

In this Together

Assistance and Service Options for Residential Customers



We understand that many families may be experiencing economic hardship. We're in this together and here to help through these challenging times.

DON'T FALL FOR SCAMMERS PRETENDING TO BE UTILITIES. REMEMBER, WE WILL NEVER DEMAND PAYMENT OVER THE PHONE OR IN PERSON.

Health and Safety Options

Find help when energy impacts your medical needs.

- **Medical Equipment Registry** – Register critical medical equipment.
- **Caring Contact Program** – Let a loved one or trusted resource know if you need help managing a disconnection notice.
- **Medical Hardship Extension** – Allows more time to pay due to a medical hardship.
- Visit **AmerenMissouri.com/HealthandSafety** to apply, or call **800-552-7583**.

Heat Up Missouri / Cool Down Missouri

Get ready for summer heat and winter cold.

- Cool Down and Heat Up provide help to seniors and disabled customers and low-to-moderate income customers.
- Air conditioners are available through Cool Down to qualifying senior or disabled residents.
- To apply, visit **Cooldownstlouis.org** or **Heatupstlouis.org**; seniors over 65 can call **314-241-0001**.

LIHEAP — Summer Cooling and Winter Heating Assistance

Find summer, winter and year-round energy assistance.

- **Two programs in one provide year-round assistance.**
- **Energy Assistance** – one-time payment up to \$652.
- **Energy Crisis Intervention Program (ECIP)**
 - Summer: up to \$1,200 (June 1 – Sept. 30)
 - Winter: up to \$1,600 (Nov. 1 – May 31)
- Eligibility for both programs: **No disconnection notice required.**
- Income eligibility at or below 60% of State Median Income Level (**for example, four-person household with annual income up to \$51,021**).
- Learn more at **AmerenMissouri.com/EnergyAssistance** or call **855-373-4636**.

For more information about these programs and a complete list of energy assistance programs, visit **AmerenMissouri.com/EnergyAssistance** or call **800-552-7583**.

More Assistance and Service Options for Residential Customers

Deferred Payment Agreements

Find help managing your payment balance.

- Available April 1 - Oct. 31 with a minimum 50% down payment.
- 6-12 month installments.
- Cold Weather Rule program runs from Nov. 1 - March 31.
- Review your options through your Ameren account at **AmerenMissouri.com** or call us at **800-552-7583**.
- **Pay Date Extension (PDE)** – A payment option that grants customers a few extra days to pay their bill.

Keeping Current and Keeping Cool

Find payment assistance.

- **Keeping Current** helps you catch up and stay current on your electric bill by providing monthly bill credits of \$35-\$90 (when you make on-time monthly payments) for a total of **24 months**.
- **Keeping Cool** helps elderly, disabled and households with children under age 5, with a bill credit of \$25/month, May-September.
- Learn more and find a Keeping Current/Keeping Cool Agency at **AmerenMissouri.com/KeepingCurrent**.

Dollar More

Find help or give back.

- Need assistance? Up to \$600 for eligible customers.
- Want to donate? Add \$1 or more to your bill to help customers who need help paying their bill.
- Learn more at **AmerenMissouri.com/DollarMore**.

Products and Services

Easily manage your account online.

- Alerts – Stay up to date regarding your bill and service with text and email alerts.
- Pick A Due Date – Pick a date that's most convenient for you to pay your Ameren energy bill.
- Budget Billing – Annual energy bill is averaged over the past year to determine your budget billing amount.
- Track and Manage Your Energy – Log in and find personalized tips to save energy and money.
- Learn more at **AmerenMissouri.com/Options**.

Weatherization and Energy Efficiency

Reduce your energy bill by improving the energy efficiency of your home.

- Eligible customers can apply for the Low Income Home Weatherization Assistance Program.
- Take advantage of deep discounts and rebates available through Ameren Missouri's Energy Efficiency Programs.
- Learn more at **AmerenMissouriSavings.com**.

For more information about these programs and a complete list of energy assistance programs, visit **AmerenMissouri.com/EnergyAssistance** or call **800-552-7583**.



Discover all the ways to save with Ameren Missouri

With a variety of savings options for everyone, Ameren Missouri makes it easy to control your energy use while saving money.



**POWER
TO SAVE**

HVAC

**Earn up to
\$900***

when you purchase a qualifying
air source heat pump, central
air conditioner or geothermal
heat pump.

ONLINE STORE

**Save big
with rebates**

on smart thermostats
and discounts on lighting
and more.

SMART THERMOSTATS

**Get \$100*
instant savings**

on ENERGY STAR® certified
smart thermostats
when purchased through
Ameren Missouri's Online Store.

PEAK TIME SAVINGS

**Earn \$50*
when you sign up**

and a \$25* annual
appreciation bonus.

HEAT PUMP WATER HEATER

**Get \$550*
cash back**

on ENERGY STAR® certified heat
pump water heaters.

PAY AS YOU SAVE (PAYS®)

**Pay little to no
up-front costs while
saving energy**

When you install
energy-efficient upgrades.

Flip over for easy energy-saving tips!

*Limits apply. Only on qualifying purchases. Some restrictions may apply. Visit AmerenMissouriSavings.com for full program details.

Learn more about these programs at
AmerenMissouriSavings.com/SavingsPrograms



Scan this code
to learn more.




Ameren Missouri's Guide to Saving Energy and Money


You have the power to save money and to keep your energy costs low! Use this helpful checklist full of energy-saving tips to cut down on costs.

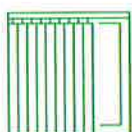



POWER
TO SAVE


☒ ENERGY EFFICIENCY TIPS CHECKLIST

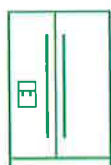
- ☐  Replacing the filters in your HVAC system can lower your energy use by up to 15%.*

- ☐  Setting a programmable thermostat to a higher or lower setting when you're not home can reduce your energy costs by up to 10%.*

- ☐  Installing energy-efficient window treatments or blinds can reduce heating and cooling costs.

- ☐  During daylight hours, switch off your lights and let natural light brighten your home.

- ☐  Using low-cost caulk to seal cracks in your home keeps outside air out and savings in.

- ☐  Is your fridge or freezer 10 or more years old? Consider replacing it with an energy efficient model help you save energy. Look for the ENERGY STAR® label for efficiency guidance.

U.S. Environmental Protection Agency, ENERGY STAR program
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See more ways to save at
AmerenMissouriSavings.com/SavingsPrograms



Scan this code
to learn more.

