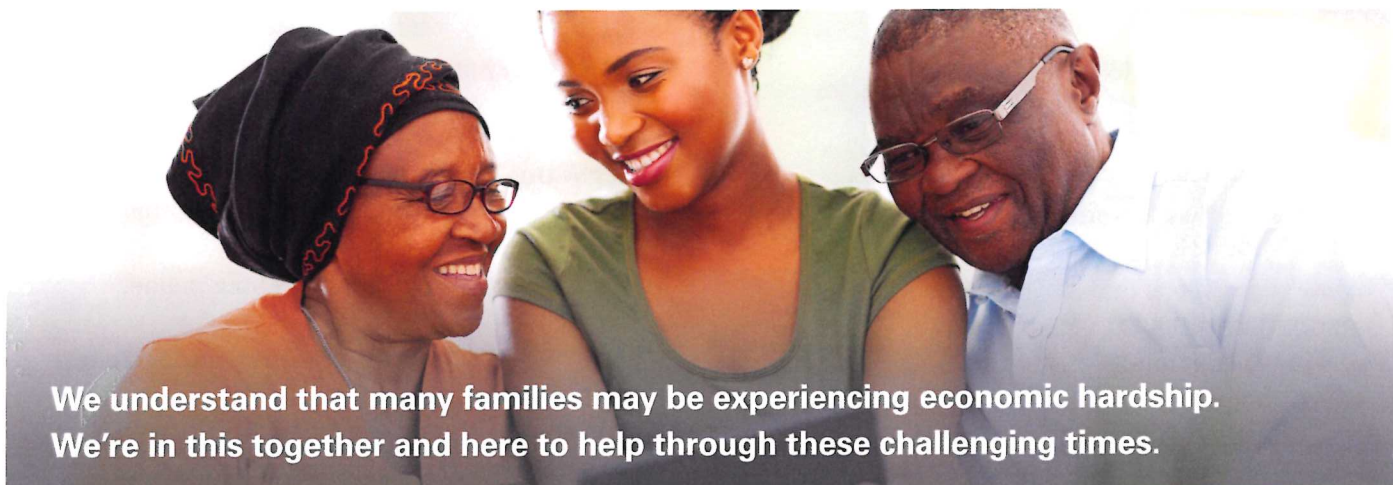


In This Together

Assistance and Service Options for Residential Customers



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

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

Ameren Energy Relief Grant

- **Eligible residential customers** with a balance of at least \$150 can receive a \$150 one-time grant from community action agencies across Ameren Missouri's service territory.
- These **dollars can be bundled** with other energy assistance programs.

Health and Safety Options

Find help when energy impacts your medical needs.

- **Medical Equipment Registry** – Register critical medical equipment.
- **Caring Contact Program** – Let a loved one or trusted resource know if you need help managing a disconnection notice.
- **Medical Hardship Extension** – Allows more time to pay due to a medical hardship.
- **Critical Medical Needs** – Help for customers with an existing serious illness or chronic condition, whose condition would be aggravated by the involuntary disconnection or suspension of utility service. Call 211 for details.
- Visit AmerenMissouri.com/HealthandSafety to apply, or call **800-552-7583**.

Keeping Current and Keeping Cool

Find payment assistance.

- **Keeping Current** helps you catch up and stay current on your electric bill by providing monthly bill credits of \$35-\$90 (when you make on-time monthly payments) for **12 months**.

- **Keeping Cool** helps elderly, disabled and households with children under age 5, with a bill credit of \$50/month, May-September.
- Learn more and find a Keeping Current/Keeping Cool Agency at AmerenMissouri.com/KeepingCurrent.

LIHEAP – Summer Cooling and Winter Heating Assistance

Find summer, winter and one-time energy assistance.

- **Energy Assistance Program** – one-time payment of \$318 for electric or \$326 for gas. Available November 1 through May 31. Disconnection notice NOT required.
- **Energy Crisis Intervention Program (ECIP)**
 - Summer: up to \$300 (June 1 – Sept. 30)
 - Winter: up to \$800 (Nov. 1 – May 31)
- Eligibility for ECIP: **disconnection notice required**.
- Income eligibility at or below 60% of State Median Income Level – for example, one-person household with monthly income up to \$2,840.
- Visit <https://mydss.mo.gov/> or call **855-373-4636**.

Visit
AmerenMissouri.com/GetHelp
to find program eligibility and
how to enroll.



More Assistance and Service Options for Residential Customers

Deferred Payment Agreements

Find help managing your payment balance.

- Installment payment agreements may be available with a down payment and minimum monthly payment.
- 6-12 month installments.
- Cold Weather Rule program runs from Nov. 1 - March 31.
- Review your options through your Ameren account at **AmerenMissouri.com**.
- **Pay Date Extension (PDE)** – A payment option that grants customers a few extra days to pay their bill.

Dollar More

Find help or give back.

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

New Start Energy Relief

For neighbors seeking support after being unhoused, including those transitioning from domestic violence shelters and seniors in public housing who are in threat of disconnection.

- Up to \$1000 to reestablish service.
- Funds may be used for late charges or past due utility bill forgiveness.
- Visit **AmerenMissouri.com/NewStart** to learn more.

Manage Your Bill

Easily manage your account online.

- **Alerts** – Stay up to date regarding your bill and service with text and email alerts. Text “REG” to AMEREN (263736).
- **Pick A Due Date** – Pick a date that’s most convenient for you to pay your Ameren energy bill.
- **Budget Billing** – Annual energy bill is averaged over the past year to determine your budget billing amount.
- Learn more at **AmerenMissouri.com/Options**.
- **My Energy Manager** – Log in to your account to manage your energy and find personalized tips to save money.

Weatherization

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

- Eligible customers can apply for the Low Income Home Weatherization Assistance Program.
- Learn more at **AmerenMissouri.com/Weatherization**.

Veterans Energy Assistance

- Active-duty military, veterans and their families can receive up to \$600 to help pay their bill.
- Call the United Way at 2-1-1 or 1-800-427-4626 for more information or to apply.



Visit **AmerenMissouri.com/GetHelp** to find program eligibility and how to enroll.

