri's online permitting system at <https://ameren.flairdocs.com/prod/login.aspx> to request a transfer of existing permit(s), shoreline permits and a pre-application review of proposals such as seawalls and dredging. The account holder may also associate a certified dock builder and/or realtor to their account to request the aforementioned permits on their behalf.



When logged into the Ameren Missouri's online permit system, the ribbon at the top of the page will have the following features:

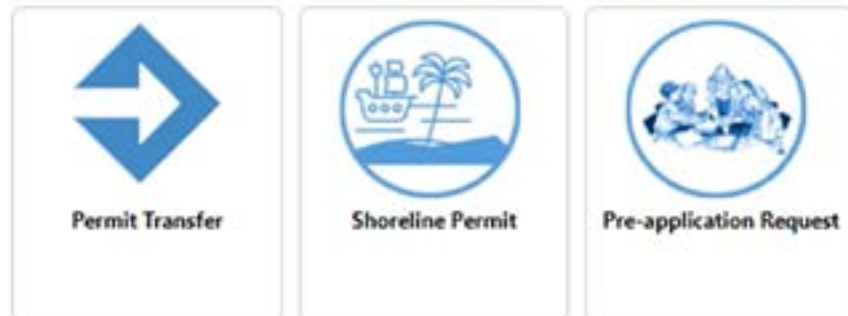
1. **Home Tab:** Use this tab to navigate to the main menu.
2. **Mailbox:** Receive notifications and updates from Ameren representatives.
3. **FAQ:** A list of commonly asked questions and answers.
4. **Quick links:** Link to billings & invoices, contact information and request for a permit extension.
5. **Form Downloads:** Reference application forms, sample drawings, fire district maps and permit guidelines.
6. **Recently Visited:** Access recently visited accounts and files.
7. **Profile Icon:** Manage profile settings, submit a ticket for review or log out of profile.

If you would like a certified dock builder or realtor to request a permit on your behalf, click **Quick links** and **Contact Info**. Scroll down to Manage Users and click **Select a contact** under Associated Contacts. In the pop-up window, use the drop-down menu to select the category (Certified Dock Builder or Realtor).

To request a permit, navigate to the Home tab at the top of the page. The selected tab will be underlined.

From the main menu under the Home tab, select the **New Application** tab.

Choose one of the three application options below.



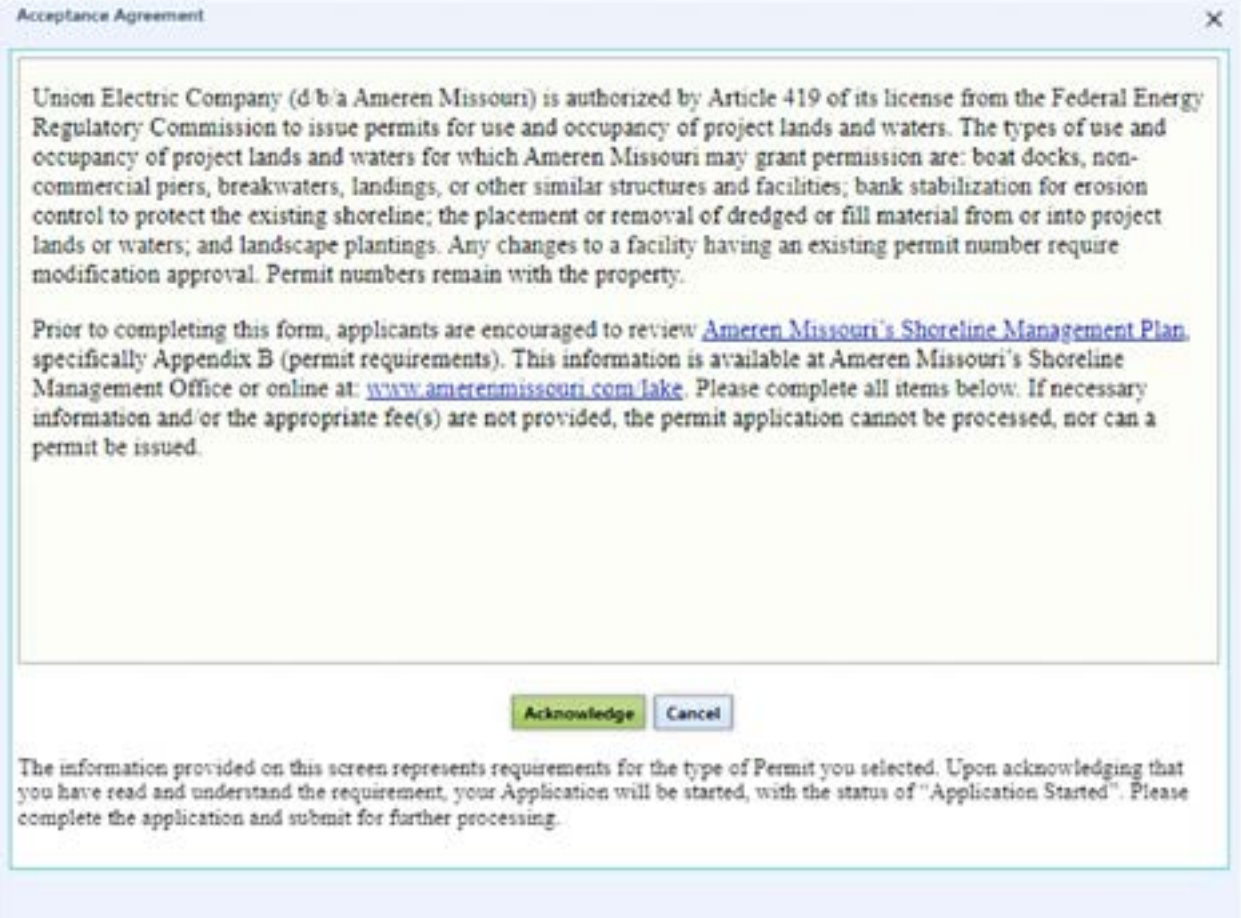
If the **Shoreline Permit** icon was selected, additional icons for specific permit types will be added. The applicant may select one or multiple permits to either modify or add to the property.



Select the green **Start** button at the bottom of the page to proceed.



Please read and acknowledge the acceptance agreement by clicking the green **Acknowledge** button in the pop up screen.



The image shows a software window titled "Acceptance Agreement" with a close button (X) in the top right corner. The window contains two paragraphs of text. The first paragraph states that Union Electric Company (d/b/a Ameren Missouri) is authorized by Article 419 of its license from the Federal Energy Regulatory Commission to issue permits for use and occupancy of project lands and waters. It lists types of permitted activities: boat docks, non-commercial piers, breakwaters, landings, or other similar structures and facilities; bank stabilization for erosion control to protect the existing shoreline; the placement or removal of dredged or fill material from or into project lands or waters; and landscape plantings. It also notes that any changes to a facility with an existing permit number require modification approval and that permit numbers remain with the property. The second paragraph encourages applicants to review [Ameren Missouri's Shoreline Management Plan](#), specifically Appendix B (permit requirements), and notes that this information is available at Ameren Missouri's Shoreline Management Office or online at www.amerenmissouri.com/lake. It instructs applicants to complete all items below and that if necessary information and/or the appropriate fee(s) are not provided, the permit application cannot be processed, nor can a permit be issued. Below the text are two buttons: "Acknowledge" (highlighted in green) and "Cancel". At the bottom of the window, a final paragraph states: "The information provided on this screen represents requirements for the type of Permit you selected. Upon acknowledging that you have read and understand the requirement, your Application will be started, with the status of 'Application Started'. Please complete the application and submit for further processing."

Acceptance Agreement

Union Electric Company (d/b/a Ameren Missouri) is authorized by Article 419 of its license from the Federal Energy Regulatory Commission to issue permits for use and occupancy of project lands and waters. The types of use and occupancy of project lands and waters for which Ameren Missouri may grant permission are: boat docks, non-commercial piers, breakwaters, landings, or other similar structures and facilities; bank stabilization for erosion control to protect the existing shoreline; the placement or removal of dredged or fill material from or into project lands or waters; and landscape plantings. Any changes to a facility having an existing permit number require modification approval. Permit numbers remain with the property.

Prior to completing this form, applicants are encouraged to review [Ameren Missouri's Shoreline Management Plan](#), specifically Appendix B (permit requirements). This information is available at Ameren Missouri's Shoreline Management Office or online at: www.amerenmissouri.com/lake. Please complete all items below. If necessary information and/or the appropriate fee(s) are not provided, the permit application cannot be processed, nor can a permit be issued.

Acknowledge Cancel

The information provided on this screen represents requirements for the type of Permit you selected. Upon acknowledging that you have read and understand the requirement, your Application will be started, with the status of "Application Started". Please complete the application and submit for further processing.

Review the instructions for the permit type(s) you selected under the Instructions tab. Additional guidance can be found in the permitting guidelines on the website.

Under the Application tab you will need to provide the required information as requested in the six chevrons shown below.



The image shows a horizontal progress bar with six chevrons, each containing a number from 1 to 6. The first chevron, labeled "1 Location", is highlighted in yellow, indicating the current step. The other chevrons are labeled "2 Contact Info", "3 Details", "4 Documents", "5 Fee Payment", and "6 Confirmation".

1 Location 2 Contact Info 3 Details 4 Documents 5 Fee Payment 6 Confirmation

Location Chevron: Scroll down to the location aerial photo. Find your property on the aerial photo by either typing the property address in the search field or zooming to the property location.

Location Details

Latitude: Longitude:

Search Parcel Address

Point

Physical Address:

City/Town/Village:

State:

County:

Parcel#:

Lake Miles:

Cove Name:

Associated Parcel #:

Please clear browser's cache if map is not showing up.

ESRI

After you locate your property, click the **Point** button located in the upper right corner of the aerial photo. The cursor will display a prompt that states “Click to add a point.” Once you select a point near the shoreline on your property, a red icon 📍 will be displayed on the aerial photo.

Location
Contact Info
Details
Documents
Fee
Confirmation

Location Details

Latitude: 38.20147 Longitude: -92.62909

Please clear browser's cache if map is not showing up.

Physical Address:

City/Town/Village:

State: Missouri

County: Polk


Fire District: Lake Ozark

Parcel#: 124019004006001000

Lake Mile: 0.1

Cove Name: Signal Dam Strip Cove

Associated Parcel #:

Click the red icon  to open an action box. Click on the **Copy Location** button to auto-fill the property information requested below the aerial photo. Please verify the auto-filled information is correct for your property. Note: You will not be able to submit your application unless all bolded items are provided. Bolded items include:

- **Physical Address:** Provide the lake address for your property. Provide the road name if no address currently exists.
- **County:** Provide the county from the available options in the drop down list.
- **Parcel #:** Provide the tax identification number created by the county for your property.
- **Lake Mile:** Provide the mile marker closest to your property by water. You may need to pan and/or zoom to the centerline of the nearest channel or large cove to obtain this information.

Answer the question regarding common ground or subdivision easement.

A pop-up screen will appear where you can search by name for your preferred contact. You will need to click “**Select**” in the column to the far right to choose this contact.

In order for your dock builder or realtor to assist with future applications, you will need to follow the procedures outlined in the Contact Management section of this document.

Details Chevron: Enter the information for each specific permit you are requesting. Dock screens are shown below for examples.

The screenshot shows a web form titled "Dock Size". At the top, there are three sections:

- Permit Is:** Radio buttons for "New" and "Modification to Permit # UE-1234-1-P".
- Dock Is:** Radio buttons for "Proposed (new to location, or a proposed change to existing dock)" and "Existing (no proposed changes to existing dock)".
- Enclosed Storage Sq Ft:** A text input field with the value "0" and a blue information icon.

Below these is a "Dock Size" section containing a table with the following data:

Type	Length (ft)	Width (ft)	Spec Sq Ft	Slips
Dock	40	40	1600	0
Walkway	40	4	160	0

Below the table, there are two summary fields:

- Total Spec Sq Ft:** 1,760
- Total No. of Slips:** 0

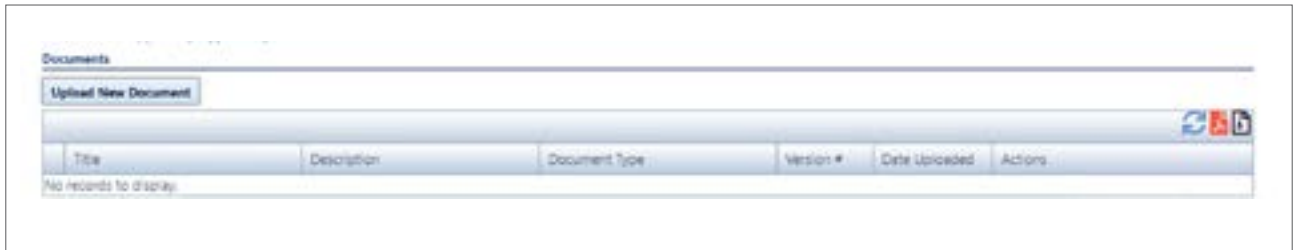
At the bottom right of the form are three buttons: "Previous", "Save", and "Save & Next".

Permit Is: Select **New** if no existing permit has been issued for the permit type at this property. Select **Modification to Permit #** if an existing permit has been issued to the property and enter the existing permit number to be modified.

Additional dock sections may be added to the Dock Size list by clicking the **Add New** button and entering the details in the additional line added below the walkway information.

After the required details are entered, click the green **Save** button. You will not be able to submit an application until all required information is provided.

Documents Chevron: Upload required documents by clicking the **Upload New Document** button. Uploaded documents will be displayed in the list below the button.



A list of commonly uploaded documents for dock permit files is shown below as an example. After clicking the **Upload New Document** button, select appropriate document type from the drop-down menu. A title for the document will be populated based on the date and the selected document type. You may add additional document details in the description textbox. Click the **Browse** button to select the document file to upload. Ensure the document is saved in the acceptable formats listed below. After finding and selecting the document file to upload, click the green **Upload Document** button. Upload additional documents by repeating these steps.

*** Please upload all supporting documents (acceptable formats include .PDF, .DOC, .JPEG, .TIF, .PNG, .BMP).

- ☐ Drawing (Required)
- ☐ Electrical Permit (- if within participating district as shown on Location tab)
- ☐ Engineered Drawing
- ☐ Environmental Assessment
- ☐ Subdivision Approval (if applicable)

Documents

[◀ Back to Documents List](#)

[Add New](#)

Document Type Drawing ▼ *

Title 20220331_Drawing *

Description

(If you are using Chrome or Firefox, then you can also drop your files here.)

Red arrows point to the 'Document Type' dropdown, the 'Browse' button, and the 'Upload Document' button.

The uploaded document(s) shown in the document list will have the following icons under the Actions column.



Fee Payment Chevron: The total fee for the permit(s) requested will be calculated. Choose your payment method. Provide the information requested. After notification your payment has been processed, continue to the confirmation chevron.

The screenshot shows a 'Fee Summary' section with a table containing one row: 'Estimated Fee Total' with a 'Fee Amount' of '\$0.00'. Below the table is a note: '*** Payment information is not stored ***'. Underneath, there are two numbered steps: '1 Choose payment method' and '2 Enter payment details'. Between these steps, there are logos for VISA, MasterCard, American Express, Discover, and a multi-currency symbol.

Description (Application Submission Fee)	Fee Amount
Estimated Fee Total	\$0.00

*** Payment information is not stored ***

1 Choose payment method

2 Enter payment details

Confirmation Chevron: Check the box if you agree to the terms of use. Click the **Finish** button. The application will be sent to the appropriate Ameren representative and will be processed in the order it was received. Messages will be sent to the account informing you of the status of your application.

The screenshot shows the 'Confirmation' screen. On the left, there is a link for 'Terms of use' and a checkbox labeled 'I agree to the terms of use'. In the center, there are two rows of information: 'Application Signed by' with a text field and a 'Date/Time' field, and 'Permittee Applicant Signed by' with a text field containing 'John Doe' and a 'Date/Time' field containing '3/31/2022 2:11 PM'. On the right, there are two buttons: 'Previous' and 'Finish'. A red arrow points to the 'Terms of use' link, another red arrow points to the 'I agree to the terms of use' checkbox, and a third red arrow points to the 'Finish' button.

Terms of use

☐ I agree to the terms of use

Application Signed by _____ Date/Time _____

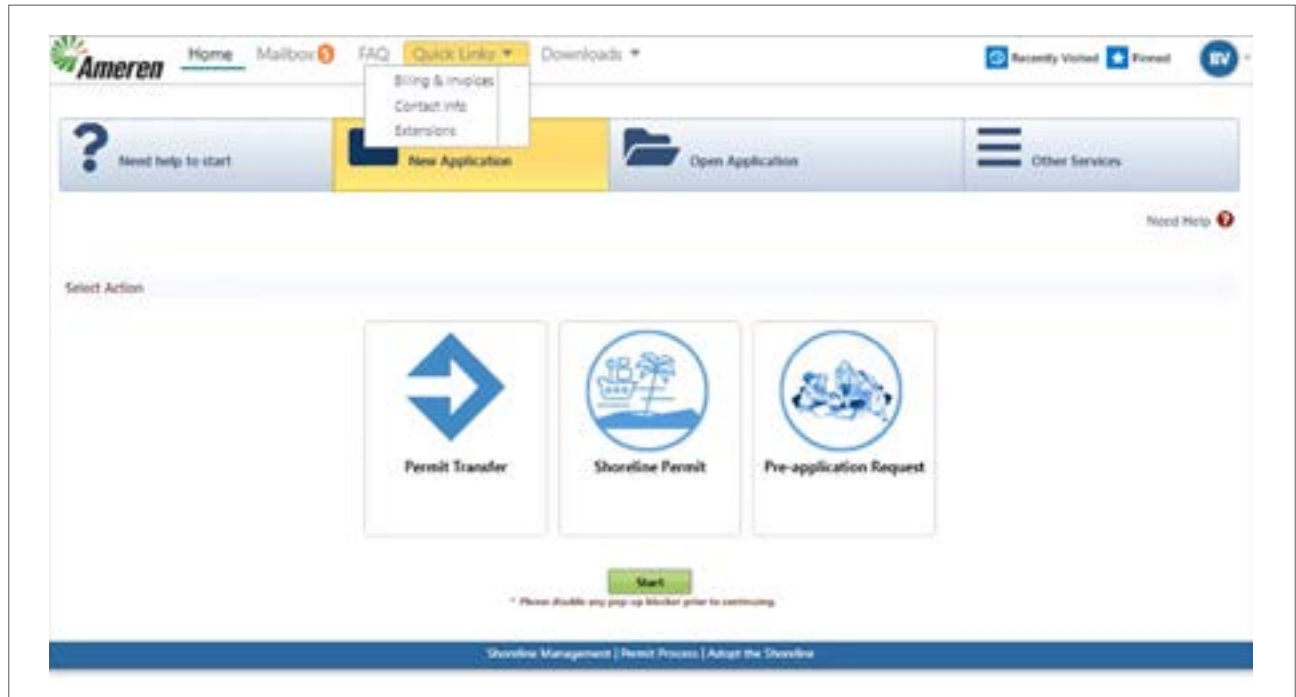
Permittee Applicant Signed by John Doe Date/Time 3/31/2022 2:11 PM

Previous Finish

If a message box indicating any portion of the application was not completed is displayed, this issue will need to be addressed and confirmation completed again. Upon successful submission of your application, you will receive a message from donotreply@flairsoft.net at your personal email address, account mailbox or both depending on your preference settings for communications. The application will be sent to the appropriate Ameren representative and will be processed in the order it was received. Additional messages will be sent to the account informing you the status of your application. Complete applications not requiring agency review may require six weeks to process.

ADDING A REALTOR OR CERTIFIED DOCK BUILDER THROUGH CONTACT MANAGEMENT

You may add a dock builder or Realtor to your account by using the Quick Links drop-down at the top of the page. Choose **contact info**.



When the contact info page opens, you will find two panels that can be expanded or collapsed. Please click on and expand the **“Manage Users”** panel (*screenshot below*).



Once the panel is expanded, you will see the **“Associated Contacts”** section and you can select a contact. (*screenshot below*)



The look-up box will appear, and you will choose your category by selecting Dock Builder or Realtor and clicking on the green search button. *(Please note: If your dock builder or realtor is not found, they do not have an account in the permitting system and cannot be associated to your account.)*

The screenshot shows the Ameren web portal interface. A 'Lookup' dialog box is open, allowing users to search for contacts. The 'Category' dropdown is set to 'Select One', with options for 'Certified Dock Builder' and 'Realtor'. A green 'Search' button is located to the right of the dropdown. Below the dropdown is a table with columns: Name, Category, Address, Phone, Email, and Select. The table currently shows 'No records to display'.

Once your search is completed, you may add the contact by clicking on the blue **Select** link on the right side of the search (screenshot below).

The screenshot shows the 'Lookup' dialog box with search results. The 'Category' dropdown is set to 'Realtor'. The table below shows one result: 'Realtor Realty' with a 'Select' link in the 'Select' column.

Your selection will now show in the “Associated Contacts” panel. Click on the green **Save** button at the bottom of the page. Your associated contact is now able to interact with your account and access your information or submit applications and payments on your behalf.