



BUILDING STRONGER COMMUNITIES // A GUIDE FOR MUNICIPAL LEADERS



Dear Community Leader,

Our mission at Ameren Illinois is to power the quality of life. And that's exactly what we've been doing in communities like yours for more than a century. Then and now, you can count on us to deliver the safe, reliable energy you need.

We value our relationships with community leaders, and we are committed to keeping you informed. This municipal guide is one way we do so. I hope you find it helpful.

Inside, you'll find an overview of specific policies and programs relevant to your community. We've also included topics that may be of interest to residents of your community, such as safety, payment options and energy assistance. You'll learn, too, about the energy landscape in Illinois and our efforts to build a stronger, smarter energy delivery system.

As a reminder, a Community Relations Coordinator has been assigned to work directly with you and other leaders in your region. If you need assistance, please contact your local coordinator. If you don't know who your coordinator is, call us at **1.800.755.5000** and we will connect you.

We are proud to be your energy partner. For more detail and the most up-to-date information, visit us online at **AmerenIllinois.com**.

Warm regards,

A handwritten signature in black ink that reads "Richard J. Mark". The signature is written in a cursive, flowing style.

Richard J. Mark
President and CEO

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Note: The information presented here is current as of printing and may be subject to review and revision. For the most up-to-date information, or for additional information on these or other topics, please contact your local Ameren Illinois representative or visit AmerenIllinois.com.

To request additional copies of this guide, send an email to CommunityRelations@ameren.com.

April 2015

What's New?

Much of the helpful information you will find in this 2015 version of the municipal guide remains unchanged from the previous edition. However, some important things are new.

For example, in recent years, Illinois lawmakers passed legislation to modernize the state's electric and natural gas infrastructure and create jobs. On pages 9-12, you can learn more about this landmark legislation and how it paved the way for Illinois' largest utilities to build a stronger, smarter energy delivery system for our state.

As a municipal leader, you may also be interested in ongoing developments to our government web portal. This online tool was introduced in 2012 to help municipalities, counties and townships manage government aggregation programs. Today, web portal services have been expanded to include online management of municipal utility taxes and annual premise authentication – and more improvements are planned. Our goal is to eventually develop the portal into a one-stop-shop for the state, municipalities, counties and townships we serve. Read more on page 17.

Fraud is on the rise, and clever criminals are finding creative new ways to steal from unsuspecting victims. Ameren Illinois is eager to educate customers so they can protect themselves from the latest utility-related scams. On page 37, you'll find tips to help you stay one step ahead of the con artists.

Your community can also learn about the benefits and requirements of electric vehicles. On page 33, you'll learn how Ameren Illinois is making sure our system is ready for widespread use of these vehicles in the future – and how we can help your community prepare.

This guide is designed to put the information you need at your fingertips. If you have questions or need additional information, please visit AmerenIllinois.com or call your local Community Relations Coordinator.

About Us

Ameren Illinois is a regulated electric and gas delivery company based in Collinsville, Illinois.

Every day, we bring electricity to 1.2 million customers and natural gas to more than 800,000 customers in our 43,700-square-mile territory. We are proud to serve more than 1,200 Illinois communities.

Our complex energy delivery system includes:

- 4,500 miles of electric transmission lines
- 45,400 miles of electric distribution lines
- 18,000 miles of natural gas transmission and distribution mains
- 12 underground natural gas storage fields

Our parent company is St. Louis-based Ameren Corporation.

Our mission is to power the quality of life.



Electrical Safety

SAFETY. Electricity and natural gas are an essential part of modern life, but they can be dangerous if you don't understand the risks.

Ameren Illinois is dedicated to providing safe and reliable energy – and to educating people about the hazards. The following information can help you and municipal workers stay safe around electricity and natural gas.

- Even momentary contact with power lines can cause serious injury or death. Assume all power lines – including downed wires – are energized and dangerous. If you see a downed line, stay away and call us immediately to report it.
 - Watch for downed lines after a storm. Stay away from brush, fallen trees or water that could hide a downed power line.
 - Water and electricity make a dangerous combination. Never enter a flooded basement or other areas where water may be in contact with electrical wiring or appliances.
 - Don't use electric tools if it's raining or the ground is wet.
-

A downed power line can energize anything it touches, so never touch a downed line or anything that could be in contact with it.

- Make sure outdoor outlets are equipped with a ground fault circuit interrupter (GFCI), or use a portable one when using outdoor electric power tools. GFCIs protect people from electric shock by cutting off power instantly if they detect an electrical problem.
- Arc faults occur when electricity flows outside the path set for it by wires. Arc fault circuit interrupters (AFCIs) protect against this potentially deadly situation by shutting off power if they detect arcing conditions or an abnormal flow of electricity.
- Look for the Underwriters Laboratories (UL) mark on all electric products. This indicates the product meets strict safety standards.

To report a downed power line, call Ameren Illinois at **1.800.755.5000**.

COLLISIONS WITH UTILITY POLES

If you hit a utility pole while driving and the power line comes down, stay in the vehicle until utility crews can de-energize the line. Do not open the doors or step outside. Call 911, or yell for others to get help, and wait for emergency and utility crews to arrive.

If you are forced to exit the vehicle because of fire or other immediate danger, jump clear of the vehicle without touching it and the ground at the same time. Jump and land with feet together, then hop away with feet together – don't walk or run.

If you come across a vehicle that has hit a utility pole, do not leave your vehicle to approach the scene. Power lines could be down and energized, and you could walk into the energized path – and danger. Call 911 for assistance.

WHY SHOULD I HOP? Electricity spreads out through the ground in ripples, like a stone dropped in water. The voltage is highest in the ring closest to the vehicle and decreases with distance. Hopping with your feet together helps make sure that one foot isn't in a higher voltage zone than another, which could make you a conductor for electricity.

POWER LINES CAN CREATE ADDITIONAL DANGERS FOR EMERGENCY RESPONDERS. Electricity can be an invisible killer, particularly when overhead power lines have fallen on vehicles or the ground. Even though the wire may not be sparking, it can energize other objects it touches, and also send a potentially deadly charge into the ground that will disable or electrocute someone approaching the wire on foot.

First responders to an accident scene involving vehicles and downed lines should:

- Always assume that a downed wire is energized.
- Stay back and warn others to stay back.
- Call utility personnel as soon as possible so they can ensure the line is de-energized.
- Make sure the occupants of the car stay inside until the utility has arrived to de-energize the lines.

Once the situation has been made safe, emergency workers can perform rescue and recovery of any accident victims, provide traffic control, and manage any other life-threatening situations.

ON THE JOB: OVERHEAD CLEARANCES

- Survey the job site every day to locate overhead power lines, poles and guy wires, and point out those potential hazards to co-workers.
- Keep yourself and all ladders, tools, equipment and materials at least 10 feet away from distribution lines – and farther away from higher voltages. For specific overhead clearance requirements, consult [osha.gov](https://www.osha.gov). Determine the maximum safe lift height before you start the job.
- Carry all ladders, long-handled tools and materials level with the ground.
- Assign a dedicated spotter whose only job is to keep people and equipment a safe distance from overhead power lines and other hazards. An equipment operator working alone cannot safely judge the distance from the equipment to overhead power lines. A spotter on the ground has a much better view.
- If proper clearance cannot be obtained, ask Ameren Illinois to de-energize lines before beginning work.

KNOW WHAT'S BELOW, TOO! Call JULIE at 811 to have underground utilities marked before you begin any excavation. That one call could prevent a deadly encounter with underground power lines or other hazards.

GENERATOR SAFETY

Portable electric generators can be deadly if not installed properly, so they should always be installed by a qualified electrician. The National Electrical Code (NEC) requires that portable electric generators include a safety disconnect switch that will prevent the generator from feeding power back into utility lines. Otherwise, this “backfeed” could damage neighboring property or the customer’s own equipment – and could present unseen hazards to utility employees working on power lines.

DON'T POST ON UTILITY POLES

Utility poles are Ameren Illinois property, and for safety reasons we prohibit the general public from attaching anything to them.

Birthday balloons or garage sale signs may seem harmless, but any object attached to a utility pole creates a dangerous obstacle for line crews who may need to climb the pole. In addition, nails, tacks, staples, or wire used to attach objects to a pole can snag

safety clothing, leaving a line worker vulnerable to electric shock. Anything tacked to a utility pole could also impact our ability to restore power after an outage.

COPPER THEFT CAN STEAL A LIFE

Rising copper prices have made this metal even more attractive to thieves. Copper theft is especially harmful because it creates some serious safety risks. Thefts from electric utility property, such as substations and power poles, can cause fires, explosions, power outages, and electric shock.

Copper thieves themselves may pay the ultimate price for their actions. Many copper thieves have been killed or seriously burned while trying to steal from high-voltage electric substations or power poles.

You can help stop copper theft. If you notice suspicious activity near electric substations or other utility property, call the police.

More Safety Tips for Municipal Workers

To learn more about worker safety and order free training materials, visit [AmerenIllinois.e-smartonline.net/worker](https://amerenillinois.e-smartonline.net/worker).

SAFETY WORKSHOPS FOR MUNICIPAL EMPLOYEES

Ameren Illinois is pleased to offer free energy safety workshops to firefighters and police officers, paramedics, public works employees and others whose jobs may involve working around electricity or natural gas. To schedule a workshop for your village, city or county, call **1.800.755.5000**.

Note: We prefer to have about 40 workers in attendance at each session. Please allow six to eight weeks' notice.

FIRST RESPONDER BROCHURE AVAILABLE

Our brochure, “Natural Gas and Electrical Safety for Emergency Responders,” provides helpful tips for dealing with emergency situations, including gas leaks, electrical hazards, severed gas lines, carbon monoxide, floods, severe weather, fires and vehicle accidents. To request copies of this brochure, call **1.800.755.5000** and ask to speak to someone in the Community and Public Relations department.

**Want to learn more about electrical safety?
Visit SafeElectricity.org.**

Natural Gas Safety

CARBON MONOXIDE

Carbon monoxide (CO) is a colorless, odorless and potentially deadly gas created when fossil fuels are burned without proper ventilation. Potential sources of CO include vehicles, gas appliances, chimneys, charcoal grills and portable kerosene heaters. Symptoms of CO poisoning include:

- Burning eyes
- Nausea
- Dizziness and confusion
- Fatigue and shortness of breath
- Increased episodes of angina in people with coronary disease
- Unconsciousness

If anyone in the building is feeling ill and you suspect carbon monoxide poisoning, vacate the premises and get fresh air. Call the Illinois Poison Center immediately at **1.800.222.1222**.

We urge customers to install CO detectors, as required by state law, and have their natural gas appliances regularly inspected.

WARNING SIGNS OF CARBON MONOXIDE

These signs may indicate the presence of carbon monoxide – and danger:

- Streaks of carbon or soot around the service door of your fuel-burning appliances.
- The absence of a draft in your chimney.
- Excessive rusting on flue pipes or appliance jackets.
- Moisture collecting on windows and walls.
- Fallen soot from the fireplace.
- Small amounts of water leaking from the base of the chimney, vent or flue pipe.
- Damaged or discolored bricks at the top of your chimney and rust on the portion of the vent pipe visible from outside your home.
- A yellow, large and unsteady burner flame (except with decorative gas log appliances).
- Flu-like symptoms.
- An unusual pungent odor when the appliance is operating.

Ameren Illinois personnel respond to carbon monoxide calls only when a police or fire department requests assistance. If you need our assistance, call **1.800.755.5000.**

HOW TO RECOGNIZE A GAS LEAK

Natural gas is naturally colorless and odorless. We add a harmless chemical called mercaptan to give natural gas a rotten egg smell. That distinctive odor makes it easy to sniff out a gas leak. But you don't have to rely on your nose alone. Be alert for these additional warning signs of a gas leak:

- Continuous bubbling in pools of water or a pond.
- An unusual sound, such as a hissing, whistling, or roaring sound near a gas line or appliance.
- Dead or dying vegetation (in an otherwise moist area) over or near a pipeline.
- Dirt or water spraying or blowing into the air.
- A damaged connection to a gas appliance.
- An exposed pipeline after an earthquake, fire, flood, or other disaster.

Call Ameren Illinois at **1.800.755.5000** to report the suspected leak. We respond to gas leak calls 24 hours a day, seven days a week and we never charge for this service.

WHAT TO DO IN THE EVENT OF A NATURAL GAS LEAK

Natural gas leaks are rare, but dangerous. In the presence of natural gas, even the smallest spark can lead to a fire or explosion. Remain calm and follow these steps to stay safe:

DO:

- Leave the premises immediately, taking pets, too.
- Leave the door open on the way out.
- Go to another location to call Ameren Illinois at **1.800.755.5000** to report the leak.
- Stay a safe distance away and keep others away until someone from Ameren Illinois or an emergency agency says it's safe to return.

If calling from your land line phone to report the gas leak, set the phone down (do not hang up) and leave the building. If you are using a cell phone, carry it outside with you and then hang up.

DO NOT:

- Strike a match or light a cigarette, candle or flame of any sort.
- Turn on the gas stove or other gas appliance.
- Use or unplug any device or equipment that could generate a spark or flame. That includes lights, electrical appliances, television, radio, flashlight, garage door opener and telephones.
- Re-enter the building for any reason until Ameren Illinois personnel tell you it is safe to enter.
- Assume someone else has reported the gas leak.

COPPER THEFT: A GROWING DANGER FOR FIRST RESPONDERS

As copper prices rise, so do the number of copper thefts. Crafty criminals have even begun breaking into vacant homes to rip out copper gas piping to sell for scrap value. When they do so, gas can continue to blow inside the structure, creating a dangerous situation for neighbors, emergency responders, and Ameren Illinois personnel. In these cases, neighbors or passersby may recognize the gas odor and call 911 first to report the smell of gas. If this occurs, your dispatch should call Ameren Illinois immediately.

DIAL 811 BEFORE YOU DIG

Any time you're planning an outdoor project that requires digging, call JULIE (Joint Utility Locating Information for Excavators) at 811 before you begin. With one quick call, JULIE will make sure that all buried utility lines are marked so you can dig safely.



If you don't call and you hit an underground utility line, you could be hurt or killed. You could also disrupt service to an entire neighborhood and possibly be held liable for damages.

Regardless of the size of your project, call JULIE (or submit an electronic request at Illinois1Call.com) at least 48 hours before you dig. The service is free, and it's the law.









Excavation damage is the biggest threat to pipeline safety. You can help prevent potentially dangerous incidents by calling JULIE at 811 before any digging project and by reporting suspected gas leaks. Working together, we can keep the energy flowing and our homes and communities safe.

WHAT HAPPENS AFTER I CALL?

Within two working days of your call to JULIE, a representative from each member utility company will mark the location of their underground lines with paint and/or flags or let you know that their lines do not conflict with the area where you are planning to dig

Note: The utilities are only required to mark the lines that they own, not privately installed utilities such as connections to a garage or workshop.

You'll know what's below by the color-coded flags, stakes or paint:

	Red - Electric		Purple - Reclaimed Water, Irrigation
	Yellow - Gas, Oil or Petroleum		Green - Sewer
	Orange - Communications		White - Proposed Excavation
	Blue - Potable Water		Pink - Temporary Survey

WHEN CAN I START MY PROJECT?

Even after all utilities have been marked, you cannot begin your excavation before the start time on your locate request.

The start time is typically two working days after your phone call. (Working days are Monday through Friday, 8 a.m. to 4 p.m., excluding holidays.)

Your excavation project must begin within 14 days of your initial call to JULIE.

RESPECT THE MARKS

Excavation should be carefully performed only after confirming that all utilities have marked the location of their underground lines.

Locating an underground utility line is not an exact science. Be aware that the marks indicate the **approximate** location of a buried line. Be sure to dig outside the mark's tolerance zone, which is at least 1.5 feet on either side of the mark, but varies according to the buried utility. If you must excavate within the tolerance zone, hand dig with extreme caution next to the marks, not on top of them.

PIPELINE MAPS & MARKERS

Since most pipelines are buried underground, pipeline markers let you know the approximate locations of major pipelines in the area. High-visibility markers with the Ameren Illinois 24-hour emergency phone number indicate the need for extra care around our high-pressure gas transmission pipelines.

Pipeline markers are usually found at roadways, railroad crossings, and other points along the pipeline route. These markers do not show the exact location, path, depth, or number of gas pipelines in the area. In addition, pipelines may not follow a straight course between markers.

Maps are also available online to identify the approximate locations of major natural gas pipelines. To view maps, visit the National Pipeline Mapping System website at npms.phmsa.dot.gov.

Never use pipeline markers or maps as a substitute for calling 811 to have all utility lines in your dig area located and marked.

REPORT SUSPICIOUS ACTIVITY

If you notice any type of suspicious activity near a pipeline marker, call Ameren Illinois at 1.800.755.5000.

REPORT DAMAGE TO PIPELINES – IT’S THE LAW

Even the most cautious excavator or homeowner can occasionally cause damage to a buried line. If you cut or even nick a natural gas pipeline, state law requires you to immediately notify the affected utility and then contact JULIE at 811.

In the event of a potentially dangerous situation, including the escape of any flammable, toxic or corrosive gas or liquid, state law requires the excavator to do the following:

- Immediately stop digging and evacuate the area. Do not attempt to control the leak or repair the damaged pipeline.
- From a safe location, call the pipeline operator, as well as 911 (for emergency response) and 811 (for JULIE). Emergency responders and utility workers will arrive on the scene to manage the situation.
- Do not use or turn off any vehicle, device or equipment that could generate a spark or flame.
- Stay far away – upwind of the source of the leak – and keep other people away until safety officials say it is safe to return.

Call Ameren Illinois (or other pipeline operator) even if there is no visible damage to the pipeline. Even a slight nick, scrape or cut to the pipeline or its coating – or any component attached to or running alongside the pipe – may cause a dangerous break or leak in the future. No damage is too small to report.

DAMAGE REPAIRS

Once notified that a pipeline or pipeline coating has been damaged, a utility or pipeline crew will be dispatched to make repairs. Only qualified personnel, using proper safety equipment and materials, are allowed to repair or replace damaged pipelines.

Ameren Illinois usually will bill for damage repairs if it is determined that the excavator did not comply with Public Act 53. To encourage reports of nicked coatings, the company generally will not bill for this repair.

To report a gas leak or damaged pipeline, call Ameren Illinois at **1.800.755.5000**.

DID YOU KNOW? You should not extinguish burning gas in an emergency situation. Burning gas will not explode, but it could ignite surrounding combustibles. Clear a safe area around the gas leak and rope or barricade it off. Natural gas will ignite only when the percentage of gas in the air is between 4.5 percent and 14.5 percent and an ignition source is present.

PIPELINE SAFETY IS DAILY FOCUS

Every day, Ameren Illinois delivers natural gas to more than 800,000 customers in central and southern Illinois. We invest a significant amount of time and money – and follow detailed operating, maintenance and communication plans – to ensure the integrity of our pipelines.

To keep our pipeline systems safe, we monitor our equipment 24 hours a day. If an incident or leak is detected or reported, we respond within the hour – any time of the day or night. In the event of an emergency, Ameren Illinois will take steps to minimize the amount of leaking gas and isolate the situation.

We perform regular maintenance to ensure proper pressure control, odorization and reliable service. In addition, all new gas service installations include excess flow valves to stop the flow of gas in the event a service line is damaged or ruptures.

Our highly trained employees must pass rigorous testing and follow strict standards, codes and regulations. We also regularly communicate with local emergency responders and offer free safety workshops for fire and police personnel, paramedics, and others whose jobs may involve working around natural gas. (see page 2.)

For more information about large transmission pipelines operating in your area, visit the National Pipeline Mapping System (NPMS) online at npms.phmsa.dot.gov.

PIPELINE SAFETY FOR PUBLIC OFFICIALS: WHAT YOU SHOULD KNOW

The consequences of accidental releases from pipelines can vary greatly, depending on where the release occurs, and the commodity involved in the release. In worst case scenarios, releases from pipelines can adversely affect human health and safety, cause environmental degradation and damage property.

Federal pipeline safety regulations use the concept of High Consequence Areas (HCAs) to identify specific locations where a pipeline release could have the most serious adverse consequences. Pipeline operators must determine which segments of their pipeline could affect HCAs in the event of a release.

An equation is used to estimate the distance from a potential explosion at which death, injury or significant property damage could occur. This distance is known as the “potential impact radius” (or PIR) and is used to depict potential impact circles.

Operators must calculate the potential impact radius for all points along their pipelines and evaluate corresponding impact circles to identify what population is contained within each circle.

In accordance with federal regulations, Ameren Illinois has designated communities in its service territory as either High Consequence Areas or non-High Consequence Areas. For HCA areas, Ameren Illinois has developed supplemental hazard assessment and prevention programs, known as Integrity Management Programs.

HCAS VS NON-HCAS

High Consequence Areas (HCAs) for natural gas transmission pipelines include:

- Heavily populated areas with a natural gas transmission pipeline in the vicinity. (Potential impact circles that contain 20 or more structures intended for human occupancy.)
- Buildings housing people with limited mobility.
- Facilities that would be difficult to evacuate, such as hospitals, nursing homes and prisons.
- Buildings and outdoor areas, such as shopping malls and sports facilities, that are occupied by more than 20 people on a specified minimum number of days each year.

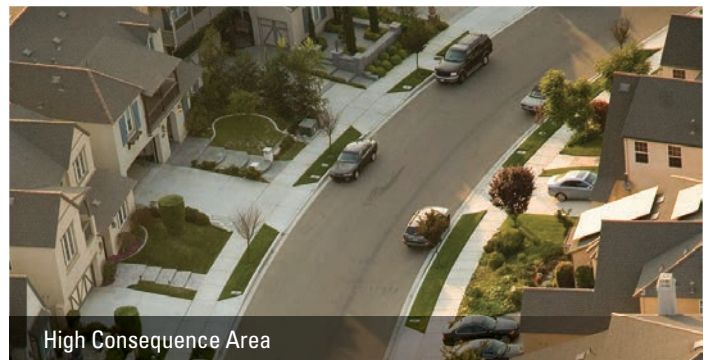
Non-HCAs are primarily locations that are not heavily populated or do not have a natural gas transmission pipeline in the vicinity.

To learn more about your community’s designation and pipelines operating in your area, visit the National Pipeline Mapping System website at npms.phmsa.dot.gov.

WHAT CRITERIA ARE USED TO DEFINE HCAS FOR PIPELINES?

Because potential consequences of natural gas and hazardous liquid pipeline releases differ, criteria for HCAs also differ. HCAs for natural gas transmission pipelines focus solely on populated areas, as environmental and ecological consequences are usually minimal for releases involving natural gas.

“Populated areas” include both high population areas and other populated areas identified using maps and data from the U.S. Census Bureau.



PROTECT YOUR COMMUNITY FROM PIPELINE HAZARDS

Transmission pipeline failures present risks that may impact people, property, the environment, and economies beyond the edges of pipeline rights-of-way. Visit the U.S. Department of Transportation’s Pipeline & Hazardous Materials Safety Administration website at phmsa.dot.gov to learn more about pipeline risks and how to manage development near pipelines – including recommended land use practices for local government.

Understanding Our Systems

We are committed to delivering safe, reliable energy to more than 1.2 million electric customers and 800,000 natural gas customers who count on us every day.

Electricity and natural gas typically travel many miles to get from producer to consumer. Our complex delivery system spans 43,700 square miles in Illinois – about three quarters of the state.

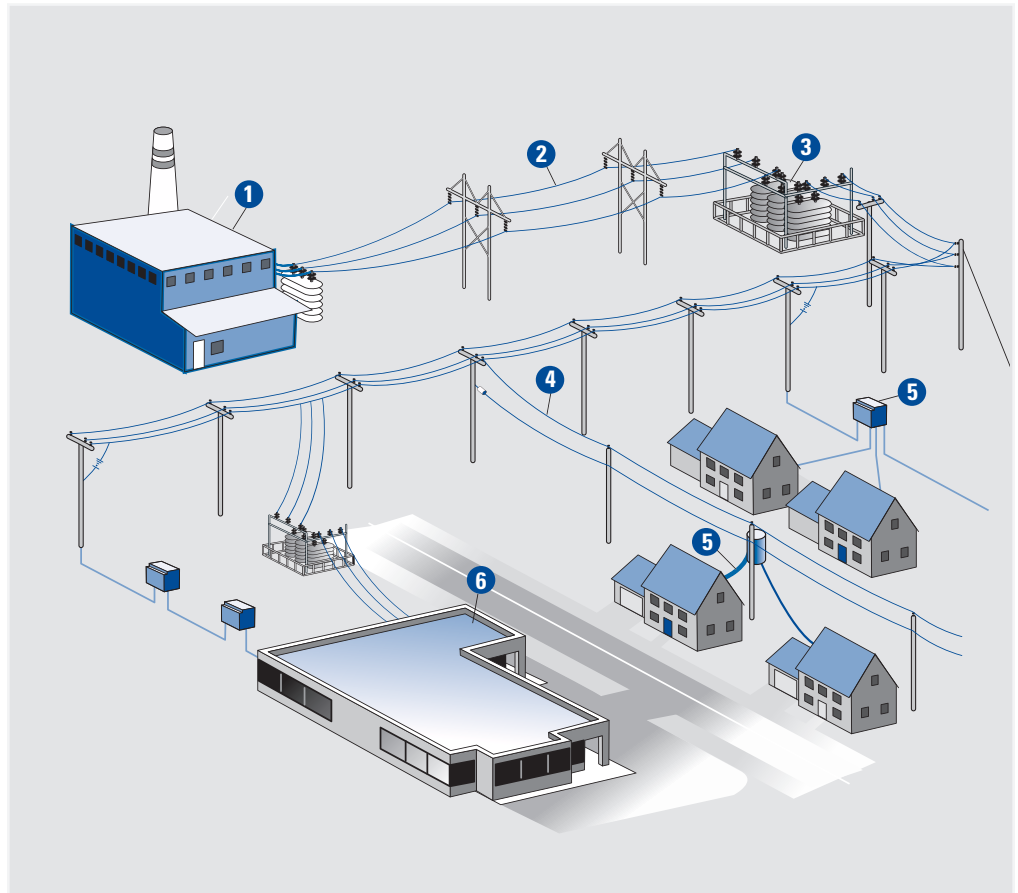
Every year, Ameren Illinois invests tens of millions of dollars to maintain our pipes, wires and equipment and make improvements that will benefit our customers.

ELECTRICITY TRANSMISSION

Before power can reach customers, it must be transferred from generating plants to substations. As a delivery company, Ameren Illinois is responsible for the safe, reliable transmission of that power. Our robust system includes more than 4,500 miles of high-voltage transmission lines.

BLINKS & BREAKERS. Power flickers and blinks – brief interruptions in your electric service – can occur when an obstruction, such as a tree limb or an animal, comes into contact with a power line or transformer. A circuit breaker senses the obstruction and stops the flow of electricity for a fraction of a second, giving the obstruction a chance to clear itself.

To reduce longer outages, we are installing Intellirupters throughout the state. Learn more about these devices on page 9-10.



ELECTRICITY DISTRIBUTION

The distribution network carries power from the substations to homes and businesses. Our network includes 45,400 miles of distribution lines across Illinois. Laid end to end, that's enough to encircle the earth – almost twice!

The diagram above illustrates how electricity gets from the power plant to your door.

1. Electricity is produced around the clock by generators in power plants. Unlike oil or gas in a pipeline, electricity cannot be stored. It must be generated and delivered at the moment it is needed.
2. Electricity must travel hundreds and even thousands of miles. Once it leaves the power plant the voltage is increased so it can travel through a vast network of transmission lines to areas where power is needed.
3. Electricity travels at nearly the speed of light to substations where the voltage is reduced to send the power over the distribution lines.
4. The distribution lines make up many “feeder circuits” to bring power to homes and businesses throughout cities, towns and rural areas.
5. The round “tubs” on power poles, or the rectangular large green boxes on the ground are transformers which reduce the voltage even further so that it can be used in homes and businesses.
6. Large businesses and factories may have substations or very large transformers to deliver the power at the voltage they need to support their business.

NATURAL GAS TRANSPORTATION & DISTRIBUTION

To keep your natural gas flowing, Ameren Illinois maintains 18,000 miles of natural gas transmission and distribution mains, as well as 12 underground gas storage fields. Our complex natural gas delivery system is part of a vast national network.

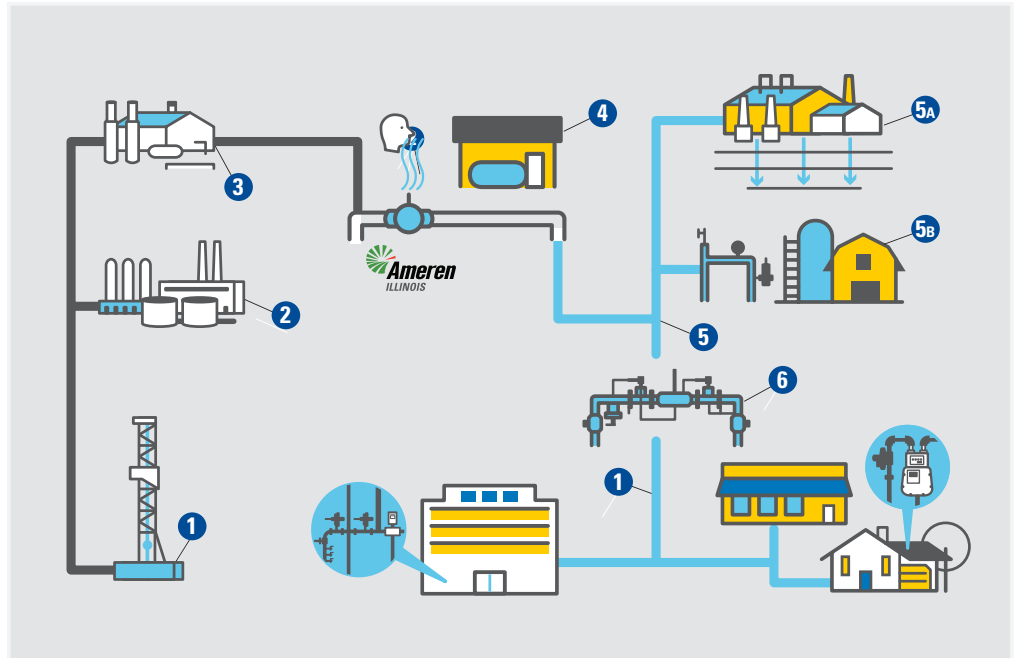
Our pipelines operate at varying rates of pressure to serve different purposes, as described below.

- Larger transmission pipelines operate at higher pressures to transport large volumes of natural gas to and from compressor stations and storage facilities as well as to distribution centers.
- Smaller, underground distribution pipelines, also known as gas mains, operate at lower pressures to transport odorized natural gas to other distribution pipelines or customers through low- pressure service lines.
- Service lines are narrow, lower-pressure pipelines that carry gas from the distribution pipeline to the customer's meter. They are typically buried underground and run across the customer's property.

To ensure the integrity of our natural gas pipelines, we rely on walking surveys, visual inspections by qualified technicians, internal inspection tools and hydrostatic testing. These help us plan and prioritize repair and replacement activities.

Ameren Illinois manages two types of storage fields:

- In southern Illinois, Ameren Illinois gas is mainly contained in abandoned, underground fields



that were once operated by natural gas producers. When the producers removed their gas from the ground, they left pockets where Ameren Illinois stores its gas today.

- In central Illinois, our storage fields are underground geological formations where porous rock is filled with water. We inject natural gas into the rock, displacing the water, and store the gas until it is needed.

Gas is stored anywhere from 300 feet to 3,000 feet below ground. Our largest storage field can hold 7.6 billion cubic feet of natural gas, while our smallest stores approximately 143 million cubic feet.

The diagram above illustrates the journey of natural gas from the producer to the consumer.

- 1. Wellhead:** Natural gas is extracted through wells drilled deep into the earth.
- 2. Processing Plant:** From the wellhead, a network of pipelines transports the raw natural gas to processing plants where impurities are removed.
- 3. Compressor Stations:** After processing, natural gas is transported by transmission pipelines and pressure is boosted at compressor stations to keep the gas flowing.
- 4. Gate Station:** Local distribution companies like Ameren Illinois purchase natural gas at gate stations and start reducing the pressure. Here, an odorant called mercaptan is added to the natural gas to give it a "rotten egg" smell and make leaks easily detectable.
- 5. High-Pressure Pipelines:** From the gate station, odorized natural gas is sent either to storage fields or to customers. **5A. Storage Field:** Some natural gas is stored underground in warmer months when demand is lower, then it is drawn out in colder months when demand is higher. **5B. Farm Tap:** Used in rural areas, farm tap regulators reduce the pressure of natural gas for two or fewer services, such as a farm house or grain dryer.
- 6. Regulator Station:** Odorized natural gas travels through the high-pressure pipelines from the gate station to regulator stations, where pressure is reduced again for distribution to a specific area.
- 7. Natural Gas Customers:** Distribution piping for homes and businesses travels from regulator stations on lower pressure pipelines. Another regulator at the house meter reduces the pressure even further before it enters home piping.

At businesses, a regulator at a meter-set also reduces the final pressure to the pressure required by the natural gas burning equipment and/or appliances.

Electric Modernization

Today's electric customers are plugged in like never before – and that means reliable energy has never been more important. Ameren Illinois is committed to upgrading our electric delivery system to better meet your community's changing energy needs.

ENERGY INFRASTRUCTURE MODERNIZATION ACT

The Energy Infrastructure Modernization Act of 2011 (EIMA) allows Ameren Illinois to make significant improvements to our electric delivery system. Those improvement projects began in 2012 and go beyond routine construction and maintenance.

Through this landmark legislation, we are investing hundreds of millions of additional dollars to build a high-tech "smart" grid and make thousands of upgrades and repairs so customers can enjoy benefits faster.

The Power of Progress. Ameren Illinois is investing \$3.5 billion over a five-year period to strengthen and improve our electric and natural gas delivery system. We're fortifying utility poles, installing automated switches and sensors, replacing distribution lines and gas transmission equipment, and installing advanced electric and gas meters throughout our 43,700-square-mile territory. These upgrades will help us provide better, more reliable service to customers in the 21st century.

FORMULA-BASED RATES

The Act also outlined a new performance-based formula ratemaking process. The new approach maintains strong regulatory oversight and makes rate changes more predictable.

Under the new method, electric rates are updated annually using a standard formula and Ameren Illinois' public financial information.

The new process holds utilities accountable for performance improvements and ensures that customers only pay for current, reasonable and prudent costs – as determined by the Illinois Commerce Commission.

EIMA BENEFITS

- Enables an additional \$625 million investment in the Ameren Illinois delivery system.
- Improves service by reducing the number of power outages and the duration of outages that do occur.

- Holds utilities accountable for performance improvements.
- Enhances customer service and reduces costs in a variety of ways, including the ability to remotely read meters and perform other activities.
- Generates new jobs in Illinois. In 2014, more than 330 Ameren Illinois jobs and 1,000 contractor jobs were created.
- Provides greater regulatory certainty and financial stability for participating utilities.
- Paves the way for more programs and pricing options to help customers save.
- Gives customers greater control of their energy costs through use of advanced meters and expanded energy efficiency initiatives.
- Through companion legislation, provides \$10 million in assistance over 10 years for low-income customers, senior citizens, active members of the military and disabled veterans.

Planned Upgrades

Here are some of the ways we are building a stronger, smarter electric delivery system:

Infrastructure Improvements

- Rebuilding primary distribution lines.
- Replacing older underground cable.
- Reinforcing utility poles that are vulnerable to failure during storms.
- Installing substation animal guards to prevent wildlife-related outages.
- Creating new connections between distribution lines so we can serve customers via alternate routes during an outage.
- Building new transmission and distribution lines to support growth in our communities.

Smart Grid

- Updating substation software to automatically monitor major equipment in real time, allowing for an improved response to system issues.
- Installing special sensors that allow operators to better monitor transmission grid conditions and prevent disturbances elsewhere on the nation's transmission grid from cascading into local or regional power outages. This monitoring capability also helps us incorporate even greater quantities of energy from renewable sources, like wind and solar power.



- **Intellirupter Installation.** Adding smart technologies that automatically locate an outage, isolate damage and, in many cases, automatically transfer the customers served by that substation or line to a backup power source. Automatic load transfer can turn what might otherwise be an outage into a brief “blink” in service.

TECHNOLOGY APPLICATIONS CENTER In 2013, Ameren Illinois opened a \$3.3 million testing facility in Champaign to facilitate research and development of smart grid technologies. Located west of the University of Illinois Urbana-Champaign Research Park, the Technology Applications Center provides a live-line laboratory where small businesses and entrepreneurs can test new products and services – from household appliances to software and utility equipment – to ensure they operate as designed.

ADVANCED METERS

We are installing advanced electric meters that collect hourly energy usage data and transmit it wirelessly to Ameren Illinois. The digital devices also allow Ameren Illinois to remotely perform activities, such as service connections and disconnections, through a new two-way communications network.

The advanced meter and other system upgrades will alert us when and where your power’s out, so we can restore service more promptly. Advanced meters will also reduce the need for manual and estimated meter readings and allow us to respond to some service requests more quickly.

Installation of the new meters began in 2014. By 2021, more than half (62%) of electric customers will have advanced meters.

Over time, customers with an advanced meter will have access to other benefits, including real-time energy usage information and pricing options and programs to help manage energy costs.

ADVANCED METERS & CUSTOMER PRIVACY Advanced meters only transmit operational information related to electric usage and outages, meter identification, voltage levels, and equipment issues. Advanced meters do not collect, store or transmit any personal customer information, such as names and addresses or usage data on individual appliances or equipment. We care about customer privacy and take extensive measures to protect personal information.

COMING IN 2015: PEAK-TIME REWARDS PROGRAM In late 2015, Ameren Illinois plans to introduce a Peak-Time Rewards Program to help reduce the demand for electricity on the hottest days of summer. The program will be available to any residential customer whose home is equipped with an advanced metering infrastructure (AMI) electric meter. This voluntary program will offer rebates to customers who reduce their use of electricity when demand is at a peak. This consumer-friendly program helps customers manage energy costs, while helping Ameren Illinois maintain a reliable supply of energy for customers.

WORKFORCE TRAINING

Ameren Illinois invested \$7 million in two smart grid training centers to prepare workers to build and maintain the latest in smart grid technology,

The company updated its existing electric training center in Decatur and in 2013 opened a new \$6 million training facility in Belleville to facilitate electric, relay and smart grid training. Both training centers include classroom facilities, indoor and outdoor training space, and hands-on training with physical equipment for a state-of-the-art learning experience.

Performance Upgrades

To protect consumers, the Electric Infrastructure Modernization Act holds utilities accountable for meeting strict performance standards. Ameren Illinois must meet the following performance improvement targets or face financial penalties:

- Reduce the number of outages by 20%.
- Lessen the duration of outages by 15%.
- Decrease estimated billing by 56%.
- Reduce inactive meter usage by 56%.

To track our progress and learn about projects in your community, visit AmerenIllinois.com/focus.

Gas Modernization

More than 800,000 customers in central and southern Illinois count on Ameren Illinois to deliver the natural gas they need. Our pipeline system is part of a vast national network and includes roughly 1,250 miles of natural gas transmission lines, nearly 17,000 miles of distribution lines and 12 underground storage fields.

Improving our energy delivery system is an ongoing process, and our current projects are important building blocks for the future. As new technologies emerge, customer needs will evolve – and Ameren Illinois is committed to keeping pace with both. We are always looking for new ways to keep energy safe, affordable and reliable for the communities we serve.

NATURAL GAS CONSUMER SAFETY & RELIABILITY ACT

In 2013, Illinois lawmakers approved legislation that accelerates modernization of the state’s natural gas infrastructure. Under the Natural Gas Consumer Safety & Reliability Act, Ameren Illinois will invest an additional \$330 million over 10 years to strengthen the integrity, safety, and reliability of the natural gas delivery system. This 10-year blueprint maintains strong oversight by the Illinois Commerce Commission (ICC), responds to changing customer needs and supports future economic growth in the state.

BENEFITS

- Enables \$330 million in accelerated natural gas infrastructure investment.
 - Strengthens system integrity, safety and reliability.
 - Enables more predictable, long-term planning and savings.
 - Retains strong regulatory oversight by the ICC.
 - Enhances customer service and reduces estimated gas bills.
 - Improves emergency call response time and service.
 - Significantly reduces the cost of manual meter reads.
 - Generates 150 full-time jobs at Ameren Illinois and 200 to 250 contractor jobs.
- Lowers long-term costs of debt, reducing interest expenses for customers.
 - Increases contract opportunities for minority and women-owned vendors.
 - Creates cost efficiencies in system operations and maintenance.
 - Increases transparency and promotes prudent, long-term infrastructure investments in the state by Illinois energy companies.

Planned Upgrades

Here are some of the ways we are building a stronger, smarter natural gas delivery system:

- **Replacing Mechanically Coupled Steel Mains and Services with High-Performance Polyethylene Pipe** – Ameren Illinois will replace 200 to 250 miles, or half, of its mechanically coupled steel pipes with new, high-performance polyethylene pipe. The new pipe is fused at pipe couplings and poses less risk of leakage.
- **Remote Monitoring Technology** – Ameren Illinois will accelerate the installation of remote pipe corrosion monitors. This advanced technology allows utilities to address pipe degradation before it leads to leaks.
- **Advanced Meters** – Ameren Illinois will replace approximately 468,000 manual billing meters with advanced meters over the next 10 years – at which point all of the company’s 850,000 gas meters will be automated. Through two-way communication, advanced metering technology allows the utility and customers to access detailed data on gas usage and significantly reduces estimated billings.
- **High-Pressure Transmission Pipeline Installation and Replacement** – Ameren Illinois will upgrade and replace over 50 miles of vintage steel pipes with higher strength modern steel pipes that serve as the backbone of the company’s gas transmission system. The replacements will target select sections of piping throughout our service territory.
- **Distribution Regulation Equipment for Over-pressure Protection Installation and Replacement** – Ameren Illinois is upgrading approximately 70 regulator stations where gas is received from interstate pipeline companies. The upgrades will allow us to improve the performance and efficiency of our gas transmission systems by allowing pipes to safely operate at maximum capacity.



Performance Measures

To protect consumers, the Natural Gas Consumer Safety & Reliability Act maintains strong regulatory oversight and holds gas utilities accountable for meeting performance-based goals. The legislation requires Ameren Illinois to file an annual plan with the Illinois Commerce Commission and report on progress in the following areas:

- Emergency calls with response times exceeding 30 minutes.
- Incidents of damage to the system resulting from utility error and third parties.
- Number of remotely readable corrosion protection devices.
- Removal of service lines that are no longer in use.
- Number of difficult-to-locate services replaced.
- Miles of main and number of services (connections to customer) replaced.
- Miles of transmission facilities on which maximum allowable pressures have been established.
- Miles of transmission facilities equipped with remotely controlled shut-off valve capability.
- Value of contracts in force with minority-owned, female-owned, and qualified service-disabled veteran-owned businesses.

Rates

Under the bill, Ameren Illinois will recover its infrastructure investments through a monthly filing with the ICC as part of a transparent process. Only expenditures deemed prudent and reasonable by the ICC will be recovered by the company. This approach retains strong ICC oversight and consumer protections, while establishing more predictable, less volatile gas delivery rates for customers.

INVESTING IN ILLINOIS

When we invest in our energy delivery system, we invest in Illinois. In fact, every dollar Ameren Illinois spends on delivery system construction projects generates nearly **two dollars** of additional economic activity throughout central and southern Illinois.

Beyond that, a stronger, smarter energy delivery system prepares Illinois to meet growing demand and makes the Land of Lincoln more appealing to prospective businesses. With advances in technology and old-fashioned teamwork, Ameren Illinois is energizing the communities we serve – today and for years to come.

To track our progress and learn about improvement projects near you, visit [AmerenIllinois.com/focus](https://www.amerenillinois.com/focus).

Transmission Line Projects

As individuals and communities, we depend on reliable electricity every day. A large national network of interconnected transmission lines allows Ameren Illinois to deliver reliable power to homes, schools and businesses.

Transmission lines carry high-voltage electricity (100,000 volts and above) over long distances, from power plants to substations. At the substation, this high-voltage electricity is reduced to lower voltages so it can travel through the distribution system to your home or business.

Need for New Transmission Lines

We build new transmission lines for two primary reasons:

- » **To improve service reliability.** Better reliability means customers experience fewer power outages and outages of shorter duration.
- » **To meet the growing need for safe, reliable electricity.** New homes, new stores, new offices, new factories – they all need electricity, and they all call on us to deliver it. In addition, consumers are using a growing number of electrically powered devices and equipment, which creates new demand for power.

How We Communicate

Ameren is committed to keeping customers and property owners informed about planned transmission projects – and to seeking their input. Before we build a new transmission line, we seek feedback from area residents, community leaders, landowners and other stakeholders. We do so in several ways:

- » We host three Community Forums, consisting of representatives of local government and organizations, where we provide complete project details and request input.
- » We also host at least three public meetings in each affected county to discuss project details and seek input. All landowners and interested residents are invited.
- » In addition, we hold special briefings for the local news media so we can reach a larger audience.
- » We also maintain a website dedicated to each project and invite residents to contact us with questions and comments by email or telephone.

Route Selection & Project Approval

We evaluate potential routes for the new transmission line through a comprehensive process involving public participation and input. We carefully consider the input we receive as we develop proposed routes. We also consider input from agencies, as well as publicly available environmental and engineering data and cost and design factors.

As required by law, our routing development process considers the impact on the following

- » Airports
- » Agriculture
- » Cemeteries
- » Cultural resources
- » Conservation areas
- » Daycares
- » Engineering & construction considerations
- » Forest
- » Recreational facilities
- » Residences
- » Schools
- » Wetlands & streams

We typically develop a minimum of two routes – a primary and alternate route. These routes are part of the petition we file with the Illinois Commerce Commission (ICC), requesting review and approval of the project. Interested parties may become intervenors in the case and present evidence in support of, or in opposition to, the project or routing.

If the project is approved, the ICC will issue a Certificate of Public Convenience and Necessity no later than 150 days after the application is filed.

Acquiring Easements

When we build a new transmission line, we need to secure an easement or other property right from property owners. Here's what property owners can expect:

- » After we receive approval from the ICC to build the transmission line, we will contact landowners along the approved route to request a meeting to discuss project details, including proposed easement location, compensation and property restoration.
- » We will request access to property to conduct land surveys and studies.
- » The transmission line will typically be located in the center of the easement. Property owners will retain full use and ownership of the property within the easement, although structures may not be built or trees planted within the easement.
- » In some cases, we may request a temporary easement to facilitate transmission line construction. Property owners are compensated for temporary easements.



- » When construction is complete, the land will be restored as close as practical to its pre-construction condition. Landowners will be compensated for crop, compaction, and other damages.
- » In rural areas, Illinois Department of Agriculture guidelines are followed. Every effort is made to avoid drainage tile lines. Damaged drainage tiles will be repaired.

» **ABOUT ATXI.** The Illinois Rivers and Spoon River transmission lines are projects of Ameren Transmission Company of Illinois (ATXI), a sister company of Ameren Illinois. Based in St. Louis, ATXI was formed in July 2010 to invest in electric transmission infrastructure and expand Ameren’s transmission system.



ILLINOIS RIVERS PROJECT

With the Illinois Rivers Project, Ameren Transmission Company of Illinois (ATXI) plans to construct approximately 330 miles of new 345,000-volt transmission lines from Palmyra, Missouri, across Illinois to Sugar Creek, Indiana. Construction will begin in 2015. The line is expected to be in service by December 2016.

Project Benefits

The Illinois Rivers Project is designed to:

- » Facilitate the delivery of renewable energy.
- » Strengthen the transmission system.
- » Provide additional transmission capacity.
- » Improve reliability.
- » Provide economic and efficiency benefits.

Learn More

For more information, or to view a map of the approved route, visit the project website at www.ilriverstransmission.com.

MISO MEMBERSHIP. All of Ameren’s operating companies, including Ameren Illinois, are transmission-owning members of the Midcontinent Independent System Operator (MISO) regional transmission organization. MISO operates a reliable energy market in 15 U.S. states and some parts of Canada and provides an independent platform for efficient regional energy markets.

The Illinois Rivers Project and Spoon Rivers Project are part of a portfolio of Multi-Value Projects (MVPs) approved by MISO in 2011. The MVPs will facilitate the delivery of renewable energy, improve reliability, and provide economic and efficiency benefits.

Since 2001, MISO has fostered wholesale electric competition in the region, created greater system reliability and established coordinated, value-based regional planning.

SPOON RIVER PROJECT

With the Spoon River Transmission Line Project, ATXI proposes to build 40 to 55 miles of 345,000-volt transmission line that will connect Peoria and Galesburg, Illinois. The line is expected to be operational in 2018.

Project Benefits

The Spoon River Project provides several regional and local benefits:

- » Reduced transmission congestion.
- » Access to lower-cost electricity.
- » Improved electric system reliability.
- » Supports approximately 100 construction jobs.
- » Supports meeting the state’s Renewable Portfolio Standard (RPS).

Learn More

For more information, or to view a map of the planned route, visit the project website at www.spoonrivertransmission.com.

Emergency Response

Whether weather-related or man-made, disasters can happen day or night. That's why Ameren Illinois crews are prepared to respond 24 hours a day, 365 days a year, to any emergency that could affect your electric or natural gas service. We work hard to keep the energy flowing – and to keep you safe.

Predicting and Preparing for Events

EMERGENCY RESPONSE PLAN

Ameren Illinois follows a comprehensive Emergency Response Plan to help us restore power and natural gas as quickly and safely as possible following an emergency event. The plan outlines clearly defined roles and responsibilities for each member of our emergency response organization. Our Emergency Response Plan is a living document that we continually seek to improve.

More than words on paper, our Emergency Response Plan is intended to be a way of doing business – a proactive way of thinking, preparing and responding that we bring to our work every day.

Employees throughout the company participate in ongoing training and emergency drills to remain prepared to respond to emergencies at a moment's notice. Our concern for public and employee safety is at the heart of all our emergency response activities. Downed wires and gas leaks are given utmost priority.

24-HOUR WEATHER MONITORING

Ameren Illinois is prepared to respond to all kinds of emergencies, although severe weather is by far the most common. Even when skies are blue, we monitor weather reports around the clock, so we can stay on top of storms that may be coming our way from other parts of the country. We also use a sophisticated system to help determine where lightning may have affected our transmission and distribution systems.

When severe weather threatens, we consult with a professional weather service that provides an independent assessment of weather and its potential impact across Illinois. We corroborate that information, and seek clarification as needed, with the National Weather Service.

When weather forecasts or other potential conditions warrant a heightened level of awareness, Ameren Illinois puts members of our emergency response organization and other key stakeholders on alert.

LOGISTICS

Ameren Illinois partners with communities to perform advanced logistical planning and identify resources available locally. Our team forms agreements with local businesses to ensure that staging sites, lodging and food are available for crews assisting with recovery efforts (both out-of-area utility workers and Ameren Illinois crews).

Rather than setting up our own base camps to accommodate restoration crews, we work with local communities and businesses as much as possible to benefit the local economy.

STORM TRAILERS

Our Storm Trailers are stocked with materials that crews need to perform restoration work. These trailers serve as mobile warehouses that can be staged where the need is greatest. When the weather service provides a clear indication of which geographic areas will be hardest hit, we proactively dispatch the trailers – along with trailer staff and 24-hour security – to get ahead of the damage.

Responding to Events

EMERGENCY OPERATIONS CENTER (EOC)

Credible information from the weather service helps us determine if and when to activate our Emergency Operations Center and when and where to mobilize restoration crews. To stay ahead of the storm or other event, we often activate our EOC well before any damage occurs.

The primary role of our EOC is to direct, coordinate and continuously prioritize response efforts across our service territory, including the deployment of crews. The EOC also acts as a liaison between Ameren Illinois and the Illinois Emergency Management Agency. All EOC personnel have defined roles with specific responsibilities. Our EOC is structured to align with the National Incident Command Center Structure.

While severe weather is the primary reason we activate our EOC, we are prepared to respond to any event that could threaten our system and your service. Those threats may include extreme, extended heat or cold; severe flooding; a natural gas pipeline event; fire; explosion; pandemic; credible threat of (or actual)



cyber attack or physical attack; or civil disobedience. We use objective criteria to determine if and when to activate the EOC in response to an event.

DIVISION COMMAND CENTERS

Ameren Illinois divides its service territory into six operating divisions. While the EOC acts as a central command center, we also assemble Division Command Centers to direct restoration efforts at the local level. The Division Command Center also provides a direct line of communication between the operating division and the EOC.

DAMAGE ASSESSMENT

As soon as it is safe to do so, Ameren Illinois dispatches field engineering representatives to assess the damage to our system. Once we understand the full impact of the event, the EOC can estimate the number of repair crews required, resources and materials needed, and restoration times.

MUTUAL ASSISTANCE CREWS

Typically, Ameren Illinois crews can handle outages and make repairs quickly and safely. However, when we have a credible threat of widespread damage to our system, we may proactively request assistance from other utilities.

SERVICE RESTORATION

Even if you don't see an Ameren Illinois truck in your neighborhood, you can be sure that crews are working to restore your power. Sometimes we must focus first on repairing substation lines or large feeder trunk lines that ultimately serve individual customers.

In general, we prioritize our power restoration efforts as follows:

- Large transmission lines that carry electricity from power plants receive top priority.

- Substations are the next priority because they allow power to reach local distribution lines.
- Distribution lines that serve public works facilities, hospitals, and major police and fire stations are generally restored next.
- Ameren Illinois then makes repairs to circuits that will restore power to the greatest number of customers at one time.
- Finally, repairs are made to individual services that are often scattered throughout the area.

Much of this work occurs in parallel based on the damage and crew assignments. You can count on our crews to work around the clock until power is restored to all Ameren Illinois customers.

COMMUNITY RELATIONS LIAISON

During major weather events or other emergencies affecting your community, we may assign a Community Relations liaison to keep municipal leaders up to date on our efforts to restore power. This single point of contact will reach out to county ESDA officials, mayors and/or police and fire chiefs when a substantial part of the community experiences widespread and potentially lengthy outages. These liaisons will also contact personnel of critical facilities, such as hospital and nursing homes, so they may plan accordingly.

CUSTOMER SERVICE

Our staff of customer service representatives works around the clock during major outages of extended duration. Our interactive and highly automated voice response system allows us to handle thousands of calls simultaneously at 1.800.755.5000. In less severe storms or other smaller outages, we may be able to provide you with an estimated restoration time. However, in major storms – particularly in the early stages of the recovery effort – it may not be possible to provide meaningful restoration times, due to the extent of the damage and the volume of information coming into our system. We ask your patience and understanding if we are only able to provide general information.

Assessing Our Performance

After every event, EOC personnel complete a self-assessment covering all aspects of performance, including damage assessment, logistics, operations and communications. We take a critical look at our response efforts – from beginning to end -- to identify lessons learned, areas for improvement, and best practices. To complete this critique process, a list of action items is developed, which may include additional training or changes to company processes and procedures.

Our goal is to continually seek improvement. That's why Ameren Illinois also actively participates in national industry groups focused exclusively on improving emergency response.

STAY INFORMED DURING STORMS

Communication is a key part of our emergency response plan, and Ameren Illinois is committed to keeping you informed during major weather events or other emergencies. We strive to provide timely, accurate information to municipal leaders, emergency responders, government agencies, the media and affected customers.

These digital tools can help customers stay in the know about outages affecting them:

- **The "Outage Center" at AmerenIllinois.com** – Customers can report an outage and find up-to-date information at our online Outage Center whenever we activate our Emergency Response Organization for a major storm event. This multimedia website contains videos, photos and updates on major restoration efforts, including estimated restoration times and outage status by zip code or county.
- **Mobile Devices** – Smart phone users can report a power outage from their mobile device and learn the status of power outages at specific locations. Just go to Ameren.com or download our mobile app.
- **Ameren Alerts** – Our electronic alert service allows customers to receive text or email status updates on reported outages. Go to Ameren.com/Alerts or text REG to 40401 to learn more or enroll.
Message and data rates may apply
- **Twitter** – Follow us @AmerenIllinois for the latest on restoration efforts.



DON'T DELAY – REPORT SAFETY HAZARDS IMMEDIATELY

Safety is priority one – during blue skies or gray. Report a downed power line or gas leak 24 hours a day by calling **1.800.755.5000**. Don't assume someone else has made the call.

Outage Claims Process

Ameren Illinois is always working to reduce the number of power outages, and their duration, and to improve the quality of energy we deliver to customers. However, no system is 100 percent outage-proof. The Illinois Public Utilities Act allows Ameren Illinois customers to receive compensation for actual property damage, including food spoilage, under certain circumstances.

EXEMPTIONS

Ameren Illinois is not required to compensate customers for actual damages when the power interruption, surge, or other fluctuation is caused by:

- Unpreventable damage caused by weather, animals, or civil or international unrest.
- Customer tampering.
- Damage to equipment caused by an individual who is not an Ameren Illinois employee, agent or contractor.

CLAIM CRITERIA

Customers may qualify for compensation if they experienced property damage caused by the following:

- Continuous power interruptions or outages of four hours or more that affect more than 0.8% of customers (approximately 9,860); or
- Power surges or other fluctuations that affect more than 0.8% of customers (approximately 9,860).

Customers who experienced a power outage or surge that fits the above criteria may fill out a claim form, which can be found at AmerenIllinois.com. The customer should mail the completed claim form and supporting documentation to:

Ameren Illinois
C/O Corporate Claims Management Inc. (CCMI)
782 Spirit 40 Park
Chesterfield, MO 63005

Ameren Illinois will determine whether the claim qualifies for compensation and will communicate its proposed resolution to the customer. Claims are typically resolved within 90 days after Ameren Illinois has received a completed claim form with the required proof of damage (excluding any time that claims were held pending an ICC or court decision).

Franchise Agreements

Ameren Illinois values the communities we serve. Our franchise agreements with these communities help us provide safe and reliable service. The information presented here is designed to help you understand our approach to municipal franchise agreements. We believe we have created an equitable, consistent and streamlined process for handling new and renewed franchise agreements. We are proud to deliver the energy that fuels your community and look forward to working with you for years to come.

PURPOSE OF FRANCHISE AGREEMENTS

Electric and gas utilities have historically sought franchise ordinances from municipalities they serve. These agreements are designed to grant the utility the broad privilege of using the municipality's streets, alleys and rights-of-way.

A STANDARDIZED APPROACH

Historically, many different forms of compensation were used to reimburse municipalities for franchise agreements. Ameren Illinois has standardized its franchise agreements across the state so towns of similar size receive similar treatment as franchise agreements are renewed. To enhance consistency, in 2007 we began paying cash compensation for all new and renewed agreements, using a standard formula.

WHY CASH COMPENSATION?

In the past, Ameren Illinois had greater flexibility to offer non-cash franchise compensation (such as free service or reduced charges for lighting service) because it owned the power plants that provided your electricity. Today, we no longer own power generation plants and must purchase power on the wholesale market. For this reason, new (or renewed) franchise agreements will not include compensation involving electric supply. This same process also applies to gas franchise agreements.

THIRD-PARTY SUPPLY & FRANCHISE AGREEMENTS

Ameren Illinois will only enter into a new franchise on or after the expiration date of the existing franchise. However, if a municipality with an active franchise chooses to take electric or gas supply from a third-party supplier, we may propose to amend the existing franchise for the remainder of its term. The amended agreement would allow Ameren Illinois to make an annual cash payment equal to the current value of the free service provided under the franchise agreement. This approach allows the municipality to make supply procurement decisions based solely on the economic benefits of supplier proposals.

We encourage municipalities to explore all of their energy supply options. But before making commitments to suppliers, please contact your local Ameren Illinois representative so we can work with you to ensure that your existing franchise benefits continue.



WHY IS OUR CITY'S FRANCHISE PAYMENT CHANGING AFTER YEARS AT THE SAME LEVEL?

As Ameren Illinois renews franchise agreements using the cash compensation formula, some towns will see a decrease in their annual franchise payment. For other communities, franchise compensation will increase.

A lower franchise payment does not mean Ameren Illinois values your community less than in the past. It simply means that in the past your town was paid more than other towns of similar size served by Ameren Illinois. In keeping with the Illinois Choice law, utilities must treat all similar customers uniformly; so going forward, municipalities of similar size will receive similar payments.

Optional Fees and Taxes

ELECTRICITY INFRASTRUCTURE MAINTENANCE FEE

This represents a uniform system to impose and collect fees associated with the privilege of using public rights-of-way to deliver electricity. A municipality that imposes this fee waives its right to receive any other compensation from Ameren Illinois for use of public rights-of-way during the time the fee is imposed. This fee will be recovered solely from Ameren Illinois customers located within the boundaries of the municipality imposing such fee.

EXCESS MUNICIPAL FRANCHISE COMPENSATION ADJUSTMENT

This adjustment allows Ameren Illinois to recover franchise costs imposed by the municipality that are beyond the compensation normally paid. The adjustment will be recovered solely from Ameren Illinois customers located within the boundaries of the municipality imposing such costs.

LOCAL GOVERNMENT COMPLIANCE ADJUSTMENT

This adjustment may apply if your municipality requires Ameren Illinois to provide services or facilities beyond those normally provided. The adjustment allows the utility to charge customers located in the municipality for additional costs related to the extra requirements.

MUNICIPAL UTILITIES TAX (MUT)

Under Illinois law, your municipality has the right to tax utility service, up to 5 percent. Taxes on electric service are based

IS YOUR COMMUNITY GROWING? As communities grow, they often annex neighboring areas. If a Municipal Utility Tax applies in your city, don't forget to provide Ameren Illinois with the ordinance and a list of names and addresses in the annexed neighborhoods, so that we can collect the appropriate Municipal Utility Tax for you. Geographic descriptions of the annexed land do not provide us with sufficient detail. We require specific customer names and addresses in order to locate the correct accounts in our system and assign the appropriate tax to the account. Please send this information to **Ameren Tax Compliance, P.O. Box 66149 MC212, St. Louis, MO 63166-6149**

on 10 tiers of kilowatt-hour usage. With natural gas, the MUT is applied as either a percentage of the cost of the natural gas or on a per-therm basis. If your community has questions about implementing a Municipal Utilities Tax, or maintaining the amount of an existing MUT, contact Ameren's Tax Compliance Department at 1.314.554.2084.

To establish a new MUT, or maintain or change an existing MUT, municipalities must register with our Government Portal at <http://www.ameren.com/sites/aiu/GovtSupport/pages/MunicipalUtilityTax.aspx>.

If your incorporated municipality wishes to receive an MUT estimate, an authorized representative must first register and complete a premise authentication. This will allow Ameren Illinois to provide an accurate estimate for you.

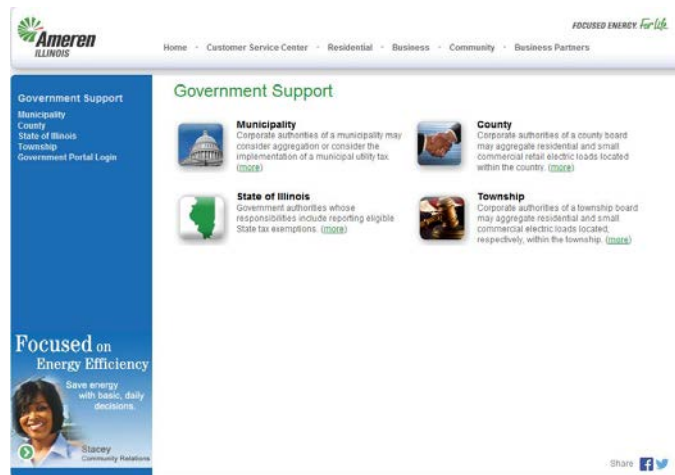
GOVERNMENT PORTAL: COMING ATTRACTIONS

To improve the way we do business, in 2012 Ameren Illinois introduced a new web portal designed specifically for use by the counties, townships and municipalities we serve. We are already using the Government Portal to help municipalities manage government aggregation programs and municipal utility taxes, and we continue to add online services that are helpful to government entities.

Our goal in the coming years is to further develop the portal as a one-stop-shop for the municipalities we serve. In the future, the Government Portal will provide these new tools and services – and more:

- MUT Exemptions
- State Tax
- Sustainability Reports
- Annexation/De-annexation
- Emergency Contact Information (First Responders & Government Officials)

Access the Government Portal by visiting AmerenIllinois.com and clicking on "Business Partners" and then "Government Support."



Government Portal landing page as of January 2015. Look for more services to be available here in the future.

Use of Ameren Illinois Poles

POLE USE LICENSE AGREEMENTS

During holiday seasons or other special occasions, many communities wish to attach decorative or seasonal items, such as banners and lighting, to our utility poles. Before doing so, your community must enter into a Pole Use License Agreement with Ameren Illinois that protects us against liability associated with community-sponsored pole attachments.

Your municipality is responsible for providing the materials and labor to erect, maintain and remove special lighting or other decorations.

For safety and reliability reasons, we prohibit decorations from being attached between Ameren Illinois-owned poles, whether strung across the street or along the same side of the street.

Other utilities, including telephone and cable companies, commonly use our poles to provide services, and they pay pole rental fees to do so. These companies are responsible for complying with the insurance requirements outlined below, as well as all other applicable requirements and safety practices.

POLE USE INSURANCE REQUIREMENTS

At least 60 days prior to installing any attachment to our facilities, communities entering into Pole Use License Agreements must also provide us with certificates of insurance confirming coverage at the minimum levels outlined in the chart at right. These municipalities and their contractors must name Ameren Illinois as an additional insured on a primary and non-contributory basis.

Insurance certificates should be sent to:

Ameren Services

Attn: Manager – Real Estate

P.O. Box 66149 (Mail Code 700)

St. Louis, MO 63166-6149

Please give us at least 30-day written notice prior to cancellation or termination of any insurance coverage.

DID YOU KNOW? Every year, Ameren Illinois installs about 12,000 utility poles. Most come from southern yellow pine – a tree known for its tall, straight trunks with few limbs. The trees are grown on privately owned pole farms in the southern states. They typically grow to harvest size in three to five years and are replanted after harvest. The average lifespan of a utility pole is 40 years, thanks to a chemical treatment that protects against bugs and decay.

In keeping with our commitment to safety, Ameren Illinois prohibits the general public from attaching items to our utility poles. The nails, staples or wires used to attach items to poles can create serious safety hazards for our line crews. In addition, anything tacked to a utility pole could hinder our ability to restore power to an area after an outage.

CERTIFICATES OF INSURANCE – MINIMUM LEVELS*

Commercial General Liability	\$1,000,000 per occurrence \$1,000,000 bodily injury and property damage
Workers' Compensation	Statutory
Employers' Liability	\$500,000 per accident or disease
Comprehensive Auto Liability	\$1,000,000 for bodily injury and property damage per occurrence
Excess Liability	\$2,000,000

*All insurance requirements are subject to revision

TEMPORARY SEASONAL LIGHTING

If your pole attachments require electrical service, please give us at least 60-day written notice prior to the date you will need service. We will also ask you to enter into an Agreement for Unmetered Service. A company representative in your area will advise you of the specifications and charges associated with these types of attachments, which are billed under Rate DS-2/BGS-2 (Small General Delivery Service).

Your municipality is responsible for providing the materials and labor to erect, maintain and remove unmetered lighting, regardless of whether the poles in question are owned by Ameren Illinois or the community. Your cooperation with these policies will help ensure the success of your program, protect the integrity of our equipment and enhance the safety of the public and our line workers.

USE OF CONTRACTORS. You may see Ameren Illinois contractors in your community conducting pole use audits. These contractors carry an Ameren identification badge and informational card describing their employer and the work they are doing. If you have concerns about someone who claims to be doing Ameren Illinois work, call us at **1.800.755.5000**.

Street Lighting

NEW REQUESTS

All new street lights owned by Ameren Illinois are installed only on company-owned facilities and are unmetered and billed on rate DS-5 (Lighting Service). A one-time excess facilities charge will apply if additional or non-standard facilities or labor (e.g., poles, transformers, conductor, trenching or boring, guying, etc.) are required to fulfill your request for new street lights. Customer-owned lighting is no longer allowed on facilities owned by Ameren Illinois.

CHANGING SIZE OR TYPE OF FIXTURE

When customers require a conversion or modification of the size or type of light fixture currently installed, they must pay a \$250 conversion charge per fixture in advance. Requests for additions, upgrades and removal of street lights should be made on city stationery and faxed to **1.618.236.1217**.

PHASE OUT OF MERCURY VAPOR LIGHTS

In keeping with the Energy Policy Act of 2005, which prohibits the manufacture or import of mercury vapor luminaries, Ameren Illinois continues to phase out mercury vapor light fixtures and replace them with more environmentally friendly high pressure sodium (HPS) light fixtures. HPS lights last longer than mercury vapor lamps and use fewer watts to provide an equivalent light. In addition, HPS fixtures cast a yellowish to orange light that enhances visibility in a wide range of weather conditions.

MUNICIPAL-OWNED STREET LIGHTING

Communities are showing increased interest in city-owned street lighting. We have developed a review process for municipalities wishing to take ownership of street lights currently owned by Ameren Illinois. Contact your local Ameren Illinois representative for more information or a cost estimate.

Ameren Illinois requires metering of new, customer-owned street or area lights. Metering also is required if the customer makes major modifications to a customer-owned lighting circuit, including a new service point or change in lighting load (new fixtures or a change in number of fixtures). In these cases, the new circuit will be metered and billed on Rate DS-5. If the customer replaces an existing fixture with a like fixture, this does not constitute a major modification and does not require the customer to install metering.



REPORTING STREET LIGHT OUTAGES. We want to help you keep city streets safe, and we encourage city workers to take an active role in reporting street lights that are not working properly so we can replace them in a timely manner. Contact Ameren Illinois and provide the specific location of the light (include descriptions of landmarks, if the light is in a hard-to-find location) as well a contact name and number. Additional details, such as whether the light is flickering and the municipal account number (if known), are also helpful. We make every effort to complete street lighting repairs within 10 days of receiving notice of the defect.

To report a street light outage, contact Ameren Illinois by phone at **1.800.755.5000** or by fax at **1.217.424.6758** or via email at **IllinoisConstruction@ameren.com**.

UNMETERED SERVICE

Unmetered service is available upon request to serve continuously operating or regularly scheduled annual loads of five kilowatts or less per location. Equipment that qualifies for unmetered service may include television signal transmission, cable TV, and emergency sirens. All new unmetered service will be billed monthly on Small General Delivery Service for all charges, except meter charges.

Upon the community's request for unmetered service, Ameren Illinois will require an Agreement for Unmetered Service, which will be used to determine the appropriate monthly kilowatt-hours for billing purposes.

Tree Trimming

Fallen trees and branches are a leading cause of electric power outages. Trees and other vegetation can also make service restoration more difficult and dangerous for line crews.

To minimize safety hazards and power outages, Ameren Illinois is responsible for keeping nearly 70,000 miles of transmission and distribution rights-of-way clear of trees and other vegetation.

Safety and reliability are the driving factors behind our vegetation management program. We appreciate your patience when crews are working in your community.

DISTRIBUTION LINES

Severe weather can cause limbs – and even entire trees – to fall on power lines, tearing down energized wires and equipment. To get at the root cause of these outages, Ameren Illinois maintains a 48-month tree trimming cycle, as required by the Illinois Commerce Commission. This means every circuit is inspected and trimmed as necessary at least once during this period.

As required by law, Ameren Illinois gives customers and public officials advance notice when trees will be trimmed in their area.

To protect the tree, we use a directional pruning method endorsed by the International Society of Arboriculture (ISA). This method directs future growth away from power lines and makes trees stronger and more resistant to high winds and ice. All of our forestry supervisors and contractor general foremen are certified by the ISA.

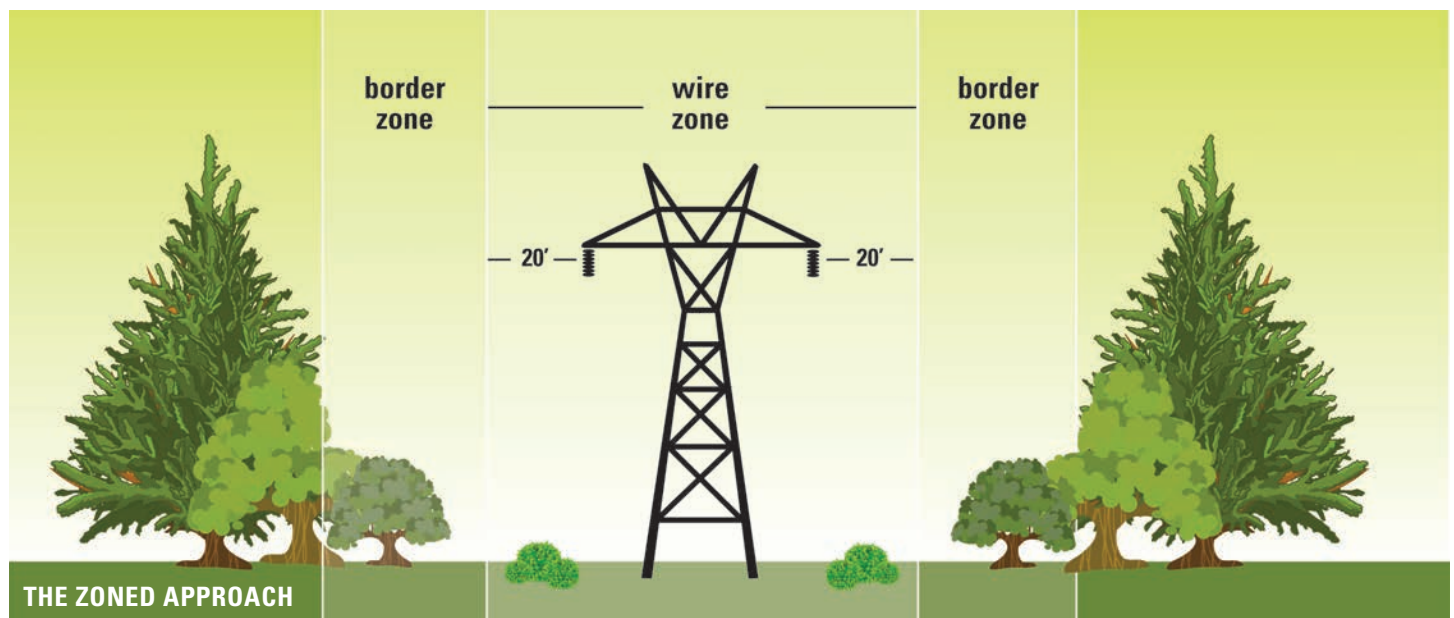
TRANSMISSION LINES

Ameren continually manages vegetation on transmission rights-of-way to provide safe, reliable electrical service, while maintaining and, where possible, improving wildlife habitat within the rights-of-way.

Because transmission lines are extremely important to the national power grid, they are inspected every year. Vegetation management work may include mowing, manual and aerial trimming, removal of vegetation and the application of environmentally safe herbicides.

CLEARING AROUND STRUCTURES

From 10 feet to 20 feet around the structure/tower base or guy wire, plant species that normally reach a mature height greater than three feet will be removed. Exceptions will be made for annual crops such as corn, soybean, rye, winter wheat and wildlife food plots.

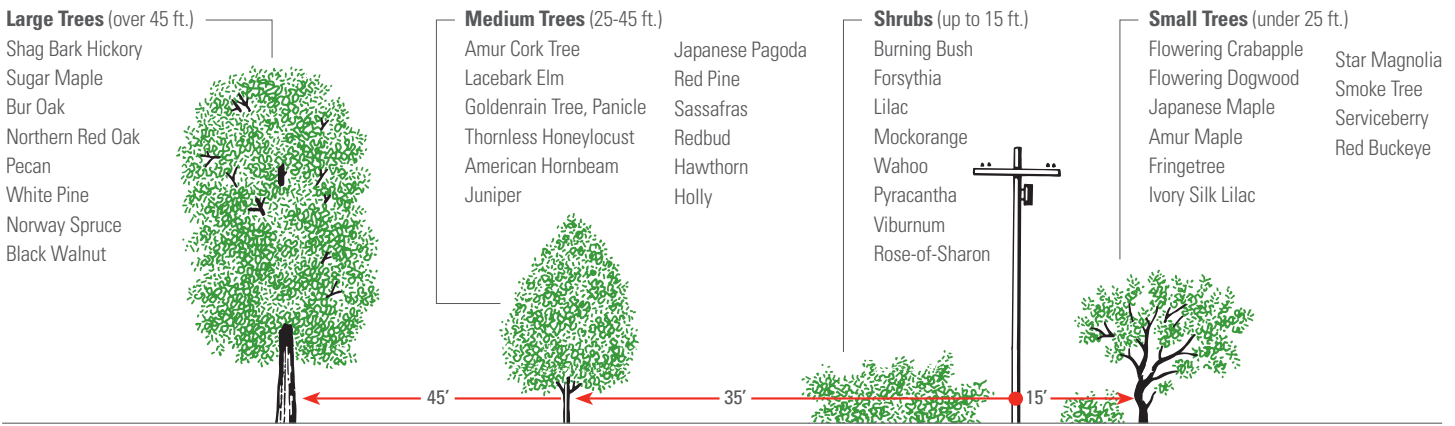


Ameren Illinois takes a “zoned” approach to managing vegetation under and around high-voltage transmission lines.

Wire Zone: The area directly beneath and 20 feet beyond the wires is managed to encourage low-growing plant species with a mature height of 10 feet or less.

Border Zone: The area from the wire zone to the edge of a maintained right-of-way or easement is limited to plant species with a mature height of less than 20 feet.

Examples of Plantings that Provide Safe Spacing from Overhead Lines. Please use this guide to help determine the best tree choices near service lines and poles.



TREE TRIMMING CONTRACTORS. Ameren Illinois uses several private contractors to perform its line clearance tree trimming. Our contractors are nationally recognized as professional arboricultural companies who meet American National Standards Institute (ANSI) pruning standards and use pruning methods endorsed by the International Society of Arboriculture (ISA). All crew foremen are certified line clearance tree trimmers, and all general foremen are arborists certified by the ISA. All tree trimming contractors working for Ameren Illinois have a valid company identification badge.

PRUNING NEAR POWER LINES: FOR PROFESSIONALS ONLY

Never attempt to prune trees near power lines yourself. If electricity flows through a tree, you could be seriously injured or killed. Only qualified line clearance tree contractors are allowed to work near power lines.

Homeowners concerned about tree growth near their service drop (the line that carries energy from the main distribution line to the home or business) may call and schedule an appointment to have the service drop disconnected so the trees near this line can be trimmed safely. We recommend hiring a professional tree service to do this trimming.

For an inspection of your tree and line situation, or to request a service drop disconnection, call Ameren Illinois at **1.800.755.5000**.

Tree Planting Tips

As they grow into maturity, trees can also grow into power lines. This can lead to power outages and public safety hazards. Plan ahead and follow these tips to plant the right tree in the right place:

- Survey the property for possible conflicts with utility lines before planting a new tree.
- Avoid planting trees directly beneath power lines, near poles or too close to electrical equipment.
- When planting around power lines, choose trees of a slower growth or limited height variety, such as crab apples, pears, cherries or hawthorns.
- When planting under or in close proximity to power lines, consider planting small trees and/or shrubs that are of a limited height (maximum height 10-12').
- Always call 811 before digging.

Planting the right tree in the right place helps protect trees and the electric service your community counts on. For more information on tree planting, go to **MySafeTrees.com**.



TREE LINE USA UTILITY. Ameren Illinois is recognized by the National Arbor Day Foundation as a "Tree Line USA" utility

company. The Tree Line USA® program recognizes best practices in utility arboriculture, based on five core standards: quality tree care, annual worker training, tree planting and public education, tree-based energy conservation program, and Arbor Day celebration. Learn more at **arborday.org**.

FREE WOOD CHIPS. Free wood chips from trimmed trees are available to customers and can be delivered upon request when tree crews are working in your area. Only full loads are available, which average about 10-12 yards per load. If you spot our crews in your community, just ask – or call **1.800.755.5000**.

Community Tree Management Grants

We are proud to support your community's tree management efforts with the grant programs described below.

RIGHT TREE, RIGHT PLACE GRANT

Right Tree, Right Place grants are awarded to encourage removal of trees that interfere with electric service in rights-of-way. Grant money – up to \$2,500 per year – is approved for use in one of the following ways:

- Planting new trees outside of the right-of-way.
- Planting approved replacement trees inside the right of way (requires partnering with Ameren Illinois' local Forestry Supervisor to identify proper species and locations).
- Developing a community-wide tree management plan.
- Maintenance of existing trees.
- Activities involved in obtaining or maintaining Tree City USA certification.

Right Tree, Right Place grants will be made available in communities where Ameren Illinois is trimming trees. These communities will receive a grant brochure and application in the required informational packet we provide before tree trimming begins.

ARBOR DAY GRANTS

To support environmental education and awareness, Ameren Illinois offers grants to communities that host an Arbor Day Celebration. Funds are available for:

- Purchase of trees for planting during ceremony.
- Purchase or development of educational materials.
- Maintenance of existing trees as part of their celebration.



Arbor Day grants are available to non-profit organizations, including governmental entities such as public schools and library districts, in communities that have achieved Tree City USA status. Grant applications can be found online at AmerenIllinois.com.

TREE PLANTING & PUBLIC EDUCATION GRANTS

Grants are available to nonprofit agencies and community groups that invest in tree planting or community education programs (outside of Arbor Day) to promote environmental awareness. Funds may be used for the following:

- Purchase of trees for planting.
- Purchase or development of educational materials.
- Maintenance of existing trees.
- Development of a tree management or environmental sustainability plan.

Grant applications can be found online at AmerenIllinois.com.



IS YOUR TOWN A TREE CITY USA? Tree City USA is greening communities across America. Find out how your community can participate at ArborDay.org.

New Service Requests

To better serve builders and contractors, Ameren Illinois offers a centralized process for new service requests and a streamlined process for routine jobs that do not require engineering design.



STANDARD DESIGN PROJECTS

An Ameren Illinois engineering representative will process customer requests for standard design projects. These are typically residential projects where the backbone of the facilities is already in place.

Examples of standard design projects include:

- Residential underground/overhead service for electric and/or gas.
- Private area lighting.
- Temporary electric service.
- Removal of residential electric and gas service.

For non-standard design projects, contractors can contact the Ameren Illinois Construction & Engineering Team to schedule an appointment with a field representative.

To submit a request for service, customers and contractors may contact Ameren Illinois as noted below:

Phone: 1.888.659.4540

Fax: 1.217.424.6758 (Form available online at BuildWithAmerenIllinois.com)

Online: BuildWithAmerenIllinois.com

E-Mail: IllinoisConstruction@ameren.com

OUR USE OF CONTRACTORS

Ameren Illinois line trucks and other company vehicles are a familiar sight in your community – and contractors are an important part of our team, too. We rely on contractors for services such as tree trimming, pole use audits, meter reading and construction and maintenance.

Our employees and contractors are required to carry identification. If you ever doubt the legitimacy of a contractor, or someone claiming to be an Ameren Illinois employee, don't hesitate to ask for identification. You may also call our offices to confirm that legitimate utility work is taking place in your area

NEW SERVICE REQUESTS: WHAT YOU CAN EXPECT

To support new construction in your community, we have established internal standards to help us respond to service requests in a timely manner. Our target timelines for various service requests are noted on the chart, along with the builder's responsibilities.

JOB TYPE	WORKING DAYS TO START CONSTRUCTION	BUILDER REQUIREMENTS
Temporary electric service	4	<ul style="list-style-type: none"> • Temporary meter loop ready per specification • Inspections complete
Overhead electric	4	<ul style="list-style-type: none"> • Meter loop ready service per specification • Inspections complete
New underground residential electric service up to 400 amp	12	<ul style="list-style-type: none"> • Meter loop ready per specification • Inspections complete • Site ready
Electric primary or secondary line extension to a single premise	15	<ul style="list-style-type: none"> • All line extension payments made • All permits received • Site ready
Electric distribution facilities for a new subdivision	15	<ul style="list-style-type: none"> • All line extension payments made • All permits received • Site ready
New residential gas service from existing mains	12	<ul style="list-style-type: none"> • Meter location marked • Site ready
Gas distribution facilities for a new subdivision	15	<ul style="list-style-type: none"> • All gas main extension fees paid • All permits received • Site ready
Gas main extension to a single premises	15	<ul style="list-style-type: none"> • All gas main extension fees paid • All permits received • Site ready

Clearance Requirements

Home improvement projects must not interfere with utility easements or clearance requirements. Easements and clearances help keep you safe. They also give us access to pipelines and power lines for repairs and upgrades. New structures on your property must be located a safe distance from overhead and underground electric and gas equipment. Ask your contractor to check for any utility easements and clearance requirements affecting your property.

INSPECTIONS

Ameren Illinois regularly performs electric circuit inspections to ensure our ability to provide safe, reliable electric service. Occasionally, inspections identify a clearance issue at a customer's home or business. For example, depending on its location on the property, a new deck or swimming pool may not allow for the minimum clearance required by the National Electrical Safety Code (NESC).

The NESC is designed to protect people from potentially hazardous encounters with electrical equipment, and has been adopted as law in Illinois.

VIOLATIONS

Failure to maintain the minimum clearance required by the NESC can present a potentially serious safety issue, including increased risk of injuries or electrocution. When an NESC violation at the service entrance is identified, it is the owner's responsibility to correct the problem.

Ameren Illinois is required to address clearance issues and to educate all customers on the importance of maintaining proper clearance.

NOTIFICATIONS

When a clearance issue has been identified, Ameren Illinois will inform customers, through a series of notifications, that action is required. Our process allows the customer ample time for repairs. Customers who fail to correct clearance problems in a timely manner are subject to disconnection of electrical service.



CORRECTIONS

Engineering staff will explain the nature of the clearance issue to customers and identify possible options that will meet safety standards. Our plan also includes proactive educational efforts to help customers understand the importance of maintaining proper clearance with power lines.

Energy Supply Options

Today's customer has more energy supply options than ever. The choices your municipality makes could reduce its energy supply costs, so it's important to understand your options. Whatever choice you make, your community can count on us to deliver the safe, reliable energy it needs.

THE CHOICE IS YOURS

Here's an overview of your municipality's energy supply options:

- **Third-Party Supplier** – You have the right to choose a third-party supplier to provide electricity or natural gas for municipal facilities – and we're okay with that. Alternate suppliers may offer different pricing options and services that could lower your energy supply costs. A list of certified suppliers can be found on [Ameren.com/sites/aiu/ElectricChoice/Pages/ShopforElectricSuppliers.aspx](https://www.ameren.com/sites/aiu/ElectricChoice/Pages/ShopforElectricSuppliers.aspx).

***NOTE:** If your municipality is preparing to enter into a contract with a third-party supplier, please contact us first so we can ensure that your existing franchise benefits and summary billing arrangements continue.*

- **Government Aggregation** – Illinois law also allows municipalities, townships and counties to purchase electricity from a third-party supplier on behalf of residents, small businesses and municipal facilities. This approach, called government aggregation, aims to negotiate lower electric prices by leveraging a community's collective buying power. Government aggregation programs are managed online through our Government Portal. To register or use the portal, go to: [ameren.com/illinois/government-support](https://www.ameren.com/illinois/government-support).
- **Hourly Pricing from Ameren Illinois** – This option allows customers to pay an hourly price that varies based on market supply and demand. Hourly prices are posted by 5 p.m. on the preceding day to help customers make informed decisions about how and when they use energy and possibly save money. Prices are posted at www2.ameren.com/RetailEnergy/RealTimePrices. Depending on their size, municipal customers will receive hourly supply under Rider RTP or HSS.
- **Basic Generation Service (BGS) from Ameren Illinois** – If you don't choose otherwise for your municipality's small electric accounts, Ameren Illinois will provide energy for you at a fixed price through our BGS rate. This default supply option represents the wholesale price obtained by Ameren Illinois through the Illinois Power Agency, a state office charged with buying power on our behalf.

WE'RE STILL YOUR DELIVERY COMPANY. Ameren Illinois does not produce the electricity or natural gas that we deliver to customers – we are strictly an energy delivery company. That means we are responsible for the system and services that move energy from the source to you. Even if you choose an alternate supplier, we will continue to deliver your energy and respond to service calls, outages and emergencies.

As an energy delivery company, Ameren Illinois does not profit on electricity or gas supply charges. We pass the supplier's price on to the customer dollar-for-dollar, with no markup.



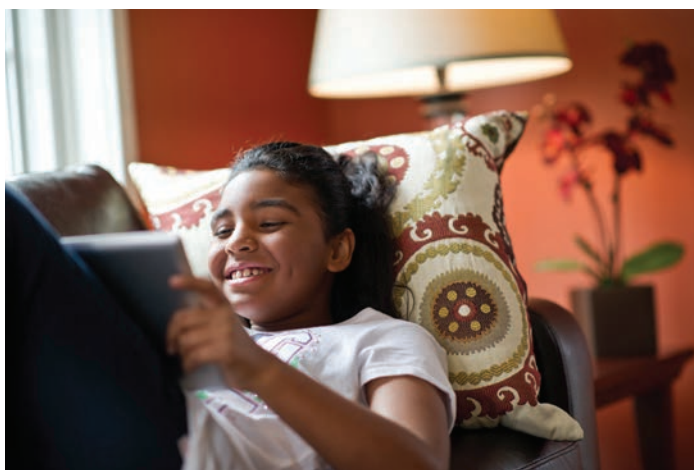
Ameren Illinois does not recommend one supply option over another, but we do encourage customers to explore all of their options. Whatever you choose, you can count on us to deliver the energy you need for life.

To learn more about energy supply options, visit [AmerenIllinois.com](https://www.AmerenIllinois.com) or [PlugInIllinois.org](https://www.PlugInIllinois.org).

Options for Residential Customers

ELECTRIC

Residential electric customers may choose to receive their electric supply from a third-party supplier, or from Ameren Illinois – either through our fixed-rate Basic Generation Service or through our hourly pricing programs, including Real Time Pricing and Power Smart Pricing (PSP). PSP is an enhanced hourly pricing program for residential electric customers. This program, administered by Elevate Energy, provides personalized information and tools to help residential customers make the most of hourly pricing.



NATURAL GAS

On the gas side, Ameren Illinois buys natural gas at competitive prices and passes those costs on to customers without mark-up. For the future, the Illinois Commerce Commission has approved, and Ameren Illinois is working to implement, a Small Volume Transport Program that would allow residential natural gas customers to choose a third-party supplier.



Switching Electric or Natural Gas Suppliers?

Consider Impact on Franchise Agreement

If your municipality is considering switching to a third-party supplier for gas or electric supply – independently or as part of a government aggregation program – we want to help you make informed decisions.

If your municipality's franchise agreement includes free services from Ameren Illinois, you have three options when considering switching to an alternate supplier:

- **Opt-out.** You may choose not to switch to third-party supply (or not to enroll in government aggregation) for those municipal accounts in which you receive free or discounted services. For these accounts, you would continue to receive electricity or natural gas under Ameren Illinois Basic Generation Service and the free services associated with your franchise agreement would continue for the remainder of the agreement.
- **Switch all accounts and request cash compensation.** Your municipality may switch all municipal accounts to the third-party supplier and receive an annual cash payment from Ameren Illinois equal to the current value of free or discounted services provided through your franchise agreement. Keep in mind that, depending on the price charged by the supplier, the payment may not cover the full cost of the previously donated service.
- **Switch all accounts and give up free services.** With this option, any municipal accounts that receive discounted or free service would be switched to the new supplier and the free service on the supply portion of your Ameren Illinois bill would end.

NOTE: *If your municipality is preparing to enter into a contract with a third-party supplier, please contact us first so we can ensure that your existing franchise benefits and summary billing arrangements continue.*

Generating Your Own Energy



A growing number of municipalities, businesses and individual customers are showing interest in supplementing their electric supply with renewable energy.

HOW IT WORKS

Ameren Illinois encourages all customers to explore their supply options. We have streamlined our internal process to better respond to those who wish to produce their own renewable energy.

By generating your own power and interconnecting with the Ameren Illinois delivery system – what we call “distributed generation” – you could lower your monthly power bill, reduce your carbon footprint and in, some cases, give your city’s budget a boost.

Whether it’s powered by a windmill, solar panel or another form of renewable energy, once your generator is in production, all of the energy it produces will first go toward meeting the needs of the building or facility to which it’s connected. If your system produces excess power, it will be measured by our meter and fed back into our delivery system for use by other customers. Depending on which rate you choose, Ameren Illinois can compensate your municipality for any excess power.

The economics and financial return from generation vary significantly depending on the output of the generator, the amount of your monthly bill, your customer classification and the price of the Midwest wholesale electric market.

New in 2014: Installer Certification. Beginning in 2014, all entities that install distributed generation facilities, with the exception of self-installers, are required to be certified by the Illinois Commerce Commission.

Financial assistance for renewable projects may be available through the Illinois Department of Commerce and Economic Opportunity. Visit IllinoisEnergy.org for information on incentives and rebates.

CALL AMEREN ILLINOIS BEFORE YOU BREAK GROUND

If your municipality is considering generating your own energy using renewable resources, and wishes to connect to the Ameren Illinois system, please contact us to discuss your options before you break ground:

Ameren Illinois Net Metering and Distributed Generation

Phone: 1.217.535.5073

E-mail: renewablesillinois@ameren.com

DISTRIBUTED GENERATION CHECKLIST

In addition to local codes and state requirements, you must comply with a number of Ameren Illinois requirements before you will be allowed to connect with our system. Our online Distributed Generation Checklist, found at the Renewables option on AmerenIllinois.com, will help you avoid missteps as you get started.

ARE LOCAL RULES AND REGULATIONS KEEPING UP WITH GROWING INTEREST IN PRIVATE POWER GENERATION?

When we receive inquiries from customers interested in becoming small-scale private generators, we advise them that they must comply with all applicable rules and regulations – local, state and federal. In light of the growing interest in wind, solar and other energy options, your municipality may wish to review and update applicable ordinances, or develop them as needed.



Your Economic Development Partner

Ameren Illinois is committed to the growth and prosperity of the communities we serve. The Ameren Economic Development team works with local and regional allies to foster business investment and job creation.

COMMUNITY DEVELOPMENT RESOURCES

Ameren's community development programs are designed to help communities enhance local and regional capacity to compete for new jobs and investment. Ameren's professional staff provides a number of community development services through the following programs and tools:

- Partners in Development – Comprehensive strategic and organization planning support.
- Quality of Labor Survey Program – Workforce assessment tools.
- LocationOne Information System – Community profiles via a web-based system.
- Synchronist Program – Customized demographic reports and proactive business support services to assist with customer expansion and retention.

BUSINESS DEVELOPMENT SERVICES

Ameren is on the front lines working to attract new business investment to the communities we serve. In addition to communicating the Illinois business location advantages to



prospective new businesses, the Ameren team works with local and state partners to support the development process with comprehensive, unbiased analysis of energy infrastructure options, energy cost estimates, community profiles, and building and site inventories. The Economic Development staff supports business development from the point of initial inquiry through production start-up to ensure that customers are poised for business success.

For more information about how we can support your local development effort, contact Ameren's Economic Development Department:

Phone: 1.800.981.9409

E-mail: eddept@ameren.com

Web: Ameren.com/EcDev



Energy Efficiency

Ameren Illinois is committed to helping customers use less energy and spend less – at home and at work. Our award-winning ActOnEnergy® initiative offers energy efficiency tips, tools and cash incentives for homeowners, private sector businesses and non-profits. Learn more at [AmerenIllinois.com/programs](https://www.AmerenIllinois.com/programs).

Ameren Illinois also supports efforts by the Illinois Department of Commerce and Economic Opportunity (DCEO), which administers energy efficiency programs for municipalities and other public sector entities. Learn more at [IllinoisEnergy.org](https://www.IllinoisEnergy.org).

Public Sector Programs: Illinois Energy Now

Illinois Energy Now is an energy efficiency program administered by the State of Illinois that provides millions of dollars in rebates and grants to public facilities that make energy efficiency improvements. More than \$70 million is available annually to help fund these projects.

WHO QUALIFIES?

All Illinois public facilities are eligible to take advantage of Illinois Energy Now – including customers that purchase energy through an alternative supplier.

Examples of public facilities include:

- Municipalities, counties, townships.
- State and federal agencies, including corrections facilities and military bases.
- K-12 public schools.
- Community colleges and public universities.
- Public safety, water and park districts.
- Airport authorities and other special units of local governments.



DCEO INCENTIVES

The Standard Program provides grants and rebates for high-efficiency equipment, including lighting, HVAC, water heaters, variable speed drives and kitchen equipment.

- The Custom Program provides rebates and grants for measures not covered by the Standard Program.
- The New Construction Program provides grants to encourage applicants to design new buildings or renovate existing facilities to achieve the highest level of energy efficiency.
- The Retro-Commissioning Program provides funding to identify and implement low-cost tune-ups and adjustments that improve the efficiency of operating systems in existing public buildings, with a focus on building controls and HVAC systems.

Helpful Efficiency Websites for the Public Sector

- Illinois DCEO Bureau of Energy and Recycling: [IllinoisEnergy.org](https://www.IllinoisEnergy.org)
- Commercial Building Tax Deduction Coalition: [EfficientBuildings.org](https://www.EfficientBuildings.org)
- American Society of Heating, Refrigerating and Air-Conditioning Engineers: [ASHRAE.org](https://www.ASHRAE.org)
- The Tax Incentives Assistance Project: [EnergyTaxIncentives.org](https://www.EnergyTaxIncentives.org)
- Commercial Lighting Tax Deduction: [LightingTaxDeduction.org](https://www.LightingTaxDeduction.org)
- Database of State Incentives for Renewables & Efficiency: [DSIREusa.org](https://www.DSIREusa.org)
- Midwest Energy Efficiency Alliance: [MWAlliance.org](https://www.MWAlliance.org)



Private Sector Programs: Ameren Illinois ActOnEnergy® Program

Since 2008, the Ameren Illinois ActOnEnergy® program has helped customers save money and conserve natural resources. ActOnEnergy offers tips, tools and financial incentives for residents, businesses and nonprofit organizations in your community.

ActOnEnergy is funded through a small, state-mandated charge on customer bills: Rider EDR for all electricity customers and Rider GER for residential and small business natural gas customers.

RESIDENTIAL PROGRAM

Along with no-cost/low-cost tips to reduce energy waste, ActOnEnergy offers residential customers a variety of incentives to make their homes more energy-efficient:

- Discounts on ENERGY STAR® qualified lighting products.
- Discounts on home heating and cooling upgrades.
- Free pickup and cash bonus for refrigerator recycling.
- Incentives for landlords and property managers.
- Incentives to build an ENERGY STAR® home.
- Low-cost home energy audits.

Business Program

By 2014, Ameren Illinois business customers had saved more than \$165 million and counting through the ActOnEnergy® Business Program. ActOnEnergy offers non-residential customers – including businesses, private schools and nonprofits – a variety of programs and incentives:

- Lighting
- Heating/AC
- Water Heaters
- Specialty Equipment
- Process Steam & Steam Traps
- Variable Frequency Drives
- Retro Commissioning
- Custom Incentives
- Feasibility Study
- Compressed Air Leak Survey and Repair

INCENTIVES BY INDUSTRY

We also make it easy for customers to discover the right energy-saving programs and incentives for their business by offering these industry-specific programs:

- Agriculture
- Commercial Kitchen
- Grocery/Convenience
- Healthcare
- Lodging
- Manufacturing
- New Construction
- Property Management/Multifamily
- Small Business



REFRIGERATOR & FREEZER RECYCLING. Getting rid of an old fridge or freezer could save customers some cold cash – up to \$150 a year in energy costs. Ameren Illinois will haul away a residential customer's full-size unit for free and give them \$50 for recycling it. Customers can schedule their free pickup online at ActOnEnergy.com or by calling **1.866.899.9088**.



PROGRESSIVE CITIES AWARD

Every year, the ActOnEnergy Business Program recognizes six communities in Ameren Illinois service territory with the “Most Progressive City” award for significant energy efficiency achievements. The honor is based on the number of ActOnEnergy projects completed by business and non-profit organizations in the community, as well as the energy savings generated. These projects help conserve natural resources, reduce carbon footprints and make businesses more competitive – all of which benefit employees, consumers and the community at large.

ACTONENERGY BUSINESS SYMPOSIUM

Hundreds attend the annual ActOnEnergy Business Symposium to learn how to use less energy and spend less. This free, one-day event is open to all Ameren Illinois non-residential customers, including nonprofit organizations. Learn more at ActOnEnergy.com/Symposium.

Past symposiums have featured:

- New program offerings and incentives to move projects forward.
- In-depth breakout sessions about the latest technologies and applications.
- Continuing Education Units.
- ActOnEnergy Program Allies – registered contractors who are trained on ActOnEnergy program requirements.
- 15% bonus coupon potentially worth thousands of dollars.



SAVE ENERGY, SAVE THE ENVIRONMENT

Since 2008, ActOnEnergy has helped Ameren Illinois residential and business customers save more than 7 million megawatt-hours of electricity and 83.2 million therms of natural gas – enough energy to power approximately 496,000 homes for a year.

Learn More at AmerenIllinois.com/programs

ActOnEnergy Residential Program

1.866.838.6918

actonenergyresidential@ameren.com

ActOnEnergy Business Program

1.866.800.0747

actonenergybusiness@ameren.com

AN EYE FOR EFFICIENCY. 81% of Ameren Illinois customers consider energy efficiency important – that’s significantly higher than the national average. The Ameren Illinois ActOnEnergy program offers tips, tools and incentives to help business and residential customers embrace energy efficiency.

Electric Vehicles

Ameren Illinois' vision is to lead the way to a secure energy future. Supporting plug-in electric vehicle technology is one way we are bringing that vision to life.

PLUGGING INTO THE FUTURE

An abundant, reliable supply of electric power is critical for the success of plug-in electric vehicles. Ameren Illinois is working to ensure our system is ready for widespread use of these vehicles in the future. We are also considering alternative rates for charging electric vehicles and investigating incentive programs to help customers purchase and install charging stations.

Beyond that, we're working with a variety of organizations and discussing electric vehicles with civic leaders to ensure that the communities we serve are ready for widespread adoption of electric vehicles.

BENEFITS OF ELECTRIC VEHICLES

Electric vehicles bring many benefits to consumers and the environment:

- **Independence from Foreign Oil** – The electricity needed to recharge electric vehicles is produced largely in the U.S., in contrast to the mix of foreign and domestic oil it takes to power today's gas- and diesel-powered vehicles.
- **Positive Environmental Impact** – Electric vehicles have a net positive impact on the environment by reducing tailpipe exhaust, regardless of whether the electricity is fueled by coal, uranium, natural gas or other means.

Many studies have shown that the airborne power plant emissions released to charge a new electric vehicle are roughly half the tailpipe emissions released by a new gasoline-powered vehicle.

- **Job Creation** – From manufacturing batteries and vehicles to building necessary infrastructure, electric vehicles will create high-quality job opportunities across the nation.
- **Lower "Total Cost" of Ownership** – While the initial purchase price of an electric vehicle may be higher than a conventional vehicle, lower maintenance and fueling costs, coupled with federal and state incentives, have made today's electric vehicles competitive in cost.

The cost of fueling an electric vehicle is generally three to four times cheaper than a conventional vehicle.



Ameren has added several electric vehicles to its fleet and installed electric charging stations at facilities in Illinois and Missouri.

INSTALLER CERTIFICATION. All entities that install electric vehicle charging stations must be certified by the Illinois Commerce Commission.

BRINGING ELECTRIC VEHICLES TO YOUR COMMUNITY? LET US HELP.

Please contact Ameren Illinois if your community plans to purchase electric vehicles or install a charging station. We will provide a free assessment to ensure our system has the capacity to accommodate charging stations. In most cases, if necessary, we will upgrade the supply conductors or transformers at no cost to you.

HOURLY PRICING MAY DRIVE SAVINGS. If electric vehicles are part of your fleet, you may want to consider hourly pricing for charging stations. This energy supply option allows customers to pay an hourly price for electricity, which varies based on market supply and demand. Hourly prices are posted by 5 p.m. the preceding day, which allows you to charge electric vehicles at times when prices are lowest.

HELPFUL RESOURCES

- Compare the cost of driving with electricity in your area: energy.gov/maps/egallon
- Find federal and state laws and incentives for alternative fuels and vehicles, air quality, fuel efficiency, and other transportation-related topics: afdc.energy.gov/laws/

Contact Us

Electric Vehicle Questions
1.800.232.2477

Service Assessment Questions
1.888.659.4540

Billing and Payment Options

Different customers have different needs. That's why Ameren Illinois offers many convenient billing and payment options.

- **Pay by U.S. Mail** – If you choose to mail your payment, be sure to include your bill stub with your check or money order to ensure that your payment is credited to your account. Please allow at least five days for the payment to reach us. If you misplace the return envelope enclosed with your bill, you can mail your payment and bill stub to the address below:

Ameren Illinois

P.O. Box 88034

Chicago, IL 60680-1034

- **eBill** – Our free paperless billing option is convenient, secure and friendly to the environment. Electronic bills contain all the same information as the paper version; plus, we'll send an email reminder five days before the bill's due date.
- **Budget Billing** – This popular program allows customers to pay a level amount every month and avoid seasonal spikes in their utility bill.



AUTHORIZED VS. UNAUTHORIZED PAY STATIONS. Ameren Illinois has several hundred payment centers throughout our territory to serve customers who prefer to pay in person. However, only **authorized** locations are electronically linked to Ameren Illinois. That means the customer's payment is generally applied to the account within a few minutes. Payments made **at unauthorized** pay stations take three to five business days to post to the customer's account. To find an authorized pay station near you, go to **AmerenIllinois.com** or call **1.800.755.5000**.

- **Direct Pay** – A worry-free way to pay, Direct Pay automatically deducts the amount owed directly from your bank account on or before the bill due date.
- **CheckFree** – This convenient option allows customers to pay by electronic check. Payments are processed within three days.
- **Speedpay** – Quick and convenient, Speedpay allows customers to pay by credit or debit card, online or by phone, anytime of the day or night. Credit card payments are applied to customer accounts within hours of the transaction. Western Union charges a convenience fee for each transaction.
- **Pay in Person** – Customers can pay their bill in person at one of several hundred payment centers throughout our Illinois service territory. Find one near you at **AmerenIllinois.com** or by calling us toll-free at **1.800.755.5000**.



DISCONNECTION IS A LAST RESORT

Ameren Illinois reaches out to residential customers who are struggling to keep up with their bills. To avoid service disconnection, we encourage customers with past-due accounts to contact us early on to establish a payment plan. We also refer eligible customers to energy assistance programs whenever possible.

On April 1 every year, the winter moratorium on residential utility service disconnections comes to an end. At that time, customers who have past-due balances or who have failed to establish a payment plan (or are not honoring a payment agreement) are subject to service disconnection.

We consider disconnection a last resort. The process for service disconnections is outlined by the Illinois Commerce Commission. A service disconnection will only occur after Ameren Illinois has attempted to contact the customer multiple times and a final service disconnection notice has been issued.

Any residential customer with a certified medical condition or special need who receives a disconnection notice should immediately contact Ameren Illinois. Although these customers are still subject to disconnection, there may be alternatives available to provide temporary relief.

We will only disconnect service when every reasonable effort to establish a payment plan has failed, or the customer has failed to make the agreed-upon payments.

THIRD-PARTY NOTIFICATION AVAILABLE

Our third-party notification service can help customers concerned about overlooking a disconnection notice. This program allows customers to designate a friend, family member, caregiver or other third party for Ameren Illinois to contact if their electric service is in danger of being shut off. To register, call Ameren Illinois at **1.800.755.5000**.



AMEREN ALERTS. Email and text message alerts from Ameren Illinois keep customers up to date and in control of their account. From bill reminders to payment receipts, we'll automatically send timely updates on account activity – anywhere you are. Learn more at Ameren.com/Alerts or text **REG** to **40401*** to stay connected. **Message and data rates may apply.*

MEDICAL EQUIPMENT REGISTRY

Ameren Illinois offers a Medical Equipment Registry for customers who rely on electrically powered medical equipment at home. A doctor's verification is required to be added to the registry. Ameren Illinois will make every effort to notify registered customers about planned maintenance outages, but it's important for customers to have a backup plan in case of an unplanned outage. For more information about this program, call us **1.800.755.5000**.

Customer Service

Residential Customers
1.800.755.5000

Business Customers
1.800.232.2477

Energy Assistance

Ameren Illinois understands that energy costs are a concern for many of our customers, and we strive to provide affordable energy and keep costs down. If customers in your community need assistance, we can help connect them with the appropriate resource.

Energy assistance programs available to customers of Ameren Illinois include the following:



LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

This program helps eligible low-income households, elderly persons and people with disabilities pay for energy services. To qualify, a customer's household income must be at or below 150% of the federal poverty level. LIHEAP is administered by Community Action Agencies throughout the state. Grants are based on the number of people in the household, total income and the type of fuel used to heat the home.

Eligible customers can choose between the traditional LIHEAP Direct Vendor Payment (DVP) plan (a one-time payment) or the Percentage of Income Payment Plan (PIPP). Under PIPP, eligible clients pay a percentage of their income, receive a monthly benefit toward their utility bill, and lower their past-due balance for every timely payment they make. For information, call **1.877.411.9276** or visit Illinois.gov/dceo.

WARM NEIGHBORS ♥ COOL FRIENDS

WARM NEIGHBORS COOL FRIENDS

The Energy Assistance Foundation's Warm Neighbors Cool Friends program provides heating and cooling assistance and, in some areas, home weatherization to customers of Ameren Illinois. The program targets moderate-income senior citizens and families facing illness, disability, job loss and other hardships. Those who receive help must make a matching payment on their utility bill. The Foundation relies on a network of local social service agencies to administer the program. Learn more at WarmNeighborsCoolFriends.org.

Ameren Illinois is proud to support the non-profit Energy Assistance Foundation. The Ameren Charitable Trust provides an annual grant that covers all administrative costs for the Warm Neighbors Cool Friends program. That means every penny donated by employees, customers and friends of the program goes directly to help families in need.



AMEREN ILLINOIS MILITARY SUPPORT PROGRAM

Ameren Illinois is proud to serve those who serve our country. We offer a variety of programs and perks to active members of the military and disabled veterans, including energy assistance grants. We offer grants of up to \$300 to help pay electric bills for qualifying active members of the military and disabled veterans. To learn more, visit AmerenIllinois.com/Military.

Fraud Alert

Fraud is growing at an alarming rate, and scam artists are growing ever more clever at tricking unsuspecting individuals. Ameren Illinois is often used by scam artists to swindle our customers out of money or their identity – or to gain access to their homes. Help us put a stop to fraud – be on alert for possible scams and know what to do if you become a target.

COMMON SCAMS:

- Con artists frequently pose as bill collectors for Ameren Illinois. The scammer calls or emails the customer, threatening to disconnect service if they don't make an immediate payment with a credit card, a prepaid Visa check card or, in some cases, a Green Dot MoneyPak card.

- Some con artists pose as a utility representative in an attempt to steal a customer's identity by obtaining confidential information*, such as social security numbers, bank accounts, and other personal information.

****Note:** If you have contacted third-party residential electric suppliers, they may ask for your Ameren Illinois account information before they present you with an offer – and that's okay. This should not be a concern as long as you initiated the switch or are confident that you are dealing with a registered supplier. For a list of registered third-party suppliers, go to AmerenIllinois.com.*

- In-person imposters sometimes pose as Ameren Illinois employees in an attempt to gain access to a home or business to steal cash, property or personal information.

REMEMBER – Customers with unpaid electric or gas bills will be notified about overdue payments in advance. Ameren Illinois representatives will never come to your home and demand payments. In fact, our field representatives will not accept payments for service. In addition, our people never call you and ask for personal information such as the name of your financial institution or checking account numbers. Call Ameren Illinois at **1.800.755.5000** anytime you are in doubt.



All Ameren Illinois employees carry identification with their photograph, name, employee number and an official Ameren logo.

HOW TO PROTECT YOURSELF FROM FRAUD

- Be suspicious if someone demands immediate payment for any reason, requests personal information or threatens to disconnect your service.
- Never give your personal or financial information (credit card, bank account or Social Security numbers) or wire money to anyone who calls, sends an email or comes to your home unannounced.
- Never let anyone into your home who wants to check your electric wiring, natural gas pipes or appliances – **unless** you have scheduled an appointment or reported a gas leak and the person has proper identification.
- If you suspect a person is impersonating a utility worker, end the conversation and call local police and Ameren Illinois at **1.800.755.5000**.
- Phone the police if someone calls you and requests that you leave your home at a specific time for an alleged utility issue. The caller may be planning a burglary.

If you believe an attempt has been made to defraud you or steal your identity, report the incident immediately to your local police department. If a scam involves the use of U.S. Mail, contact the postal inspector and it will be treated as a federal crime.

Careers

Our workforce is dedicated to keeping the lights on and the gas flowing for customers – 24 hours a day, 365 days a year. We apply that same kind of dedication to building a diverse and inclusive work environment with competitive salaries, great benefits and ongoing professional training.

Careers at Ameren Illinois are as diverse and wide-ranging as the candidates we seek to fill them. Visit **Ameren.com** to view online job postings, create an online e-recruit account, have job alerts sent to your email inbox as soon as they are posted, upload a resume and apply for jobs.

It's never too early to begin planning for a career in the energy industry. We encourage college students to explore our internship and co-op opportunities and to learn more about energy careers at **GetIntoEnergy.com**.



PROUD TO BE MILITARY FRIENDLY

Ameren Illinois values the skills, leadership and work ethic that veterans bring to our company. We continue to look to former U.S. military personnel to find highly qualified, motivated individuals to fill key positions throughout our company. In fact, in 2012 we pledged to hire 200 veterans and military spouses over five years as part of the national Joining Forces job challenge.

Our long and proud history of hiring military veterans and seeking individuals transitioning to civilian life has earned us recognition from organizations and publications, such as G.I. Jobs Magazine, which named us among their top 100 military friendly employers.

Ameren was also selected for the Secretary of Defense's "Employer Support Freedom Award," the U.S. government's highest recognition awarded to employers for supporting their employees in the National Guard or Army, Navy, Air Force or Coast Guard Reserve.



We invite potential candidates who expect to transition out of the military within the next six months to two years to contact us at **military@ameren.com**. We would like to learn more about your career interests to determine where you might best fit with Ameren.

In Your Community

We don't just work in communities throughout Illinois – we live here, too. Whether by supporting local charities, volunteering or educating customers on energy topics, Ameren Illinois is committed to giving back to the places we call home.

SPEAKERS BUREAU

The Ameren Illinois Speakers Bureau is committed to helping customers of all ages understand energy – how it works, how to use less and how to stay safe around electricity and natural gas. Our energy experts are happy to speak to your group or classroom, free of charge.

Topics include:

- Energy Safety
- Energy Efficiency
- Electric Supply Options
- Getting Power to Your House
- Why the Power Goes Out
- Energy Assistance

To request a speaker, email speakersbureau@ameren.com at least four weeks in advance.

For Younger Audiences

To make learning fun for younger audiences, our professional speakers are often joined by our energy mascots: Louie the Lightning Bug and Sniffy the Sniffasaurus. While Louie shares important lessons about electrical safety, Sniffy teaches kids how to sniff out a natural gas leak.

Another vivid visual aid is "My Safe City." This model city depicts a typical neighborhood scene, showing kids what can happen when a ladder touches a wire, a shovel digs into underground service, a kite gets caught in a line, and much more.

To schedule a youth program, email speakersbureau@ameren.com.



KIDSACTIONENERGY.COM (it's for teachers, too!)

Every spring and fall, our KidsActOnEnergy® initiative reaches 50,000 K-8 students with energy lessons that can last a lifetime!

KidsActOnEnergy.com makes learning fun for kids with fun facts, online games, videos and hands-on activities. To make energy education easy for educators, we offer free teaching tools, including:

- Standards-based materials and games
- Booklets full of activities, experiments, stories and facts
- Curriculum-based games
- Teacher's guides
- Pre- and post-tests

Teachers can place their online orders for these free resources at **KidsActOnEnergy.com**.

Grants from Ameren Illinois

Ameren Illinois serves more than 1,200 communities throughout Illinois. To enhance the quality of life in those communities, our corporate contributions may support:

- Civic, environmental and cultural organizations
- Educational institutions and programs
- Senior citizen organizations
- Social services
- Youth activities



Helping At-Risk Customers Beat the Summer Heat

Every summer Ameren Illinois donates ENERGY STAR® qualified window air conditioners to help low-income customers stay cool and safe.

The donations target customers who are most at risk during extreme summer temperatures, such as the elderly, disabled, and households with small children. The units are distributed by energy assistance agencies throughout central and southern Illinois to qualifying individuals who meet Low Income Home Energy Assistance Program (LIHEAP) guidelines.

ENERGY STAR rated appliances use less energy than other models. That means these donated units help customers stay cool at less cost.

Grant Requirements

Please review the following requirements before making a grant request:

- Grants are limited to organizations in the Ameren Illinois service area.
- To qualify for a grant, organizations must be tax-exempt, as described in the Internal Revenue Code.
- Individuals, political organizations or candidates, and religious or similar groups generally do not qualify for an Ameren Illinois non-profit grant.

Required Documentation:

Here's what you'll need to apply for a grant:

- Cover letter that includes the amount of grant requested.
- IRS determination letter certifying 501(c)(3) status.
- IRS Form 990 for most recent fiscal year.
- Income/balance statements for most recent fiscal year (preferably audited).
- If the grant is for a specific project, provide detailed budget for project, including income and expenses.
- List of board members and executive officers, including titles and affiliations.
- Most recent annual report or other literature summarizing programs.

Go to AmerenIllinois.com to download an application form. Mail the completed form and required documentation to:

Ameren Illinois
Attn: Corporate Contributions
300 Liberty Street
Peoria, IL 61602-1404

Questions?

If you have a question regarding the grant application process, please email us at communityrelationsil@ameren.com.

Avian Protection Program

Ameren Illinois cares about the world we live in, and our Avian Protection Program is one way we are building a legacy of environmental stewardship.

We are committed to complying with federal laws that protect eagles and migratory birds. In 2010, Ameren Illinois began working with the U.S. Fish and Wildlife Service, the Illinois Department of Natural Resources, industry experts and nonprofit agencies to develop and implement a proactive Avian Protection Plan.

Our plan includes the following:

- **Insulating wire covers.** After inspecting more than 100 distribution circuits adjacent to known raptor nests, we added insulating covers on hundreds of structures that posed the greatest risk to large birds of prey. By adding protective covering to the center phase of a three-phase pole top, a raptor can perch anywhere on the pole without being electrocuted.
- **Covers on pole-mounted transformers.** When new overhead transformers are installed, we now add insulating covers on previously exposed connection points and wiring. This prevents the risk of electrocution for raptors – as well as raccoons, opossums, squirrels and other animals.
- **Flight diverters.** Reflective devices have been installed on power lines crossing lakes and wetlands to help large birds, such as a swans, blue herons or pelicans, avoid collisions with power lines. The diverters can be seen from a greater distance than the power line, allowing the bird more time to correct its flight path and avoid injury.
- **New “avian safe” construction standards.** New standards ensure that new distribution lines include either avian-safe insulated components or increased spacing between wires. The new standards ensure that all new construction is 100% avian safe, so eagles, hawks, owls and other large birds of prey can land on a line and spread their wings – safely.
- **Workforce training.** Ameren Illinois has trained more than 2,000 employees and contractors on the installation and use of avian products, new construction standards, and proper handling of protected species and their nests.



Every year, our Avian Protection Program saves dozens of birds of prey – as well as other wildlife – from potentially deadly encounters with power lines and other energized equipment. In fact, the measures we are taking have reduced raptor deaths by as much as 90 percent.

We also work with two Illinois nonprofit organizations to treat raptors that are injured through contact with electrical equipment or in other ways.

Along with protecting birds, our Avian Protection Program helps reduce the number of power outages caused by animal interference, so we can provide the reliable energy our customers count on.

ATTENTION, CITY WORKERS! It is against the law to handle an eagle or protected raptor – dead or alive. If municipal workers encounter an injured or deceased raptor while on the job, they should not touch or move it. Call the Ameren Illinois Customer Service center at **1.800.755.5000** and we will act as a liaison with the U.S. Fish and Wildlife Service and private raptor rehabilitation groups.

Emergency Contacts

Report gas leaks, power outages or wires down: **Ameren Illinois** **1.800.755.5000**
 If you suspect carbon monoxide poisoning, call: **Illinois Poison Center** **1.800.222.1222**

Non-Emergency Contacts and Resources

	PHONE	WEB	FAX	EMAIL
AMEREN ILLINOIS				
Residential customers	1.800.755.5000	AmerenIllinois.com	1.800.851.1796	MyHomeAmerenIllinois@ameren.com
Business customers	1.800.232.2477	AmerenIllinois.com	1.877.263.7369	MyBusinessAmerenIllinois@ameren.com
Construction Services	1.888.659.4540	BuildWithAmerenIllinois.com	1.217.424.6758	IllinoisConstruction@ameren.com
Report Street Lights Out	1.800.755.5000		1.217.424.6758	IllinoisConstruction@ameren.com
Request New, Upgrade or Removal of Street Lights	1.618.236.1217			
Government Support Team	217.424.6968			GovernmentSupportTeam@amerenillinois.com
Generating Your Own Power	1.217.535.5073	RenewablesIllinois@ameren.com		
Economic Development	1.800.981.9409	Ameren.com/EcDev	1.800.981.9409	eddept@ameren.com
Tree Trimming		MySafeTrees.com		
Corporate Contributions		AmerenIllinois.com		communityrelationsil@ameren.com
Technology Applications Center		AmerenIllinois.com/focus		TAC@ameren.com
Careers		Ameren.com/careers		military@ameren.com (military personnel)
Property Management	1.800.487.5795	Ameren.com/business-partners/ property-managment		AmerenIllinoisLandlord@ameren.com
Website Support	1.877.263.7361	Ameren.com/illinois/contact-us	1.800.851.1796	AmerenIllinoisCustomerService@ameren.com
ENERGY EFFICIENCY				
Illinois DCEO (Municipal Program)		ILEnergyNow.org		
ActOnEnergy Residential Program	1.866.838.6918	AmerenIllinois.com/programs		ActOnEnergyResidential@ameren.com
ActOnEnergy Business Program	1.866.800.0747	AmerenIllinois.com/programs		ActOnEnergyBusiness@ameren.com
For Kids & Teachers		KidsActOnEnergy.com		
ENERGY ASSISTANCE				
Low Income Home Energy Program (LIHEAP)	1.877.411.9276	IllinoisLIHEAP.com		
Energy Assistance Foundation	1.888.690.5700	WarmNeighborsCoolFriends.org	217.424.6575	
OTHER				
JULIE	811	Illinois1Call.com		
Hearing Impaired	711	IllinoisRelay711.com		
Safe Electricity	1.217.546.6815	SafeElectricity.org	1.217.546.6212	info@safeelectricity.org



Visit us at [Facebook.com/AmerenIllinois](https://www.facebook.com/AmerenIllinois)
Follow us on Twitter [@AmerenIllinois](https://twitter.com/AmerenIllinois)



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