Government Support Portal – Those municipal, township, or county authorities can use this self-service web portal to obtain jurisdictional premises information and load data. In addition, State Government authorities whose responsibility includes reporting eligible State tax exemptions and/or verifying the status of customers currently listed with Gas Energy Efficiency Rider (GER) exemptions are able to access this web program to electronically notify effective and termination dates of the applicable exemption(s).   Ameren Illinois calls these groups Government Entities (GE).

The five levels of access built into the web portal are described below:

1. ***Government Site Administrator*** – This is a state, municipal, township, or county employee who completes and maintains registration and has **full** access to the portal. It is the Government Administrator's responsibility to set up additional program administrators, program non-administrator users, and program view only users for access to reports provided by each program.

2. ***Program Administrator*** – This is a state, municipal, township, or county employee who completes and maintains registration and has **full** access to a specific program in the portal. It is the Program Administrator's responsibility to set up additional program non-administrator users and program view only users for access to reports provided by each program.

3. ***Program Non-Administrator / Consultant*** – This can be multiple employees, agents, or a consultant with the GE who has access to view the government dashboard and request, view, and maintain reports.

4. ***Program View Only*** – This can be multiple employees, agents, or a consultant with the GE who has access to view the government dashboard and view reports.

5. ***No Program Level Role*** – This can be applied to any user with multiple service role access and will eliminate the ability for that user to view/edit anything within that selected service.
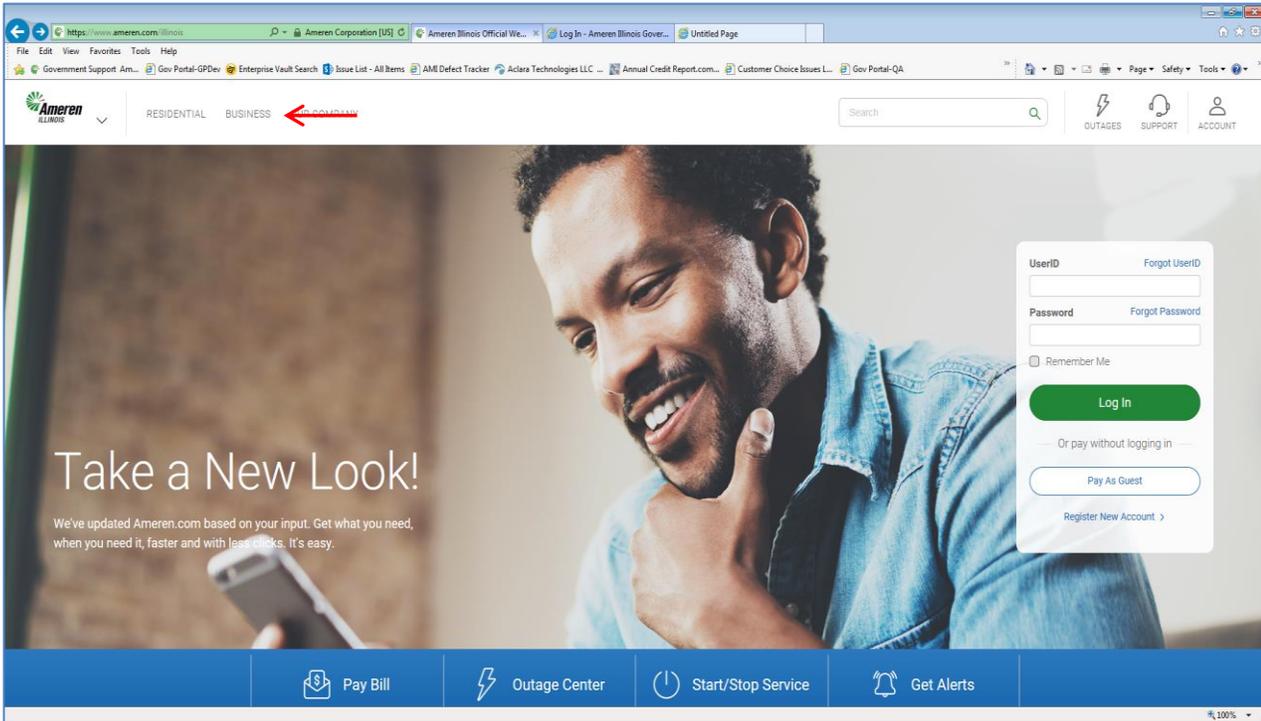
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Appendix

Government Support Portal

To gain access to the Government Support Portal

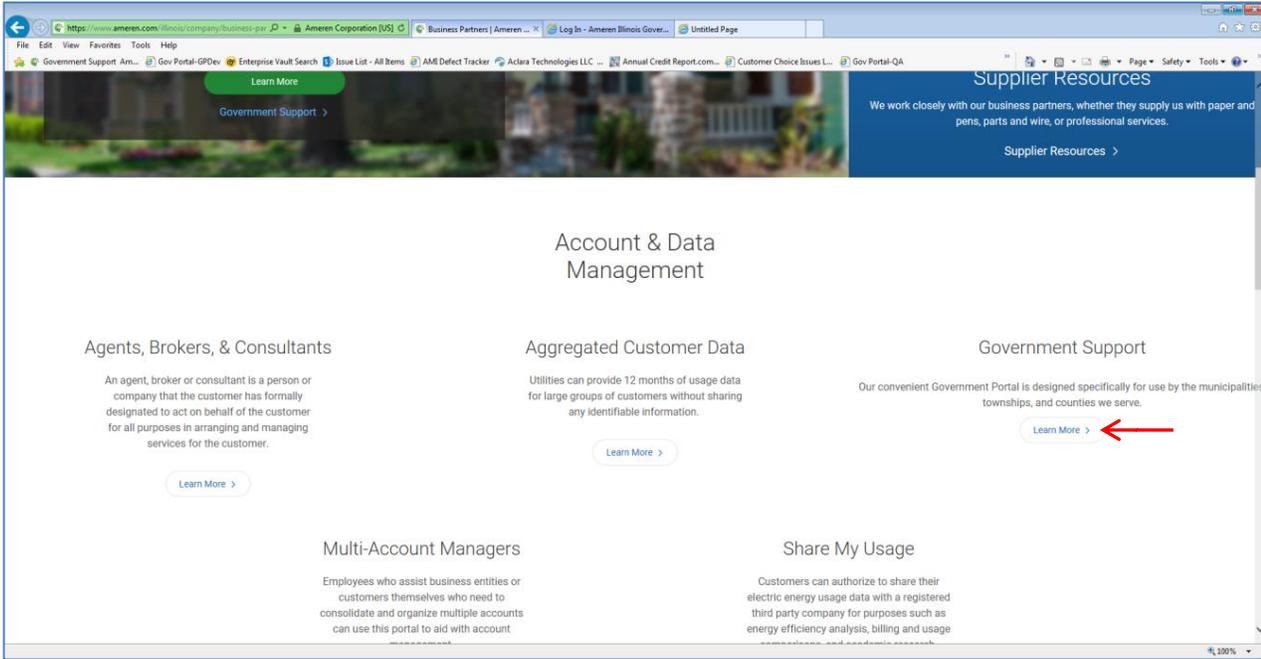- Go to the Ameren Illinois website at www.AmerenIllinois.com.
- Select "Business "

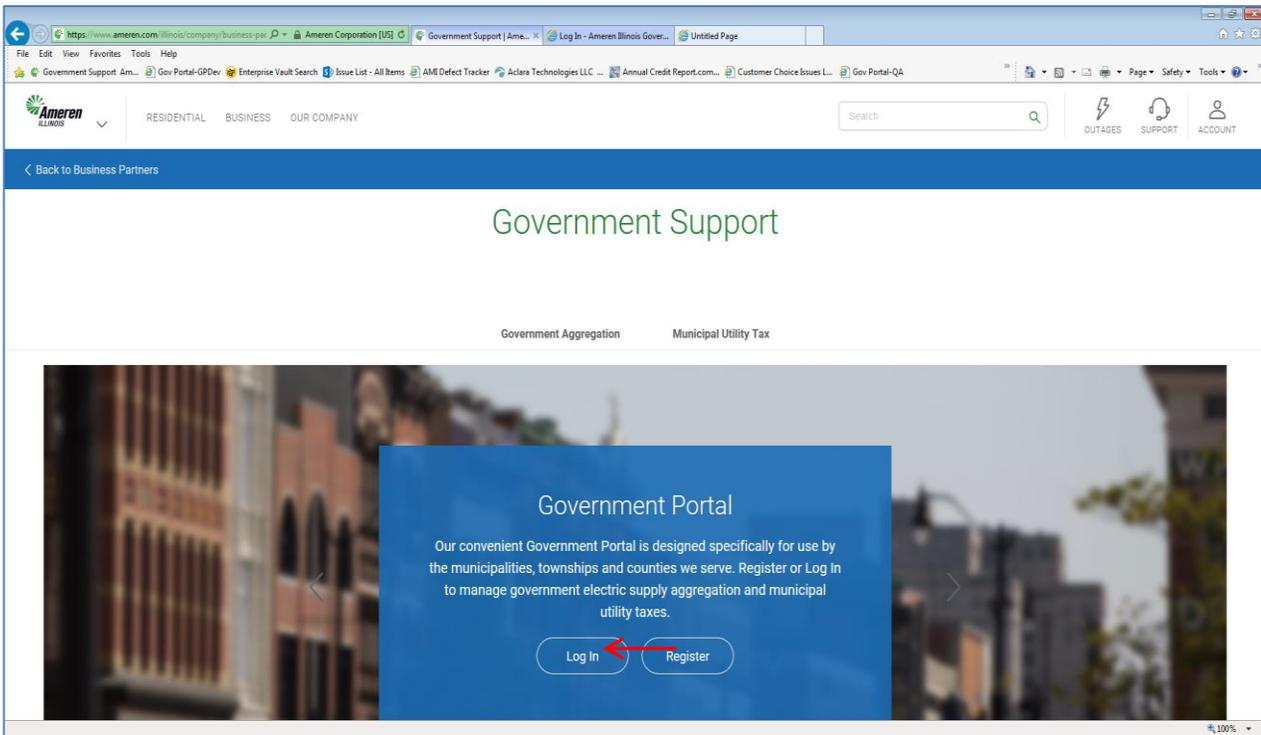- Select "Business Partners" from the list below
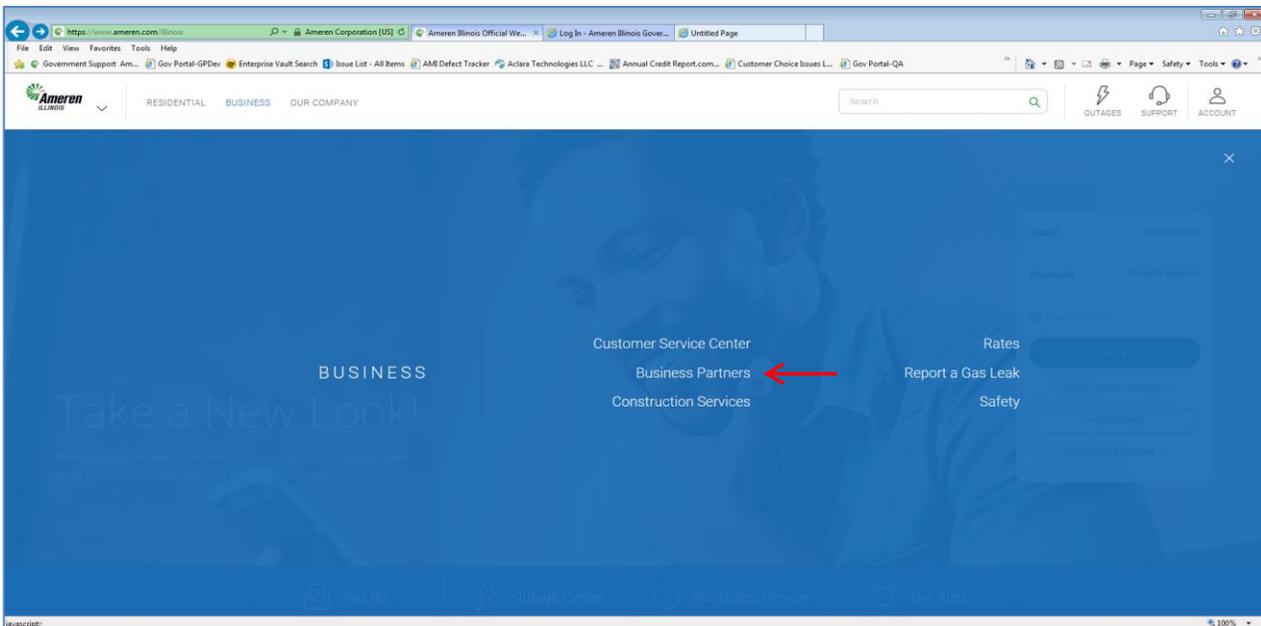
- Select "Government Support"

- Select the Government Portal Login (shown with a red arrow)

Registration

A government entity must register to access the Government Portal and complete a premises authentication and can add Government Aggregation or Municipal Utility Tax (Municipalities only)

To begin, select "Register".
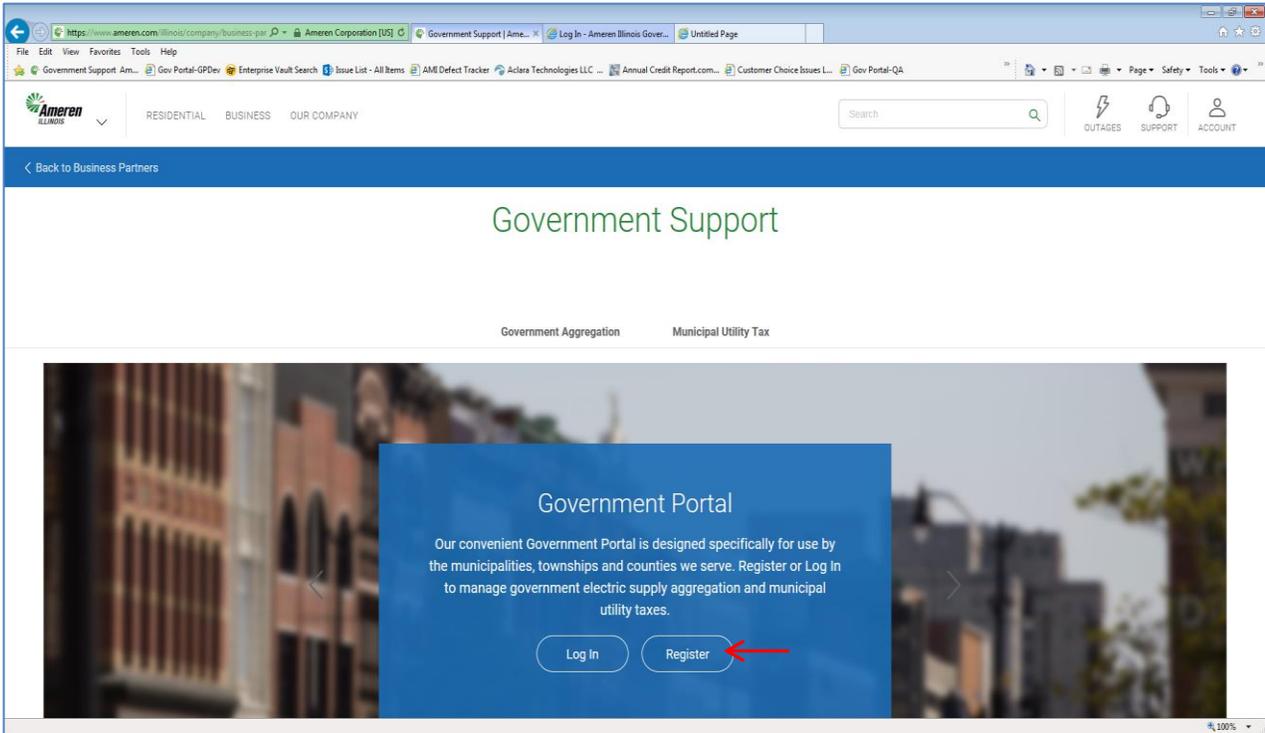
A new window will open to begin the registration. After reading the instructions, select "Continue".
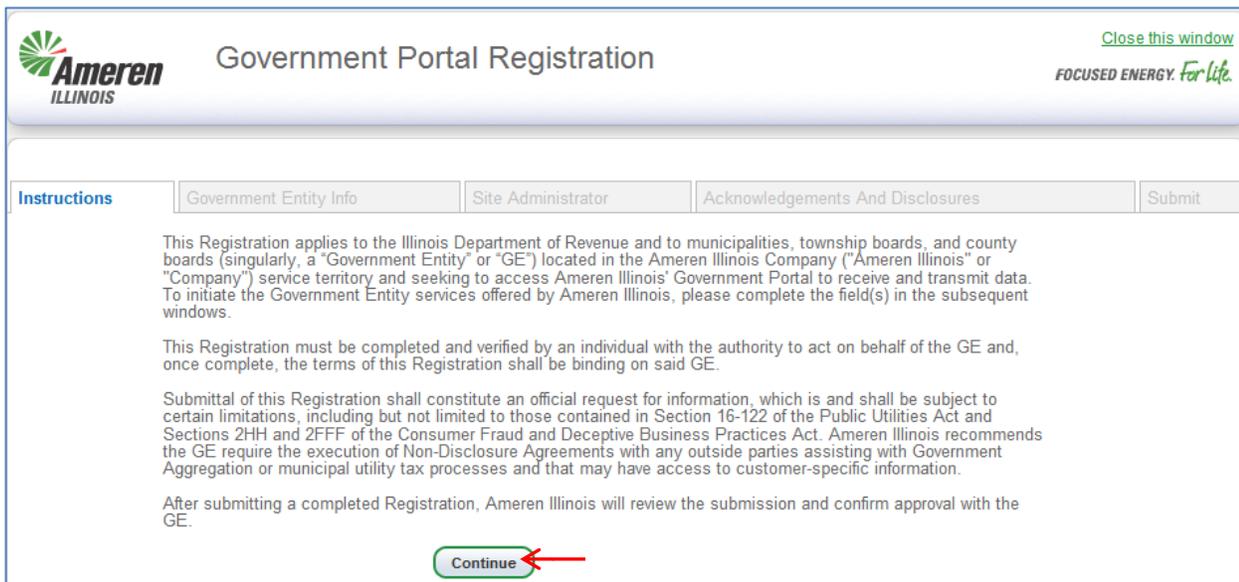
Enter the Government Entity Name and select the Government Type. Once this information is provided the appropriate fields will display.

Fill out all required fields (indicated with an asterisk) and select "Continue". Provide as much information as possible during initial registration, to eliminate the need for any additional follow-up work in the future.

The next tab, "Site Administrator", is for primary contact information. The Site Administrator information **MUST** be a government employee or official with authority to act on behalf of the municipality, township, or county (not consultants or non-administrative agents). Complete the required fields, indicated with an asterisk, and select "Continue".

Note: The email address entered here will be the future login email address. **Do not use a distribution list email address.**

The next window includes the Acknowledgement & Disclosures and the Non-Disclosure Agreement pertaining to all services offered based on the Government Type originally selected. (Examples of this screen are shown below) The final illustration shows the "continue" button, which is selected after reading the language.

The last window is the affirmation that you are the authorized contact for the Government Entity and review for the Non-Disclosure Agreement is complete. Select the check boxes and "Submit". If you choose, you can print and/or save a version of the registration data by selecting the link *before* you select "Submit".

A confirmation page explaining an email with further instructions will follow.

Logging into the Government Portal

To access the Government Portal there are two options:

1. Confirmation Email - After registration you will receive a confirmation email, which includes a temporary password and a link to the website.

2. Go to the Ameren Illinois website at www.AmerenIllinois.com. Select "Business". Select "Business Partners".
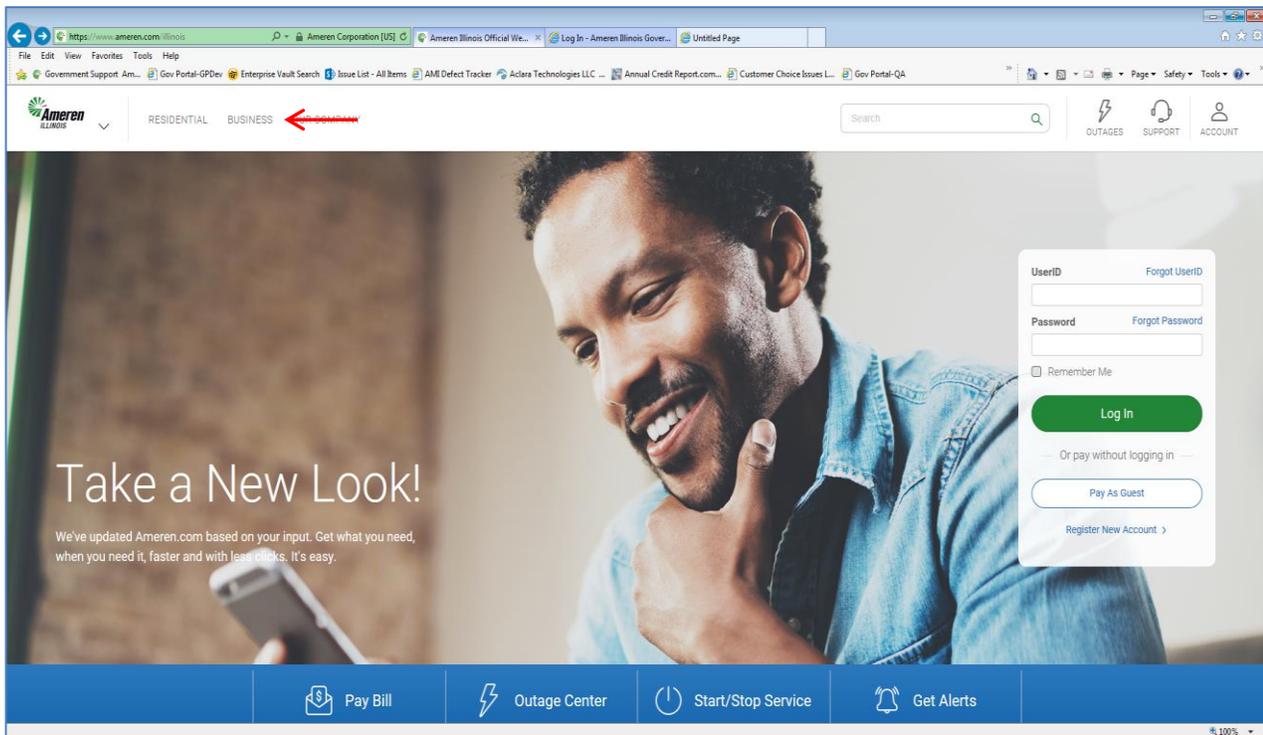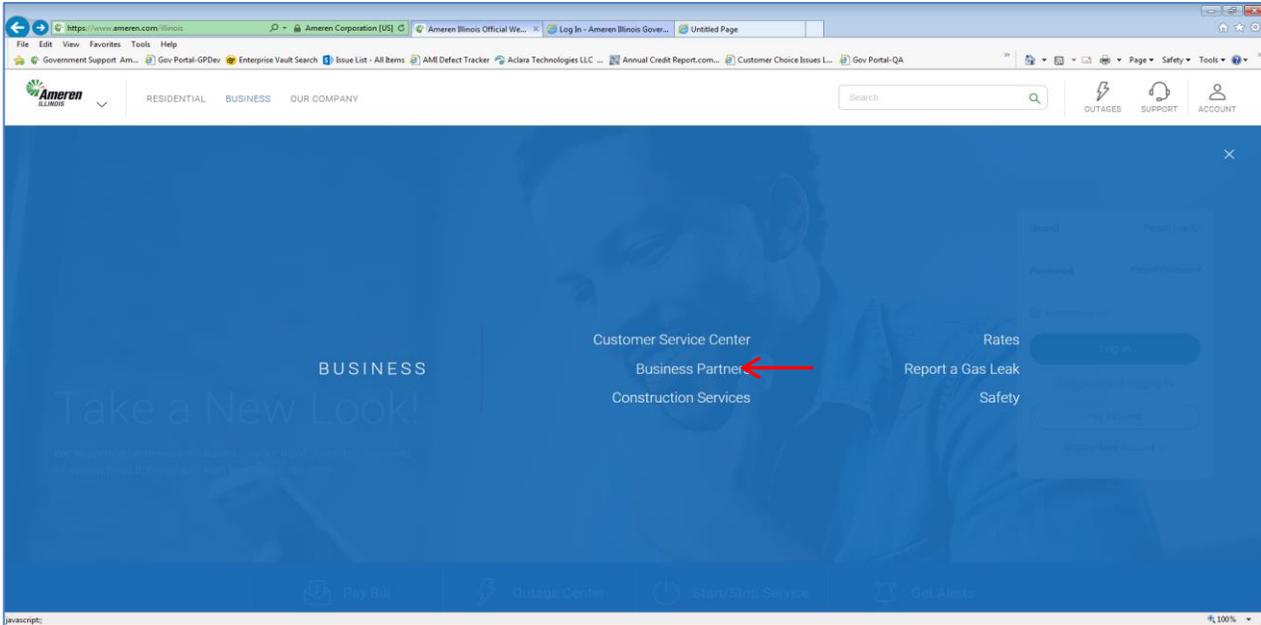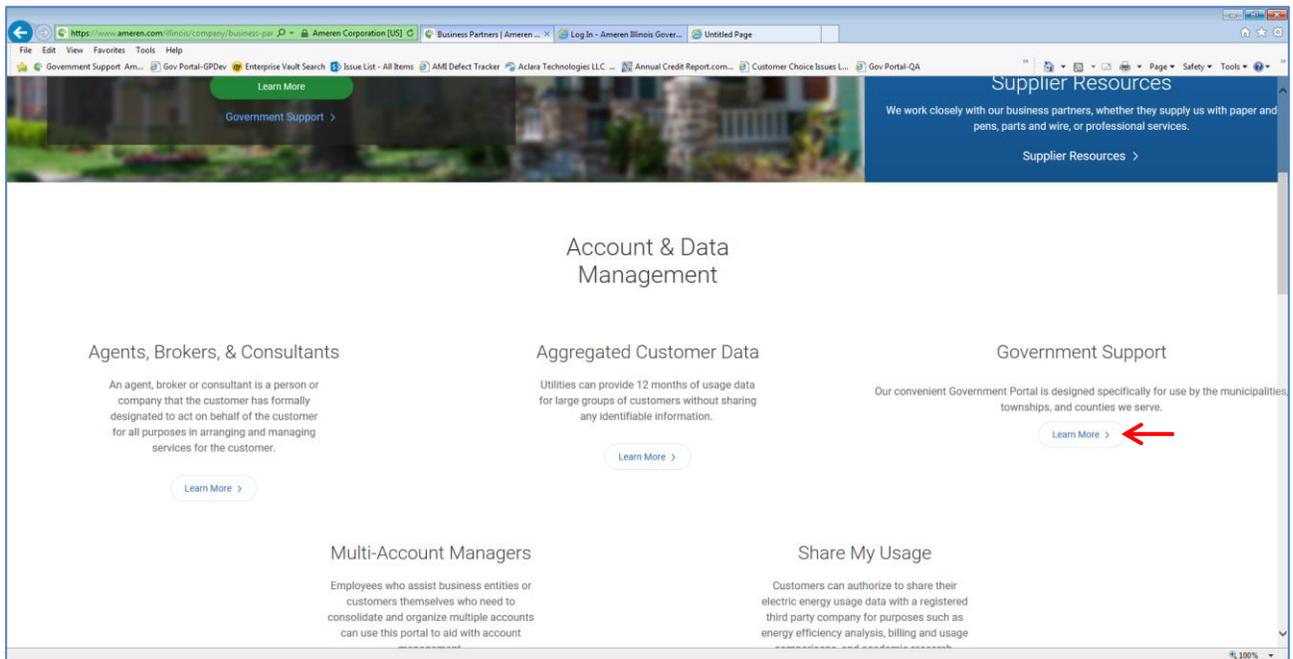
3. Select "Government Support"

4. Select "Government Portal Login".
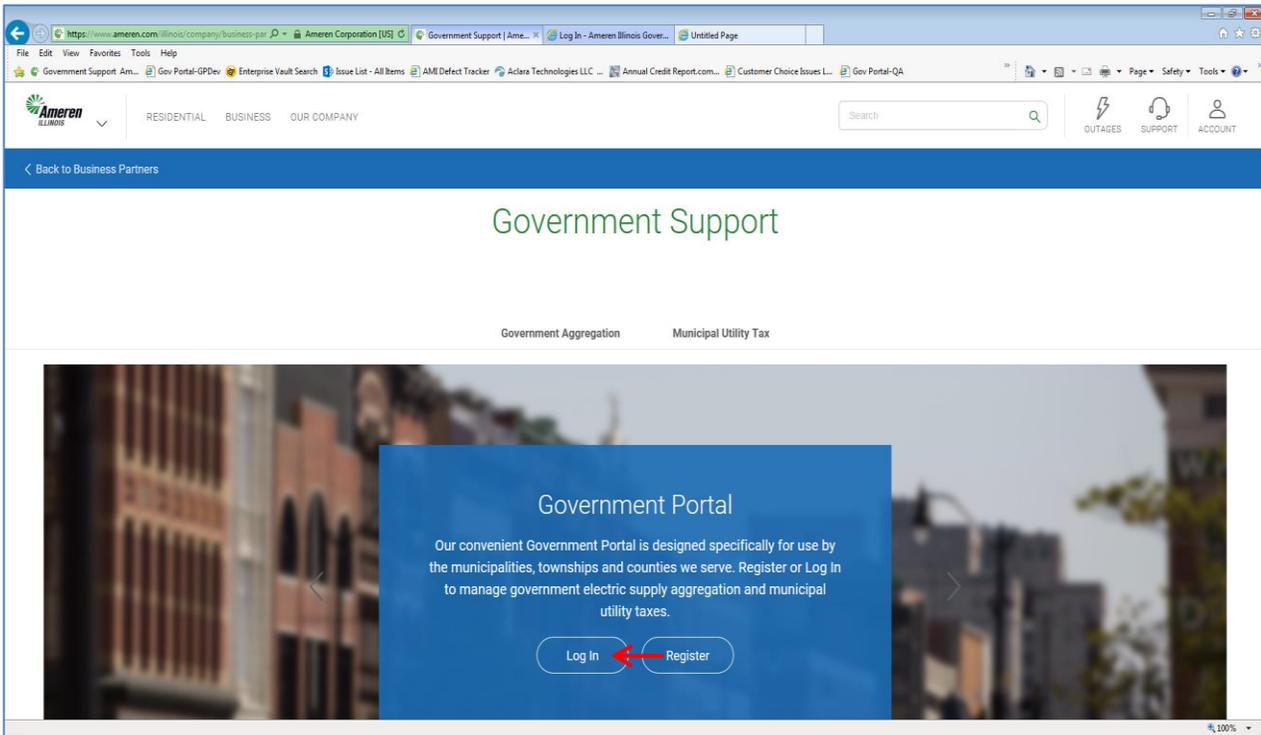
A web window will open to allow you to log in using your email address and temporary password (first time users) or permanent password (returning users). Select "Log-In".
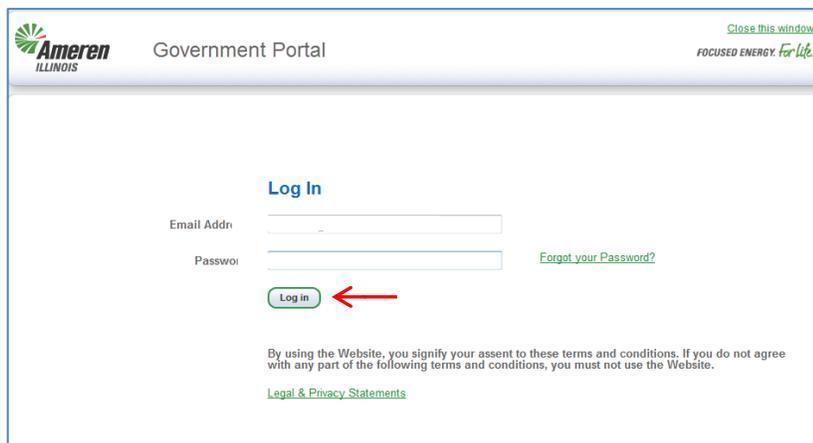
** It is recommended that for first time users to copy & paste the temporary password from the email in to the password line on the log in screen.

For a first time user, after successful log in, the user is directed to the "User Profile" window to complete your user profile by setting a permanent password and a secret question/answer for security purposes. Please pay close attention to the rules provided when creating a password.

After completing the user profile, select "Submit". The user is then directed to the Government Dashboard where Municipalities, Counties, and Townships begin to register for their specialized service(s).

Government Dashboard

"Government Dashboard", contains GE specific data that can be edited by the Government Site Administrator and where services are accessed or added. This window will list all services available based on the Government Type selected during initial registration.

Users tab

"Users", will show the Government Site Administrator a list of authorized individuals and the level of access given to each user. This window also provides the administrator the ability to see all users, authorized and not authorized, by selecting the check box.

To Add Users for Electric Aggregation & Municipal Utility Tax

To add users, simply add their email address and select "Continue".
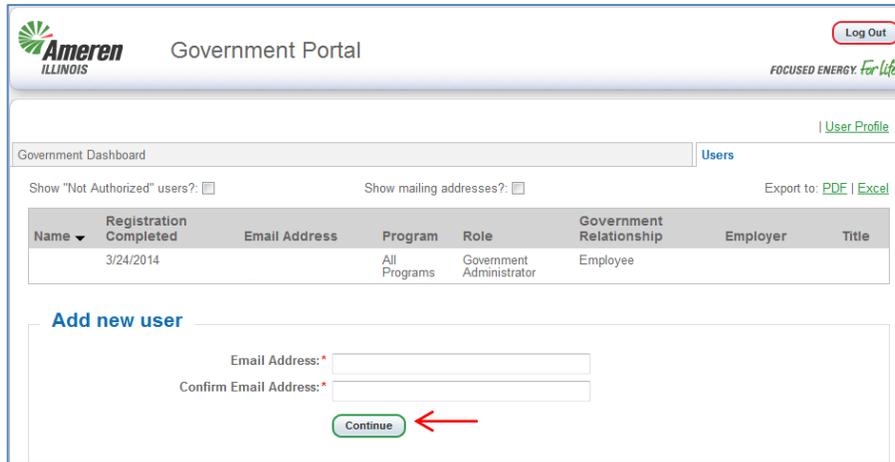
The GE Administrator will receive the window below and will need to complete the required fields, indicated with an asterisk, select the Role, access rights for each service, and the Relationship to the GE. Select "Submit". The user will receive an email advising that they have been granted access to the Government Support Portal and their temporary password.

(A detailed description for access rights is provided on pages 1 or 33)
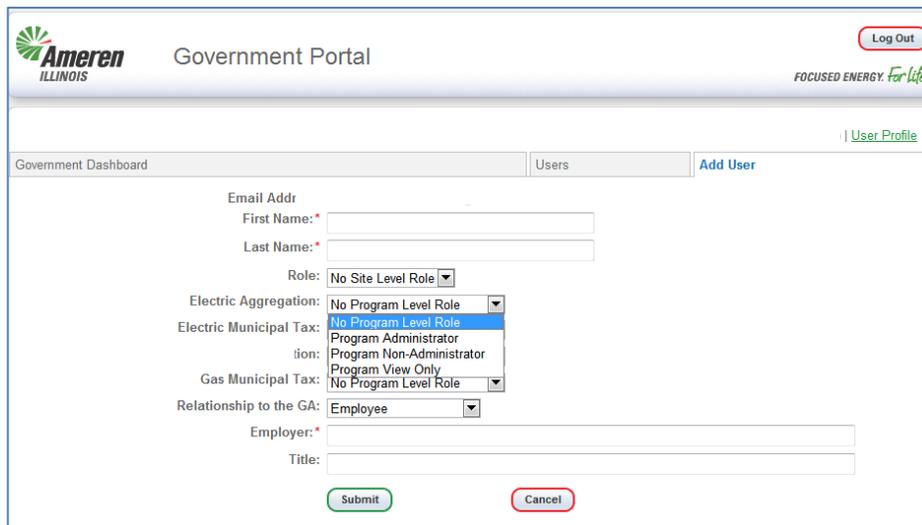
Note: Users, who have already registered, are notified immediately once the GE Administrator enters their email address. The GE Administrator will only need to fill out the role, service access rights, and relationship for those users. We are only able to release information to consultants if they have access to the portal.

To Remove Users for Electric Aggregation & Municipal Utility Tax

The "Users" tab is also where the GE Site Administrator or GE Program Administrator can remove access for users. To remove access, the GE administrator needs to select the name/link of the non-admin user.
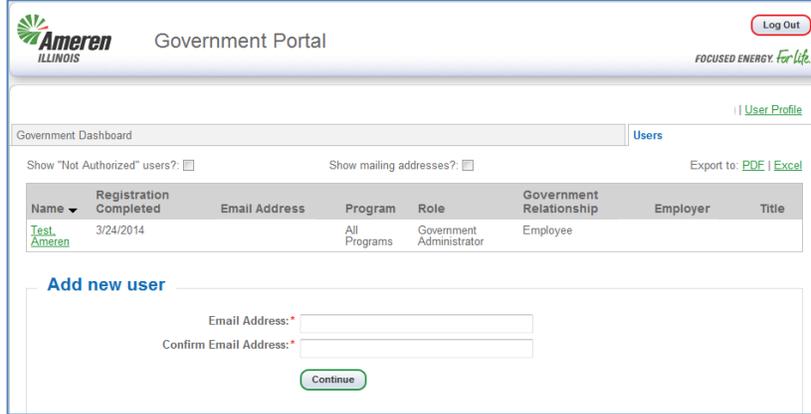
Select the "Edit" button.
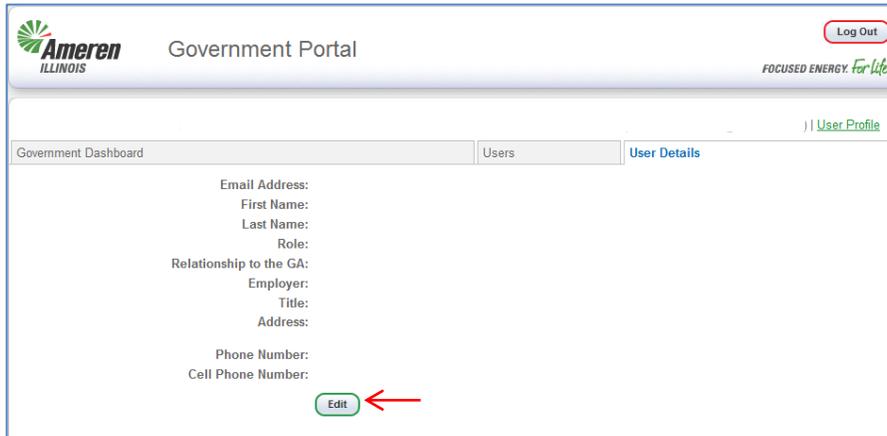
In the same window, the Role field becomes active. The GE administrator should select the drop down for Role and change it to "Not Authorized" and select "Submit".
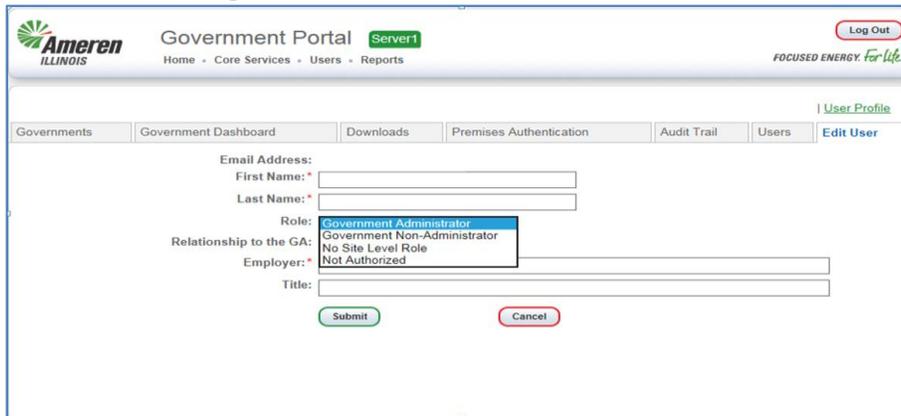
The user's whose access was changed will receive an email advising that authorization was updated to No Program Level Role.

User Profile

To view the "User Profile", select the link located under the "Log Out" button.
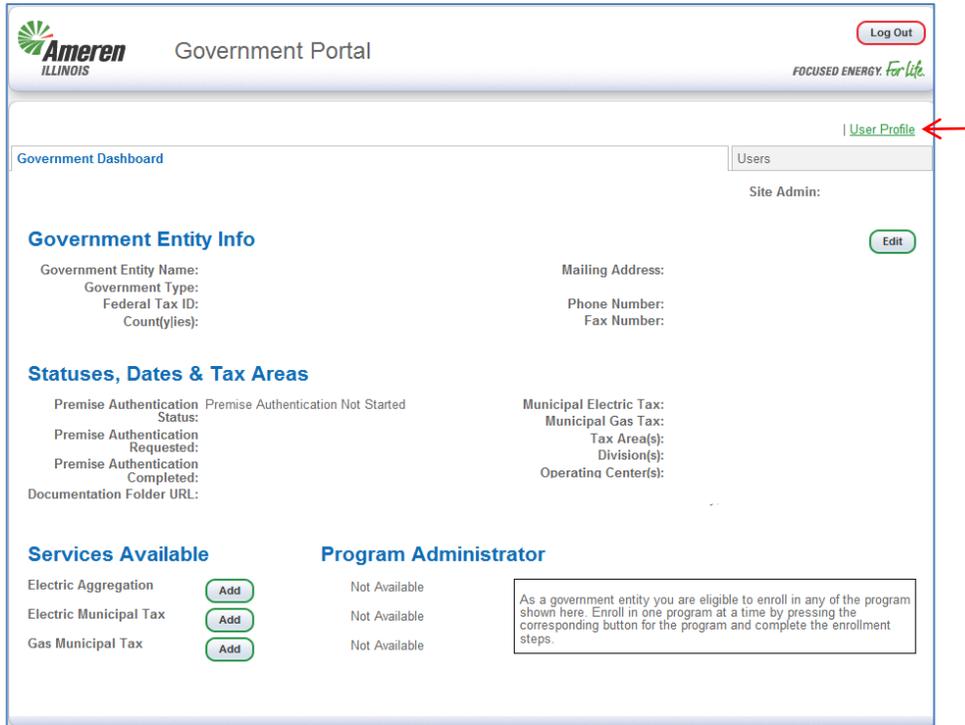
This allows the user currently signed into the Government Support Portal to make corrections to their registration information, secret question & answer, and/or password.
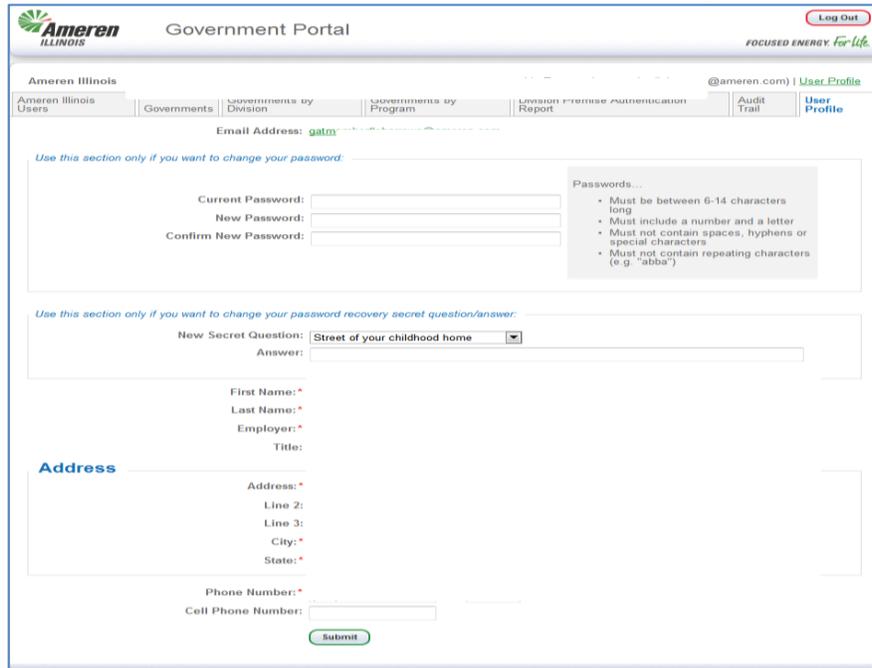
Add Government Officials (GO) /Emergency Responders (ER)

To add a Government Official or Emergency Responder, select the Government Officials/Emergency Responders link on the Government Dashboard.

Once on the Government Officials/Emergency Responders page, select either Add Government Official or Add Emergency Responder link.

Once on the Add New User page, the selected User Type will show at the top. Fill in all the required fields (those indicated by an asterisk) and select "Submit".

Once submitted, the user will populate on the Government Officials/Emergency Responders page.

The page will show **all active** users. If you want to view just Government Officials or just Emergency Responders, uncheck the box of who you <u>do not</u> want to view. If you want to view who is an Inactive User, select the "Show Inactive users?" checkbox and uncheck the other 2. Up to a total of **20** Government Officials and **20** Emergency Responders can be added for each Government.

Remove Government Official/Emergency Responder (Inactive)

To remove/make a Government Official or Emergency Responder inactive, click the email of the user from the Government Officials/Emergency Responders page. Once the Edit User page displays, uncheck the "Status (Active?)" checkbox and select "Submit".

Downloads

To access select the "Downloads" tab option by selecting Core Services at the top of the page. You will see Downloads in the drop-down menu.
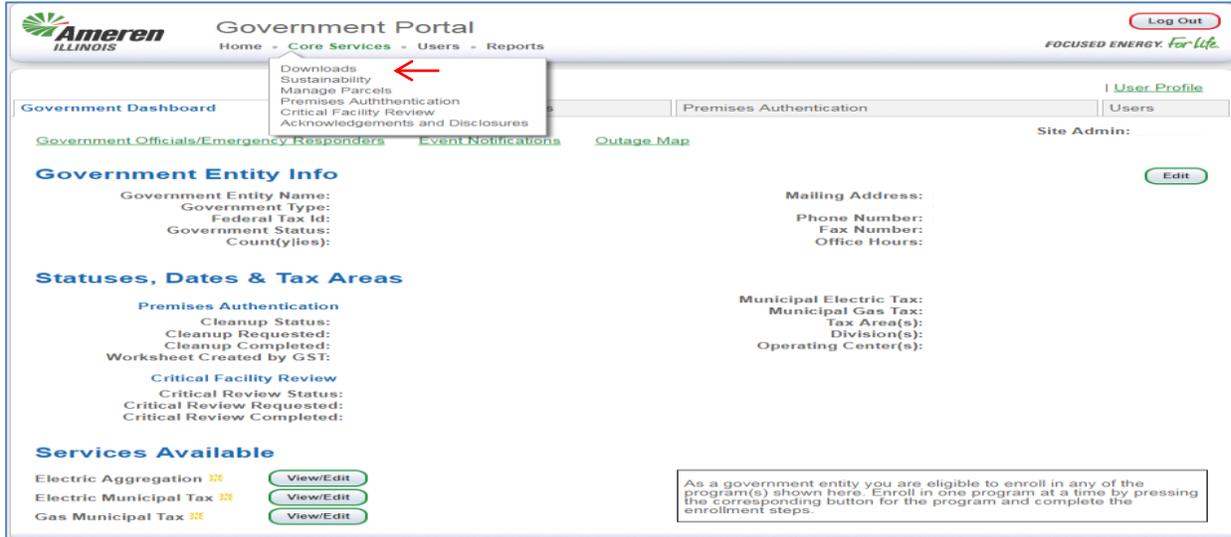
Select "Downloads". To request a new report please make sure you are on the "Request" sub-window and then click the appropriate report name. If reports were previously requested you will need to select "Request" to the left of "Retrieve".   If a Government Entity is registered for multiple programs, reports provided are dependent on the access rights of the user logged in. In the example below, the Site Administrator is logged in therefore all service reports are listed.
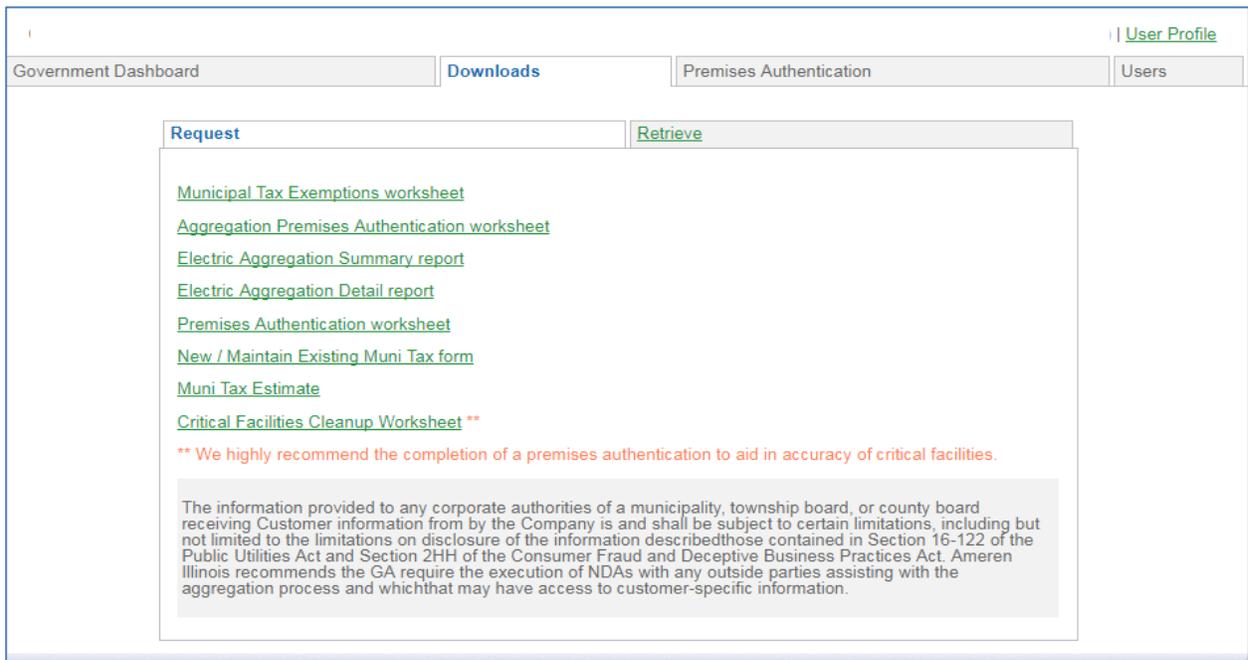
Municipalities will not have the ability to request a Muni Tax Estimate or New/Maintain Existing Muni Tax form until premises authentication is complete.

Townships will not have the ability to request a preliminary Electric Aggregation Summary report or Electric Aggregation Detail report until premises authentication is complete.

Counties and Townships will not have the ability to request a Muni Tax Estimate or New/Maintain Existing Muni Tax form.

- **Aggregation/Premises Authentication Worksheet** – Once this report is retrieved it must be reviewed and completed by the GE and Ameren Illinois before the GE can request a new premises authentication report.
- **Electric Aggregation Summary Report** – The first time the summary report is pulled, (assuming it is pulled at the same time as the premises authentication report), the data will reflect the premises prior to premises authentication. A revised summary report can be requested the Monday after receipt of the completion email for premises authentication.
- **Electric Aggregation Detail Report** – Prior to completion of the premises authentication report and receipt of ordinance (opt-in) or certified referendum results (opt-out), the detailed report **will not** include the customer account numbers.
- **Muni Tax Estimate** – Once the premises authentication report is reviewed and completed, this report will become available to begin the estimate process of establishing a municipal utility tax.
- **Muni Tax Exemptions Report** – Once the premises authentication report is reviewed and completed, this report will provide information related to those customers who are exemption from the Municipal's Utility Tax.
- **New / Maintain Existing Muni Tax Form** – This form is available after the completion of premises authentication and is for municipalities who are looking to implement or modify an existing municipal utility tax. Once the form is completed you can either fax or mail it into Ameren Illinois' Tax Department.
- **Critical Facilities Cleanup Worksheet** – Once this report is retrieved it must be reviewed and completed by the GE/GO/ER and Ameren Illinois before the GE can request a new Critical Facilities Cleanup report.

The requested report will automatically move to the "Retrieve" window. To view the report(s), select the "Download" link. The report(s) can then get exported to an Excel document.

Critical Facility Review

We _highly_ recommend that a Premises Authentication be completed prior to starting a critical facility review as it will aid in the accuracy of the information that is provided on the report. All users will be able to view, on the Government Dashboard, when the last time a Premises Authentication was completed. The user will request and download the Critical Facilities worksheet. They will need to access the Critical Facility Review window to complete the review process.

To access this window, click on Core Services from the top menu bar and then select Critical Facility Review.

If the Critical Facilities list is accurate and requires no revisions, select "No Modifications Needed". A message will appear confirming the status of the critical facility review and notify the Government Support Team.
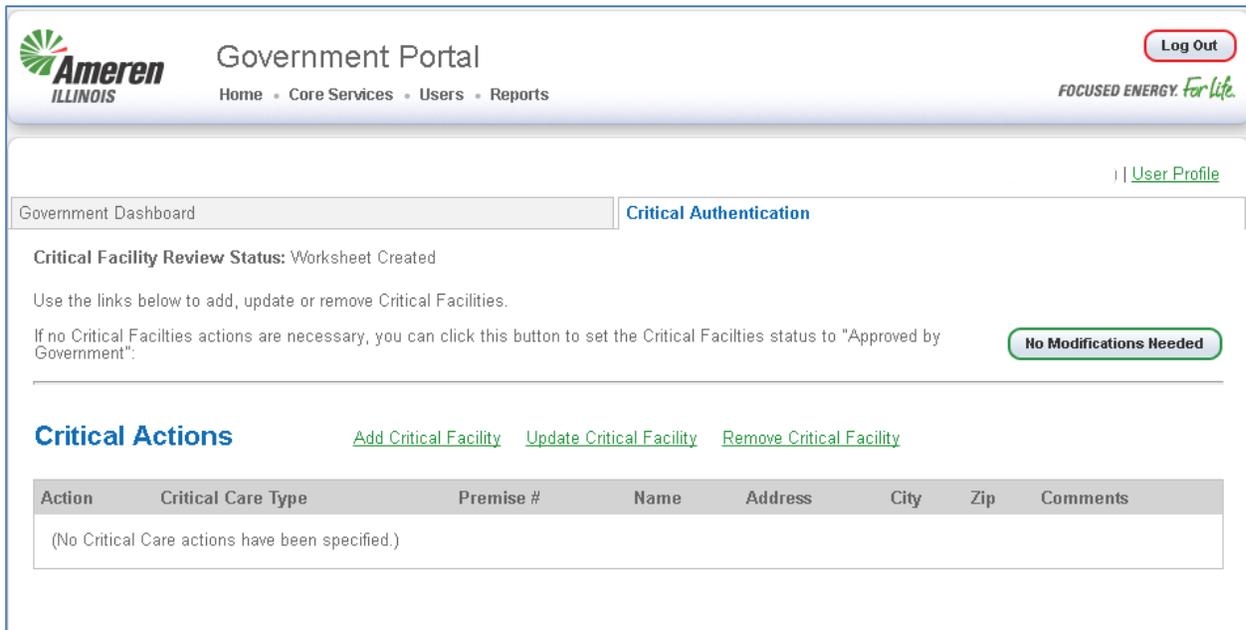
Add a Critical Facility

"Add Critical Facility" allows the user to add accounts to the Critical Facilities worksheet. Select "Add Critical Facility".

The following window will populate, fill out all required fields indicated with an asterisk. Select "Submit".

The following is a list of options for the Critical Care Facility Type:

- o Critical Health Care – Hospitals & Illinois licensed nursing homes
- o First Responder – Police and Fire Stations
- o Critical Infrastructure – Water Supply, Sewage Systems, Waste Systems
- o Schools – Elementary, Junior High, High School, Colleges and University

Update a Critical Facility

"Update Critical Facility" allows a user to change the Critical Facility Type on a premise that is already listed as a Critical Facility. It requires the premise number provided on the Critical Facility worksheet. (An example of the worksheet header is shown below)

The premise number allows the Government Portal to locate the premise and critical facility type, and helps ensure that we perform maintenance on the correct account.

Users must enter and validate the premise number before they can enter any further information. Enter the "Premise Number" and select the Validate button.

The Premise Number, Customer Name & Address pre-populate after selecting "Validate".

Enter the updated information (i.e. – Critical Facility Type), an explanation in the comments as to why the Critical Facility Type is changing, and select "Submit".

Remove a Critical Facility

"Remove Critical Facility" allows a user to remove a critical facility from the Critical Facility worksheet. It also requires the premise number provided on the Critical Facility worksheet. (An example of the worksheet header is shown below)

The premise number allows the Government Portal to locate the premise and critical facility type, and helps ensure that we perform maintenance on the correct account.
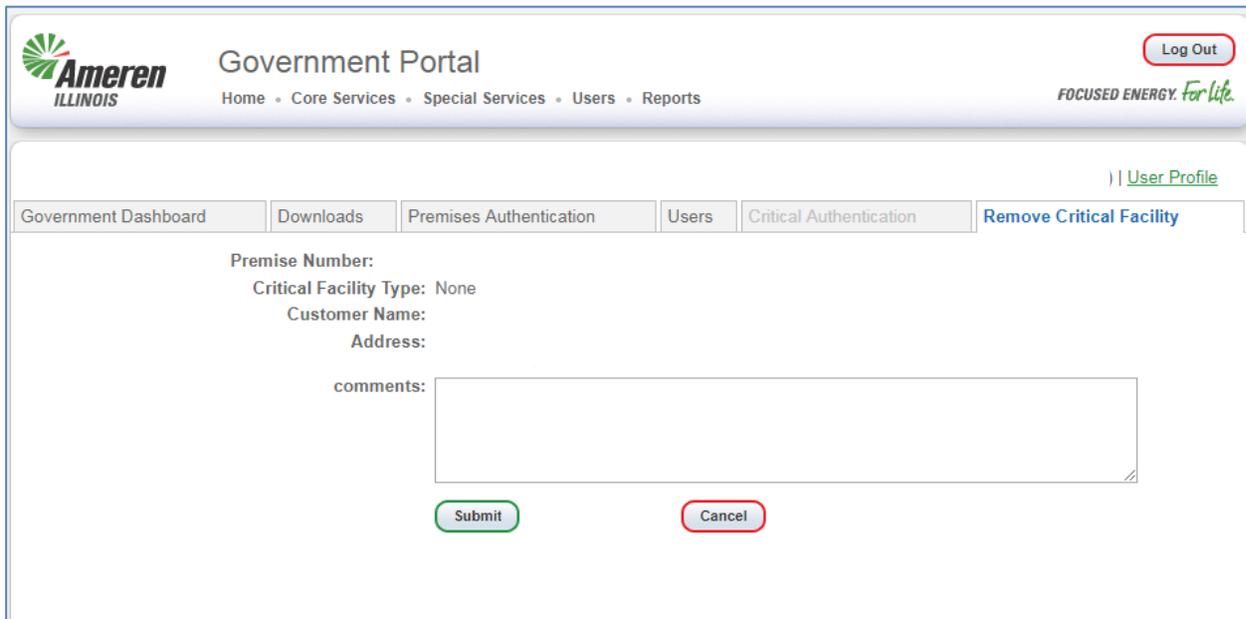
Users must enter and validate the premise number before they can enter any further information. Enter the "premise number" and select the Validate button.

The Premise Number, Customer Name & Address pre-populate after selecting "Validate". The Critical Facility Type will always say "None" when processing a remove request.

Enter an explanation in the comments as to why the Critical Facility Type is being removed and select "Submit".

Lock and Submit Critical Facility Review

Once the Critical Facility worksheet has been thoroughly reviewed and premises have been removed, updated, or added select "Lock & Submit". The first message users will receive is a verification of the action, select "Yes" as long as you are ready to submit the modifications. The final message will appear notifying the Government Support Team (GST) of the submission.
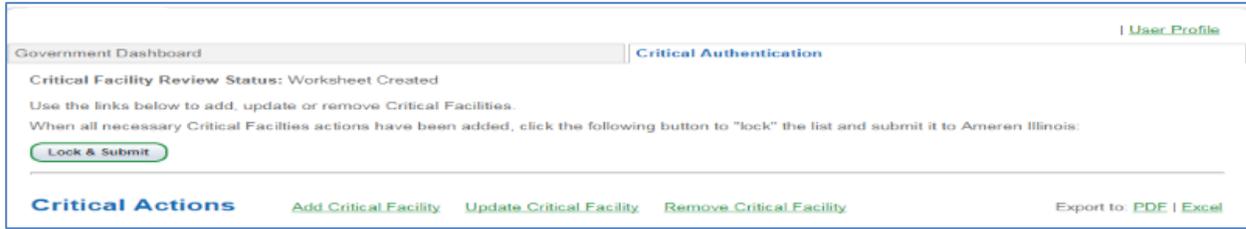
Government Review of completed Critical Facility Review

Once Ameren Illinois has completed the review, the GE will receive an email advising that they should log into the portal to review and approve or decline the modifications completed by Ameren Illinois.

Decline Modifications

After the user has reviewed and should they disagree with Ameren Illinois' modifications, enter comments in the decline reason box and select "Decline Approval".

This will automatically notify GST & Community and Public Relations that further review and modifications are required. Once Ameren Illinois completes the additional review and/or modifications the GE will receive an email advising to log into the portal, review and approve or decline the modifications completed by Ameren Illinois.

Ameren Illinois has completed its internal review of the Critical Facilities List that you provided and revised the list to accurately reflect the customers in your municipality or county.

Please log in to the portal to review the revised Critical Facilities List and approve all requested changes.

THIS MESSAGE WAS SENT FROM THE AMEREN ILLINOIS GOVERNMENT PORTAL

Our website address is https://gp.qa.ameren.com/Login

THANK YOU FOR USING THE GOVERNMENT PORTAL

If you have any questions, please email GovernmentSupportTeam@AmerenIllinois.com.

Ameren Illinois will never contact you by email asking you to validate your password. If you receive such a request, please notify us.

If the GE agrees with the additional modifications, continue with the instructions below to approve.

Approve Modifications

After the user has reviewed and agrees with Ameren Illinois' modifications, select "Approve".
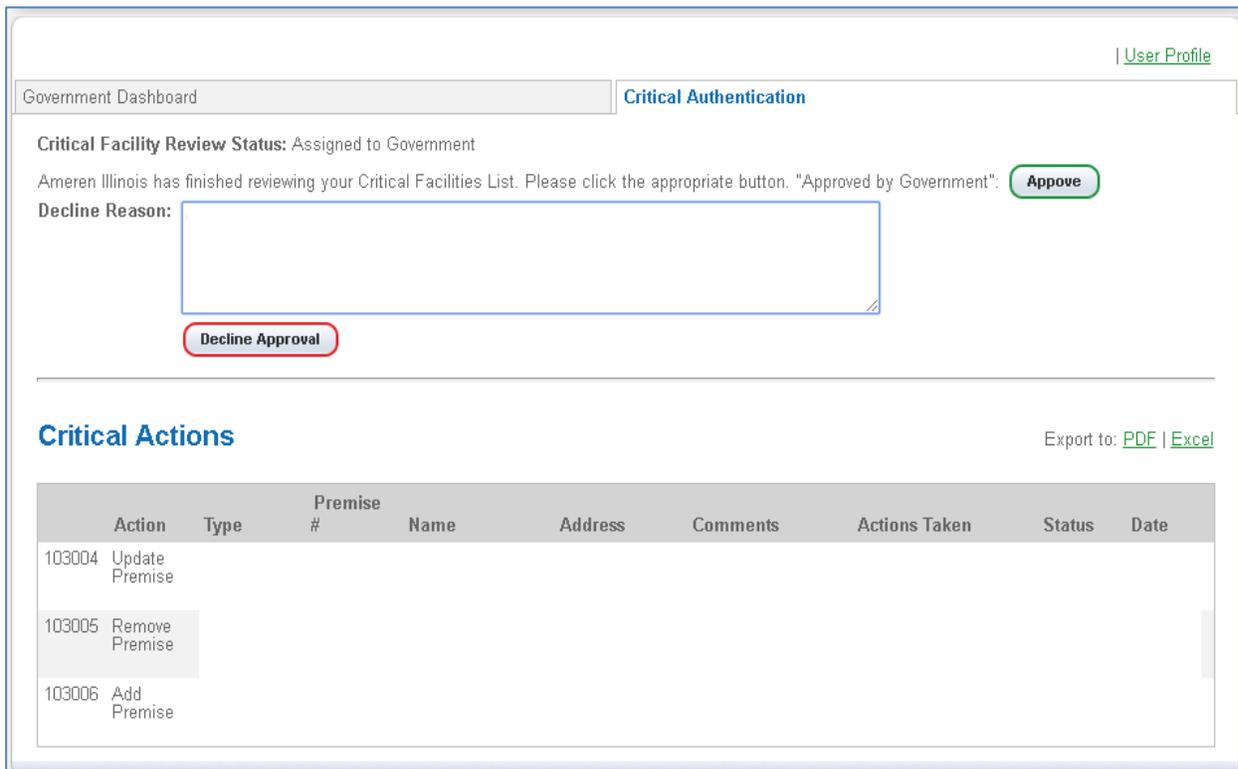
| User Profile

| Government Dashboard | **Critical Authentication** |

Critical Facility Review Status: Assigned to Government

Ameren Illinois has finished reviewing your Critical Facilities List. Please click the appropriate button. "Approved by Government": (**Appove**)

Decline Reason:

(**Decline Approval**)

Critical Actions

Export to: PDF | Excel

	Action	Type	Premise #	Name	Address	Comments	Actions Taken	Status	Date
103004	Update Premise								
103005	Remove Premise								
103006	Add Premise								

This will automatically notify GST & Public and Community Relations to change the Critical Facility Review status to "Critical Care Complete". The GE will receive an email advising the critical review is complete.

The Critical Facilities review process has been completed for

THIS MESSAGE WAS SENT FROM THE AMEREN ILLINOIS GOVERNMENT PORTAL

Our website address is https://gp.ga.ameren.com/Login

THANK YOU FOR USING THE GOVERNMENT PORTAL

If you have any questions, please email GovernmentSupportTeam@AmerenIllinois.com.

Ameren Illinois will never contact you by email asking you to validate your password. If you receive such a request, please notify us.

Appendix

Forgot Password

Once you have selected the Government Support page (steps begin on page 3), users can select the Government Portal Login page. (shown below with a red arrow)
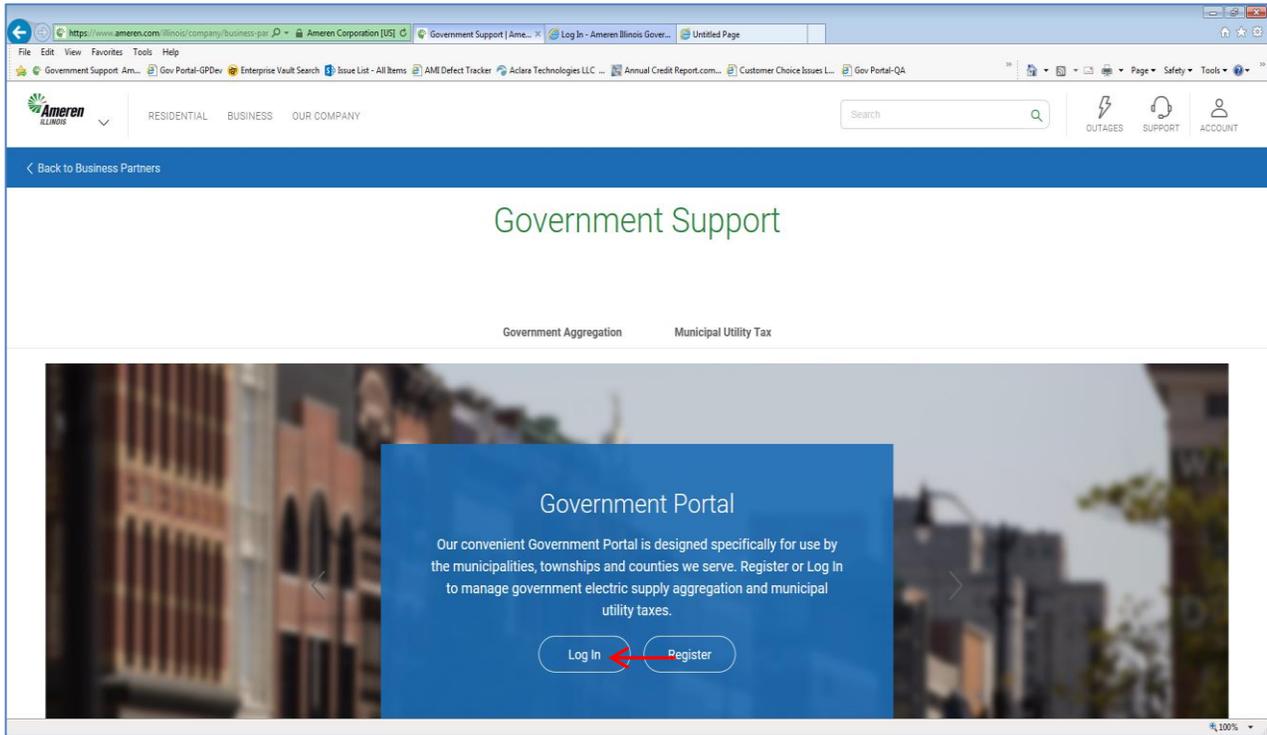
Select the "Forgot your Password?"
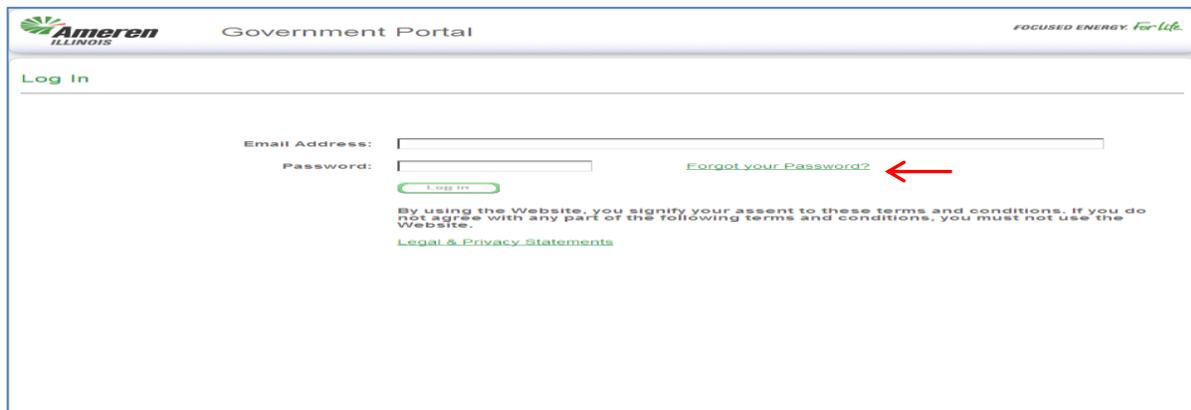
Enter your email address used during registration and select "Validate Email Address".

The following email will be sent to the email address that was entered and validated. If the email address was entered incorrectly or is not valid, you will not receive this email and will need to try again.

Select the "Reset your password" button in the email. You will be taken to the page below where you will be required to enter a New Password(follow the guidelines outlined in the blue box), Confirm New Password and enter the correct answer to your secret question. Select "Submit".
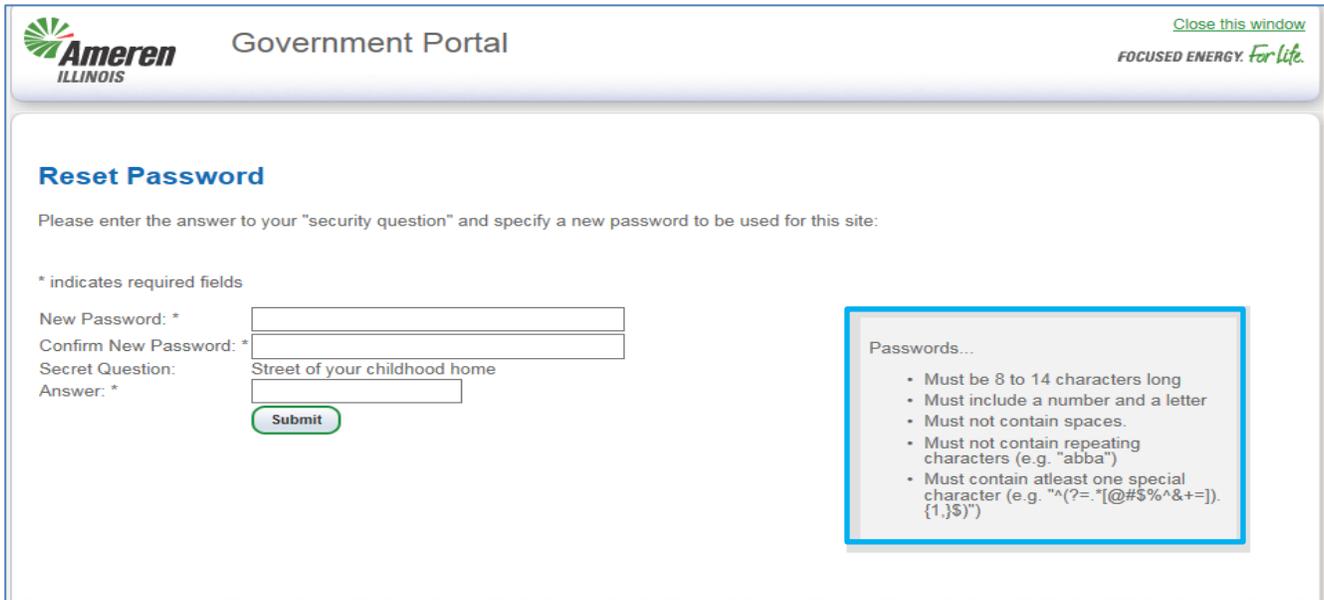
If you have answered your secret question correctly you will receive the following email.

Log-in with your new password.

Glossary

Detail Report – Prior to completion of the premises authentication and receipt of ordinance (opt-in) or certified referendum results (opt-out), the detailed report **_will not_** include the customer account numbers.

Government Aggregation – Corporate authorities of a municipality, township, and county board of a county who may aggregate residential and small commercial retail customers.

Government Site Administrator – This is a municipal, township, or county employee who completes and maintains registration and has **full** access to the portal. It is the Government Administrator's responsibility to set up additional program administrators, program non-administrator users, and program view only users for access to reports provided by each program.

Municipal Utility Tax – Ameren Illinois will work with the municipality to make an additional charge (tax) to its customers receiving service in municipalities pursuant to 65 ILCS 5/8-11-2.

Muni Tax Estimate – Once the premises authentication report is reviewed and completed, this report will become available to begin the estimate process of establishing a municipal utility tax.

New / Maintain Existing Muni Tax – This form is for municipalities who are looking to implement or modify an existing municipal utility tax. Once the form is completed you can either fax or mail it into Ameren Illinois' Tax Department.

No Program Level Role – This can be applied to any user with multiple service role access and will eliminate the ability for that user to view/edit anything within that selected service.

Premises Authentication Report – Once this report is retrieved it must be reviewed and updated by the GE and Ameren Illinois before the GE can request a new premises authentication report.

Program Administrator – This is a municipal, township, or county employee who completes and maintains registration and has **full** access to a specific program in the portal. It is the Program Administrator's responsibility to set up additional program administrators, program non-administrator users, and program view only users for access to reports provided by each program.

Program Non-Administrator / Consultant – This can be multiple employees, agents, or a consultant with the GE who has access to view the government dashboard and request, view, and maintains reports.

Program View Only – This can be multiple employees, agents, or a consultant with the GE who has access to view the government dashboard and view reports.

Summary Report – The first time the summary report is pulled, (assuming it is pulled at the same time as the premises authentication report), the data will reflect the premises prior to premises authentication. A revised summary report can be requested the Monday after receipt of the completion email for premises authentication.

Tax Exemption – This is the exclusion of a utility tax to an active customer's account. To allow a customer tax exemption status proper documentation (i.e. – ordinance) must be on file with the utility.

<u>Contact Information</u>

Staffing Hours:

Monday – Friday 7:00 am – 5:00 pm

Send your general inquires to us by email.

Email: GovernmentSupportTeam@amerenillinois.com

Phone: 217.424.6968

Fax: 217.424.6964