



Municipal Tax Exemption Guide Government Portal

Government Support Portal – Those municipal, township, or county authorities who are aggregators, actively bill a municipal utility tax, or are considering a municipal utility tax 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.



Municipal Tax Exemption Guide Government Portal

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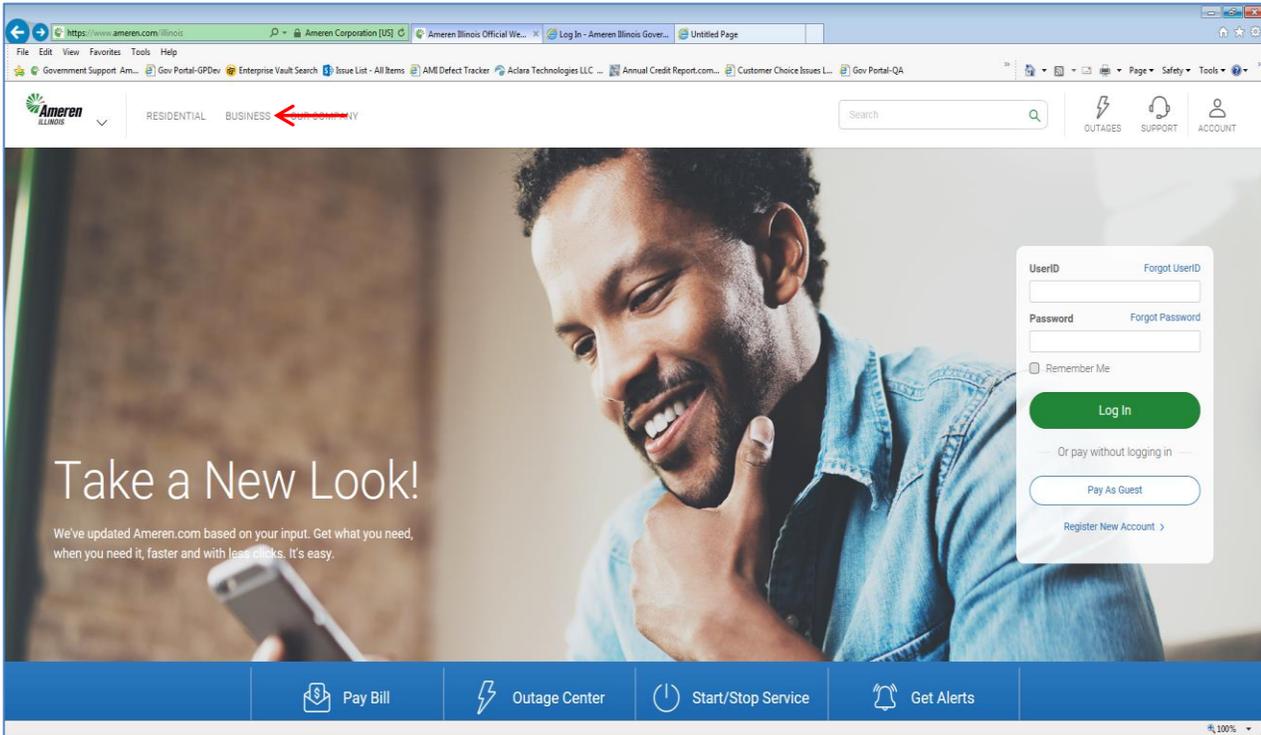
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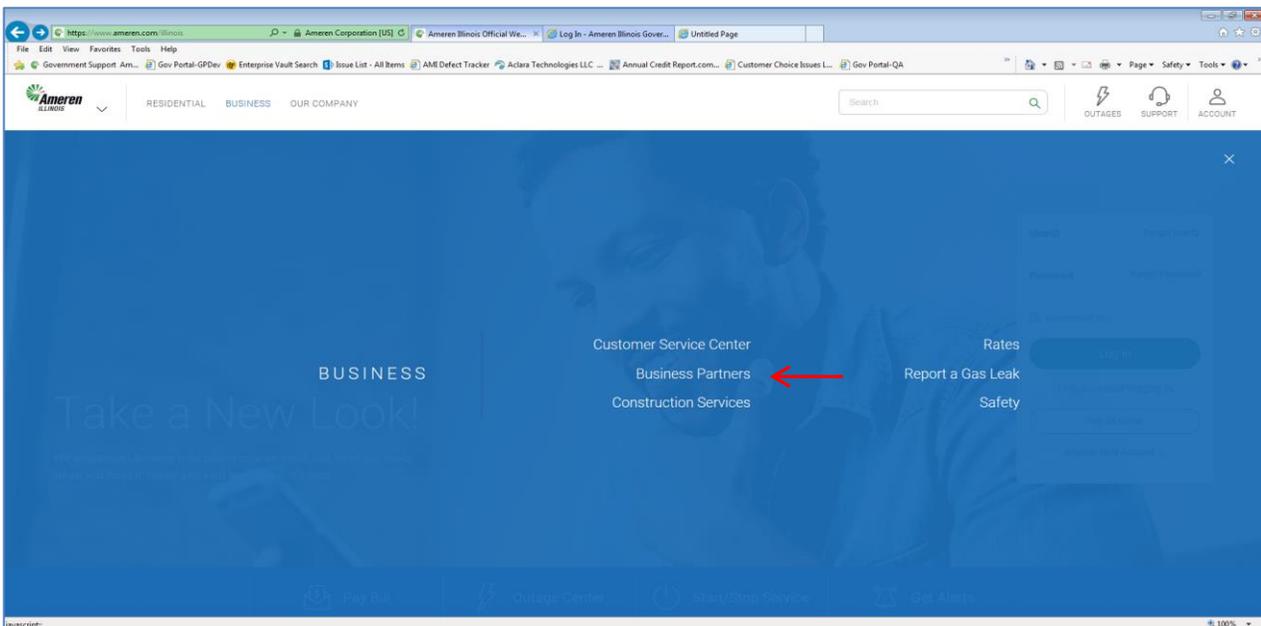
Municipal Tax Exemption Guide Government Portal **Government Support Portal**

To gain access to the Government Support Portal

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

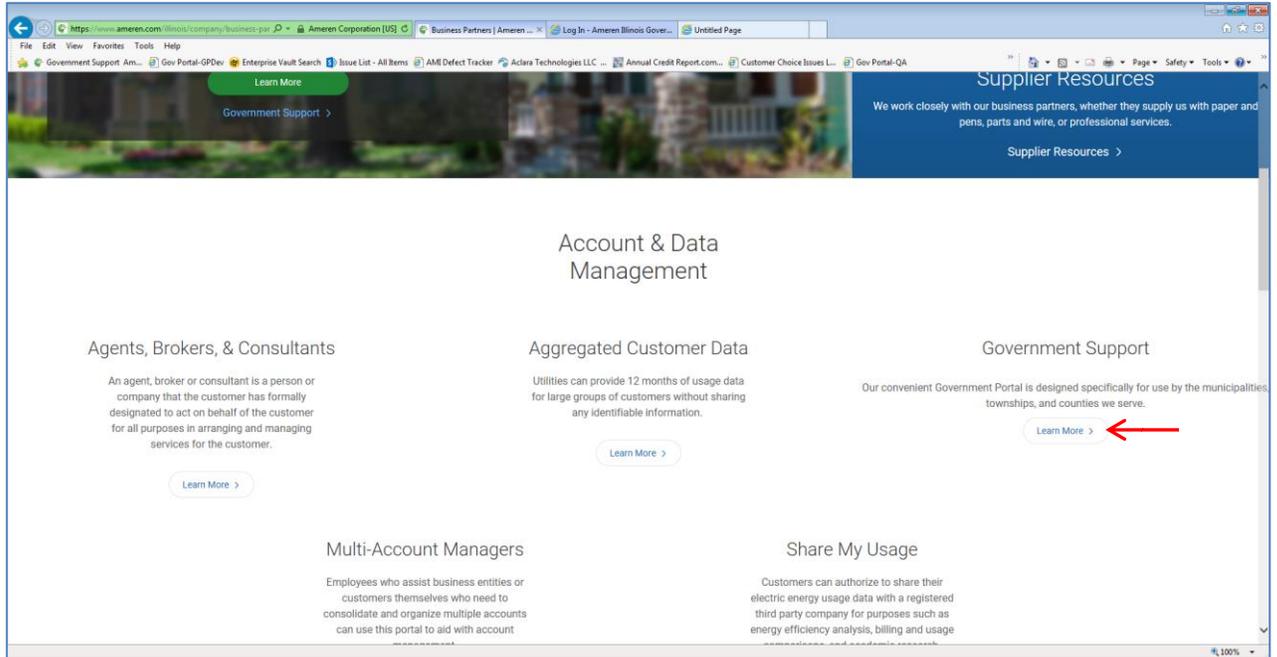


- Select “Business Partners”

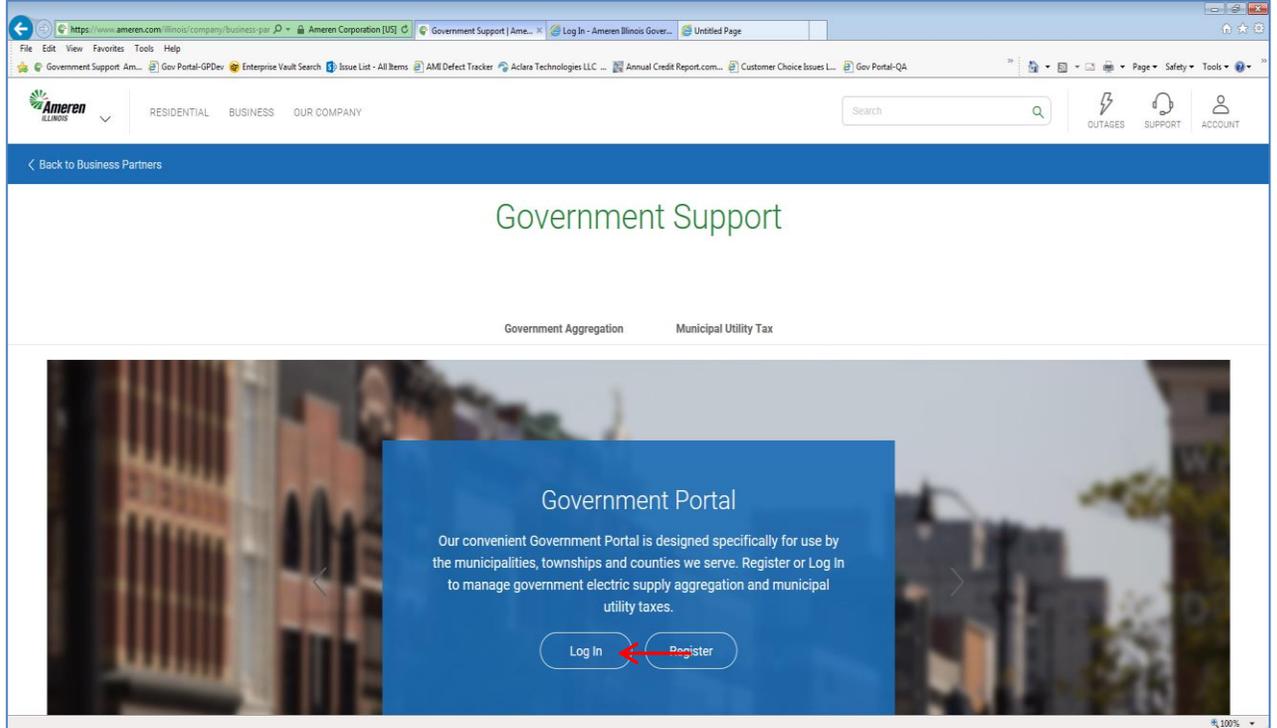


Municipal Tax Exemption Guide Government Portal

- Select "Government Support"



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





Municipal Tax Exemption Guide Government Portal

Enter your email address used during registration and the permanent password that was set after registration. Select “Log In”.

Ameren
ILLINOIS

Government Portal

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Log In

Email Address:

Password: [Forgot your Password?](#)

←

By using the Website, you signify your assent to these terms and conditions. If you do not agree with any part of the following terms and conditions, you must not use the Website.

[Legal & Privacy Statements](#)



Municipal Tax Exemption Guide Government Portal

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.

Ameren ILLINOIS Government Portal Log Out
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[User Profile](#)

Government Dashboard Users

Site Admin: Edit

Government Entity Info

Government Entity Name: _____
Government Type: _____
Federal Tax ID: _____
County(ies): _____

Mailing Address: _____
Phone Number: _____
Fax Number: _____

Statuses, Dates & Tax Areas

Premise Authentication Status: Premise Authentication Not Started
Premise Authentication Requested: _____
Premise Authentication Completed: _____
Documentation Folder URL: _____

Municipal Electric Tax: _____
Municipal Gas Tax: _____
Tax Area(s): _____
Division(s): _____
Operating Center(s): _____

Services Available

Electric Aggregation	<input type="button" value="Add"/>	Not Available
Electric Municipal Tax	<input type="button" value="Add"/>	Not Available
Gas Municipal Tax	<input type="button" value="Add"/>	Not Available

Program Administrator

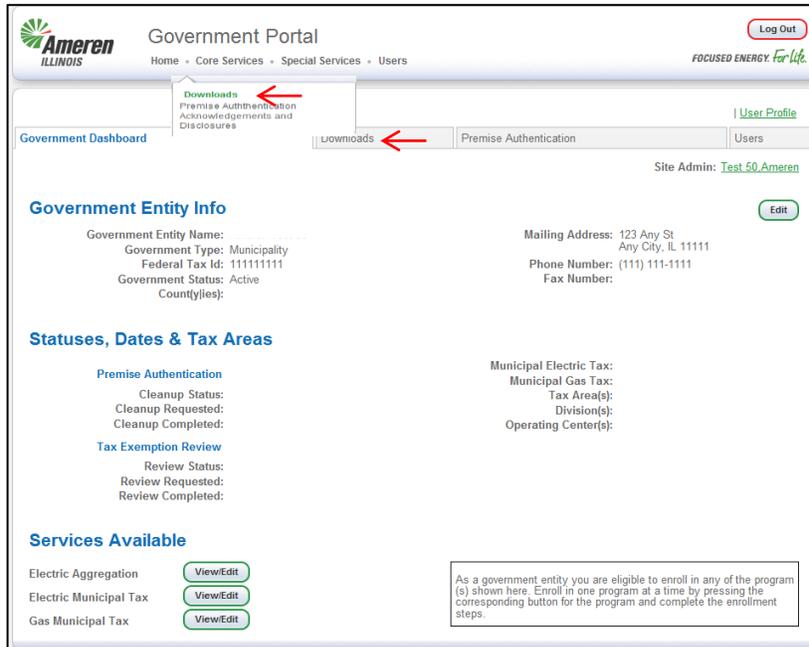
As a government entity you are eligible to enroll in any of the program shown here. Enroll in one program at a time by pressing the corresponding button for the program and complete the enrollment steps.

Municipal Tax Exemption Guide

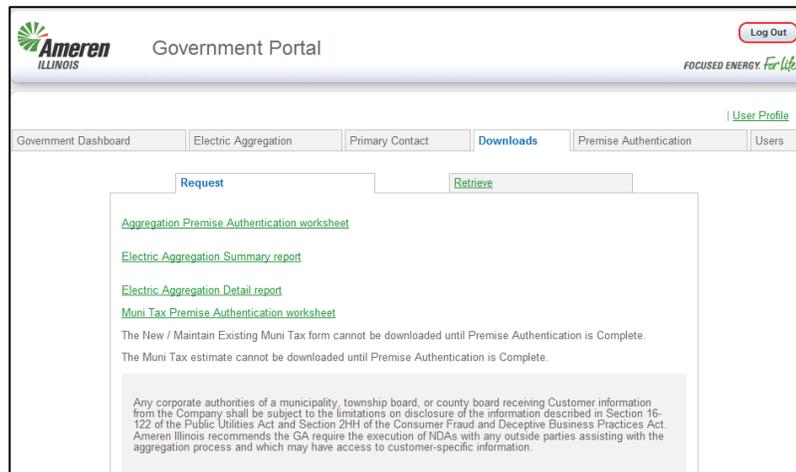
Government Portal

Downloads

To access select either the “Downloads” tab or the “Downloads” option under Core Services menu, at the top of the page.



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 Summary report or Detail report until premises authentication is complete.



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

- **(Aggregation or Muni Tax) 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.
- **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.
- **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** – 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.

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.

The screenshot shows the Ameren Government Portal interface. At the top left is the Ameren ILLINOIS logo. The page title is "Government Portal" with a "Log Out" button in the top right. Below the title is a navigation bar with links for "Home", "Core Services", "Special Services", and "Users". A "User Profile" link is visible on the right. The main content area has tabs for "Government Dashboard", "Downloads", "Premise Authentication", and "Users". The "Downloads" tab is active, showing two sub-tabs: "Request" and "Retrieve". The "Retrieve" sub-tab is selected, displaying a table of reports. Each row in the table includes a description, the date and time it was requested, and a "Download" link.

Description	Requested	Requested by	
Muni Tax Exemptions worksheet	Wednesday, 1/21/2015 11:51 AM		Download
Electric Aggregation Detail report	Tuesday, 12/9/2014 9:30 AM		Download
Aggregation Premise Authentication worksheet	Tuesday, 12/9/2014 9:19 AM		Download
Muni Tax Premise Authentication worksheet	Tuesday, 12/9/2014 9:19 AM		Download
Muni Tax Estimate	Tuesday, 12/9/2014 8:42 AM		Download
Electric Aggregation Summary report	Tuesday, 12/9/2014 8:40 AM		Download



Municipal Tax Exemption Guide Government Portal

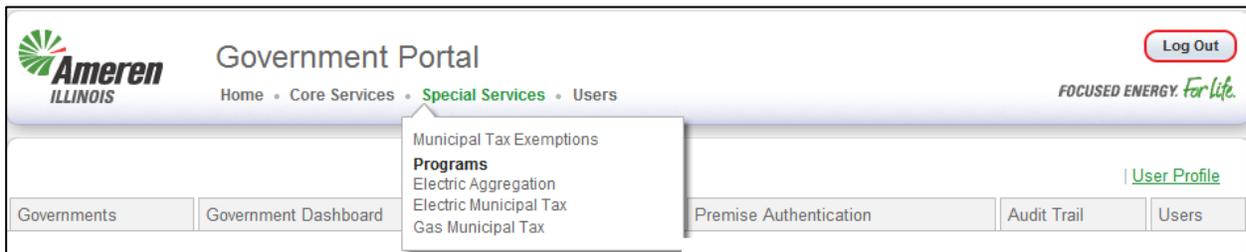
Municipal Utility Tax Exemption Review

Municipal Tax Exemption worksheet can only be requested if a Premises Authentication has been completed within the last 12 months. After Premises Authentication is complete and the user has requested and downloaded the Muni Tax Exemptions worksheet, they will need to access the Municipal Tax Exemptions window to complete the review process.

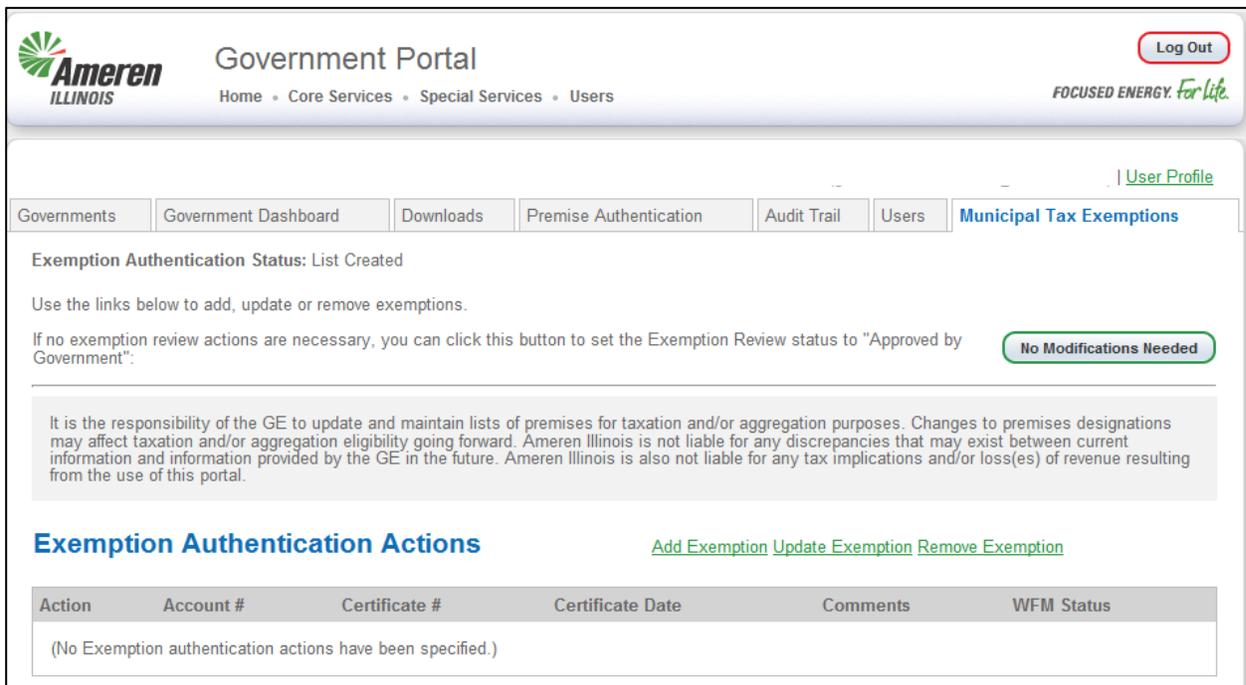
The Municipal Utility Tax Ordinance must reflect any/all accounts listed on the Muni Tax Exemptions worksheet. If the accounts are not defined in the ordinance the Municipality has two options.

1. Amend the current ordinance to include the accounts
2. Remove all Exemptions

To access this window, click on Special Services from the top menu bar and then select Municipal Tax Exemptions.



If the Municipal Tax Exemption List is accurate and requires no revisions select “No Modifications Needed”. A message will appear confirming the status of the premises authentication and notify the Government Support Team.



Municipal Tax Exemption Guide

Government Portal

Add an Exemption

“Add Exemption” allows the user to add accounts to the Muni Tax Exemptions worksheet. Select “Add Exemption”.

Government Portal | Home • Core Services • Special Services • Users | [Log Out](#) | [User Profile](#)

Municipal Tax Exemptions

Exemption Authentication Status: List Created

Use the links below to add, update or remove exemptions.

If no exemption review actions are necessary, you can click this button to set the Exemption Review status to "Approved by Government": [No Modifications Needed](#)

It is the responsibility of the GE to update and maintain lists of premises for taxation and/or aggregation purposes. Changes to premises designations may affect taxation and/or aggregation eligibility going forward. Ameren Illinois is not liable for any discrepancies that may exist between current information and information provided by the GE in the future. Ameren Illinois is also not liable for any tax implications and/or loss(es) of revenue resulting from the use of this portal.

Exemption Authentication Actions | [Add Exemption](#) | [Update Exemption](#) | [Remove Exemption](#)

Action	Account #	Certificate #	Certificate Date	Comments	WFM Status
(No Exemption authentication actions have been specified.)					

The following window will populate, fill out all required fields indicated with an asterisk. To enable the Account Number and Edit Account Number fields’ users must enter a tax type and exemption type. Select “Submit”.

Government Portal | Home • Core Services • Special Services • Users | [Log Out](#) | [User Profile](#)

Add Exemption

Please select Tax Type and Exemption Type to enable the Account Numbers and Edit Account Number...

Tax Type: *

Exemption Type: *

Account Numbers: [Populate Account Number\(s\)...](#)

Ordinance Number: *

Ordinance Date: *

Comment Type: *

Termination Date:

Back Bill Date:

Comment:

[Submit](#) [Cancel](#)

Municipal Tax Exemption Guide

Government Portal

The following is a list of options for the Tax Type and Exemption Type:

- Tax Type
 - Muni Gas Tax
 - Muni Elec Tax
 - Muni Gas Use Tax
 - Muni Gas Trans Tax
 - Muni Elec Maintenance fee
- Exemption Type
 - Exempt
 - Federal Government
 - Other Government

For the purpose of training, we will add an electric exemption. After populating the Tax Type and Exemption Type fields click on the empty box next to Account Numbers to display the window below, this allows users to enter single or multiple account numbers.

Government Portal | Home • Core Services • Special Services • Users | [Log Out](#) | *FOCUSED ENERGY. For life.*

Government Dashboard | Downloads | Premise Authentication | Users | **Add Exemption**

Please select Tax Type and Exemption Type to enable the Account Numbers and Edit Account Number...

Tax Type: *

Exemption Type: *

Account Numbers:

Enter Account Number(s) [Close]

SelectedTaxType: SelectedExemptionType:

Account Number: *

Remove	Name	City	Zip	Tax Area	Premise #	Account #
--------	------	------	-----	----------	-----------	-----------

Municipal Tax Exemption Guide

Government Portal

Enter the account number provided by the customer and select “Validate Account Number”. As long as the tax type matches the service on the account the account number will populate in a list, select “Save”.

Government Portal

Home • Core Services • Special Services • Users

Log Out

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Government Dashboard | Downloads | Premise Authentication | Users | **Add Exemption**

Please select Tax Type and Exemption Type to enable the Account Numbers and Edit Account Number...

Tax Type:*

Exemption Type:*

Account Numbers:

Enter Account Number(s) ✕

SelectedTaxType: SelectedExemptionType:

Account Number:*

Remove	Name	City	Zip	Tax Area	Premise #	Account #
Remove	CITY OF				93	09

Enter the Ordinance number, date, and comments supporting the action taken for the account number(s) and select “Submit”.

Government Portal

Home • Core Services • Special Services • Users

Log Out

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Government Dashboard | Downloads | Premise Authentication | Users | **Add Exemption**

Please select Tax Type and Exemption Type to enable the Account Numbers and Edit Account Number...

Tax Type:*

Exemption Type:*

Account Numbers:

Ordinance Number:*

Ordinance Date:*

Termination Date:

Comment:

Municipal Tax Exemption Guide Government Portal

Update an Exemption

“Update Exemption” requires the account number, tax type, and exemption type provided on the Muni Tax Exemption worksheet. (An example of the worksheet header is shown below)

Bill Account	Customer Name	Premise Address Line 1	Premise Address Line 2	Premise Address Line 3	Premise Address City	Premise Address State	Premise Address Zip Code	Taxing Area	Service Type	Tax Type	Tax Exemption Type	Tax Exemption Effective Date	Tax Exemption Termination Date	If an exemption is not part of your jurisdiction or corrections are necessary, please indicate in this column
--------------	---------------	------------------------	------------------------	------------------------	----------------------	-----------------------	--------------------------	-------------	--------------	----------	--------------------	------------------------------	--------------------------------	---

Government Portal
Home • Core Services • Special Services • Users

Municipal Tax Exemptions

Exemption Authentication Status: List Created

Use the links below to add, update or remove exemptions.

When all necessary exemption review actions have been added, click the following button to “lock” the list and submit it to Ameren Illinois:

Lock & Submit

It is the responsibility of the GE to update and maintain lists of premises for taxation and/or aggregation purposes. Changes to premises designations may affect taxation and/or aggregation eligibility going forward. Ameren Illinois is not liable for any discrepancies that may exist between current information and information provided by the GE in the future. Ameren Illinois is also not liable for any tax implications and/or loss(es) of revenue resulting from the use of this portal.

Exemption Authentication Actions [Add Exemption](#) [Update Exemption](#) [Remove Exemption](#) Export to: [PDF](#) | [Excel](#)

Action	Account #	Ordinance #	Ordinance Date	Comments	WFM Status
Edit Add	009	1111	01/13/2015	Add tax exemption to accounts	Open

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

Government Portal
Home • Core Services • Special Services • Users

Update Exemption

Account Number: * **Validate** **Cancel**

Selected Tax Type: *

Selected Exemption Type: *

Ordinance Number: *

Ordinance Date: *

Termination Date:

Comment:

Submit **Cancel**

Municipal Tax Exemption Guide Government Portal

Users must enter and validate the account number before they can enter any further information. Click on the “Account number” field to view the window below.

The screenshot shows the 'Update Exemption' form in the Government Portal. The 'Account Number' field is highlighted with a red box. A modal window titled 'Enter Account Number(s)' is open, showing a 'Validate Account Number' button highlighted with a green box.

Enter the account number and select “Validate Account Number”.

The screenshot shows the 'Update Exemption' form in the Government Portal. The 'Account Number' field is highlighted with a red box. A modal window titled 'Enter Account Number(s)' is open, showing a table with one row of data. The 'Select' link in the 'Remove' column is highlighted with a blue box.

Remove	Tax	Exemption	Name	City	Zip	Tax Area	Premise #	Account #
Select	MuniElecTax	Exempt				Alton	0	0

Click “Select” to return the user to the Update Exemption window.

Enter the updated information (i.e. - Ordinance number and date), an explanation in the comments, and select “Submit”.

Municipal Tax Exemption Guide

Government Portal

Remove an Exemption

“Remove Exemption” also requires the account number provided on the Muni Tax Exemption worksheet. (An example of the worksheet header is shown below)

Bill Account	Customer Name	Premise Address Line 1	Premise Address Line 2	Premise Address Line 3	Premise Address City	Premise Address State	Premise Address Zip Code	Taxing Area	Service Type	Tax Type	Tax Exemption Type	Tax Exemption Effective Date	Tax Exemption Termination Date	If an exemption is not part of your jurisdiction or corrections are necessary, please indicate in this column
--------------	---------------	------------------------	------------------------	------------------------	----------------------	-----------------------	--------------------------	-------------	--------------	----------	--------------------	------------------------------	--------------------------------	---

Exemption Authentication Status: List Created

Use the links below to add, update or remove exemptions.

When all necessary exemption review actions have been added, click the following button to "lock" the list and submit it to Ameren Illinois:

[Lock & Submit](#)

It is the responsibility of the GE to update and maintain lists of premises for taxation and/or aggregation purposes. Changes to premises designations may affect taxation and/or aggregation eligibility going forward. Ameren Illinois is not liable for any discrepancies that may exist between current information and information provided by the GE in the future. Ameren Illinois is also not liable for any tax implications and/or loss(es) of revenue resulting from the use of this portal.

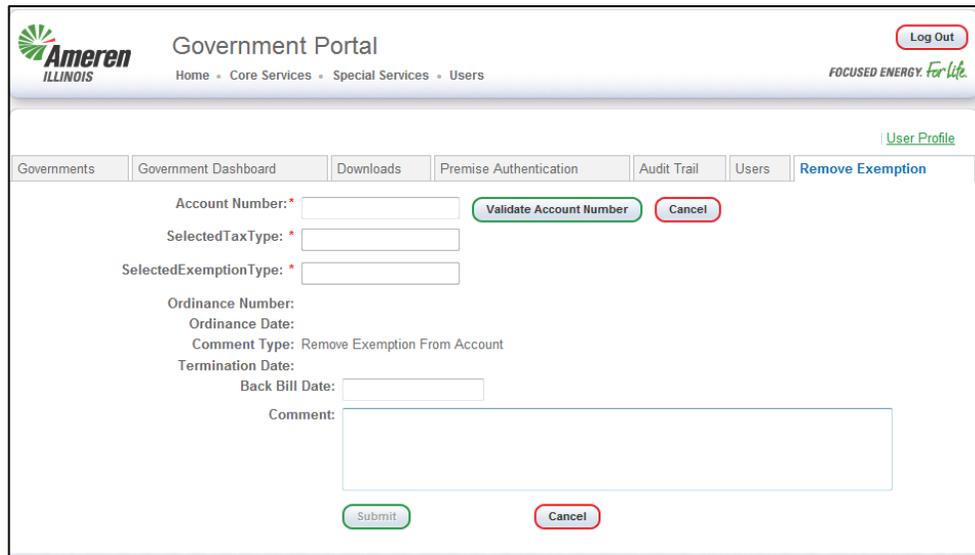
Exemption Authentication Actions [Add Exemption](#) [Update Exemption](#) [Remove Exemption](#) Export to: [PDF](#) | [Excel](#)

Action	Account #	Ordinance #	Ordinance Date	Comments	WFM Status
Edit Update	3000	11111	01/30/2015	Updated ordinance number and date	Open
Edit Add	5009	1111	01/13/2015	Add tax exemption to accounts	Open

Municipal Tax Exemption Guide

Government Portal

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



Ameren ILLINOIS Government Portal Log Out
 Home • Core Services • Special Services • Users FOCUSED ENERGY. For life.

[User Profile](#)

Governments | Government Dashboard | Downloads | Premise Authentication | Audit Trail | Users | **Remove Exemption**

Account Number: * Validate Account Number Cancel

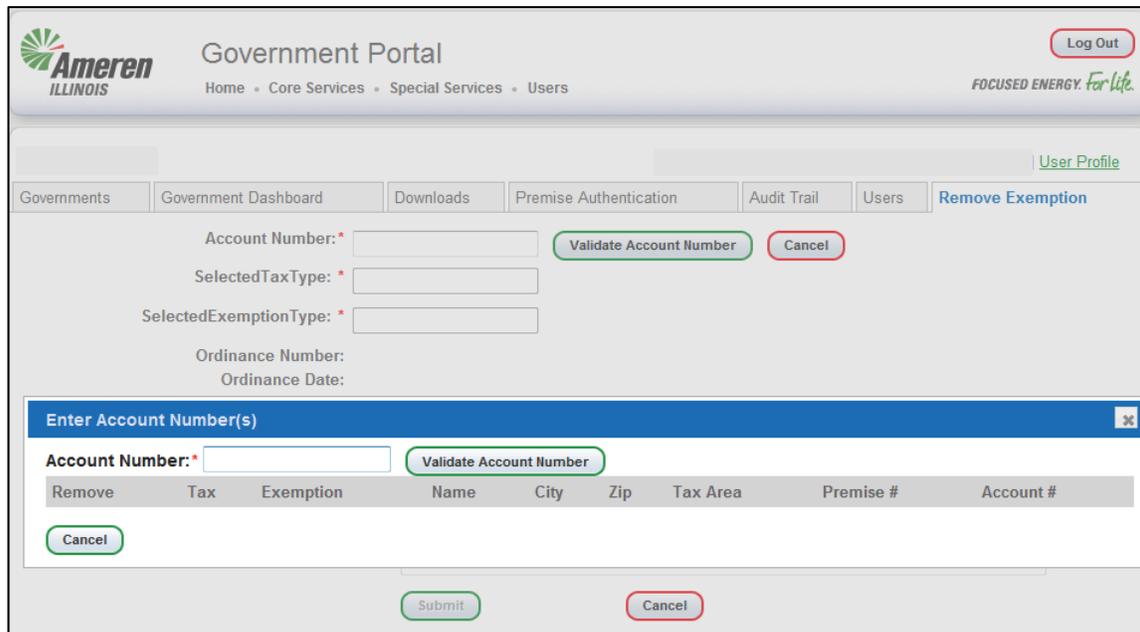
SelectedTaxType: *

SelectedExemptionType: *

Ordinance Number:
 Ordinance Date:
 Comment Type: Remove Exemption From Account
 Termination Date:
 Back Bill Date:
 Comment:

Submit Cancel

Users must enter and validate the account number before they can enter any further information. Click on the “Account number” field to view the window below.



Ameren ILLINOIS Government Portal Log Out
 Home • Core Services • Special Services • Users FOCUSED ENERGY. For life.

[User Profile](#)

Governments | Government Dashboard | Downloads | Premise Authentication | Audit Trail | Users | **Remove Exemption**

Account Number: * Validate Account Number Cancel

SelectedTaxType: *

SelectedExemptionType: *

Ordinance Number:
 Ordinance Date:

Enter Account Number(s) ✕

Account Number: * Validate Account Number

Remove	Tax	Exemption	Name	City	Zip	Tax Area	Premise #	Account #

Cancel Submit Cancel



Municipal Tax Exemption Guide Government Portal

Enter the account number and select “Validate Account Number”.

Government Portal | Home • Core Services • Special Services • Users | [Log Out](#) | *FOCUSED ENERGY. For Life.*

[User Profile](#)

Government Dashboard | Downloads | Premise Authentication | Audit Trail | Users | **Remove Exemption**

Account Number: * [Validate Account Number](#) [Cancel](#)

SelectedTaxType: *

SelectedExemptionType: *

Ordinance Number:

Ordinance Date:

Enter Account Number(s) ✕

Account Number: * [Validate Account Number](#)

Remove	Tax	Exemption	Name	City	Zip	Tax Area	Premise #	Account #
Select	MuniElecTax	Exempt					0	0

[Cancel](#)

[Submit](#) [Cancel](#)

Click “Select” to return the user to the Remove Exemption window.

Enter an explanation of actions requested in the comments, and select “Submit”.

Government Portal | Home • Core Services • Special Services • Users | [Log Out](#) | *FOCUSED ENERGY. For Life.*

[User Profile](#)

Government Dashboard | Downloads | Premise Authentication | Users | **Remove Exemption**

Account Number: * [Validate Account Number](#) [Cancel](#)

SelectedTaxType: *

SelectedExemptionType: *

Ordinance Number:

Ordinance Date:

Comment Type: Remove Exemption From Account

Termination Date:

Comment:

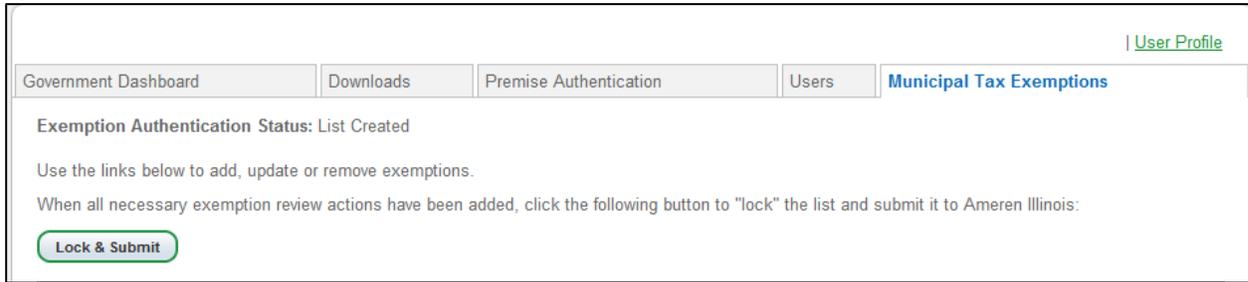
[Submit](#) [Cancel](#)

Municipal Tax Exemption Guide

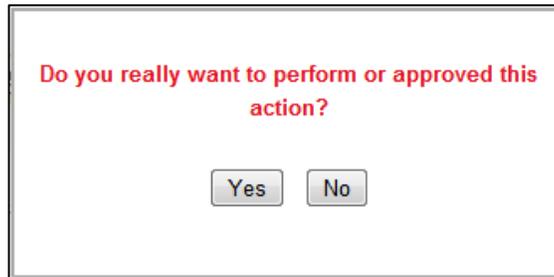
Government Portal

Lock and Submit Municipal Tax Exemption

Once the Municipal Tax Exemption worksheet has been thoroughly reviewed and accounts have been removed, updated, or added select “Lock and 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.



The screenshot shows the 'Municipal Tax Exemptions' page in the Government Portal. At the top right, there is a link for 'User Profile'. The navigation bar includes 'Government Dashboard', 'Downloads', 'Premise Authentication', 'Users', and 'Municipal Tax Exemptions'. Below the navigation, the page indicates 'Exemption Authentication Status: List Created' and provides instructions on how to use the links to add, update, or remove exemptions. A 'Lock & Submit' button is highlighted with a green border.



A confirmation dialog box with a white background and a black border. The text inside reads: 'Do you really want to perform or approved this action?' in red. Below the text are two buttons: 'Yes' and 'No'.



A notification message box with a blue header that says 'Ameren Illinois Government Portal'. The main text reads: 'The Ameren Illinois Government Support Team has been notified of your submission, and will be in contact with you soon.' There is an 'OK' button at the bottom right.



Municipal Tax Exemption Guide Government Portal

Government Review of completed Municipal Tax Exemption

Once Ameren Illinois has completed the edits, 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.

Ameren Illinois has completed its internal review of the Tax Exemptions List that you provided and revised the list to accurately reflect the customers in your area.

Please log in to the portal to review the revised Tax Exemption List and approve all requested changes. In addition, if you haven't already done so, please provide a true and correct copy of the referendum and certified results of the completed referendum, and/or ordinance authorizing aggregation, as applicable.



THIS MESSAGE WAS SENT FROM THE AMEREN ILLINOIS GOVERNMENT PORTAL

Our website address is <http://sc.uat.ameren.com/illinois/government-support/aggregation>

THANK YOU FOR USING THE 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.



Municipal Tax Exemption Guide Government Portal

Decline Modifications

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

The screenshot shows the 'Municipal Tax Exemptions' page in the Government Portal. At the top right, there is a 'Log Out' button. Below the navigation bar, the 'Municipal Tax Exemptions' tab is selected. The main content area displays the 'Exemption Authentication Status: Approved by Government Support Team' and a message: 'Ameren Illinois has finished reviewing your premise authentication List. Please click the appropriate button.' Below this, there is a 'Decline Reason:' text box, an 'Approve' button, and a 'Decline Approval' button. A disclaimer states: 'It is the responsibility of the GE to update and maintain lists of premises for taxation and/or aggregation purposes. Changes to premises designations may affect taxation and/or aggregation eligibility going forward. Ameren Illinois is not liable for any discrepancies that may exist between current information and information provided by the GE in the future. Ameren Illinois is also not liable for any tax implications and/or loss(es) of revenue resulting from the use of this portal.' Below the disclaimer, there is a section for 'Exemption Authentication Actions' with a table and 'Export to: PDF | Excel' link.

This will automatically notify GST 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 Tax Exemptions List that you provided and revised the list to accurately reflect the customers in your area.

Please log in to the portal to review the revised Tax Exemption List and approve all requested changes. In addition, if you haven't already done so, please provide a true and correct copy of the referendum and certified results of the completed referendum, and/or ordinance authorizing aggregation, as applicable.



THIS MESSAGE WAS SENT FROM THE AMEREN ILLINOIS GOVERNMENT PORTAL

Our website address is <http://sc.uat.ameren.com/illinois/government-support/aggregation>

THANK YOU FOR USING THE 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.



Municipal Tax Exemption Guide Government Portal

Approve Modifications

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

This will automatically notify GST to change the Municipal Tax Exemption status to "Exemption Review Complete". The GE will receive an email advising the premises authentication is complete.

The exemption authentication process has been completed



THIS MESSAGE WAS SENT FROM THE AMEREN ILLINOIS GOVERNMENT PORTAL

Our website address is <http://sc.uat.ameren.com/illinois/government-support/aggregation>

THANK YOU FOR USING THE PORTAL

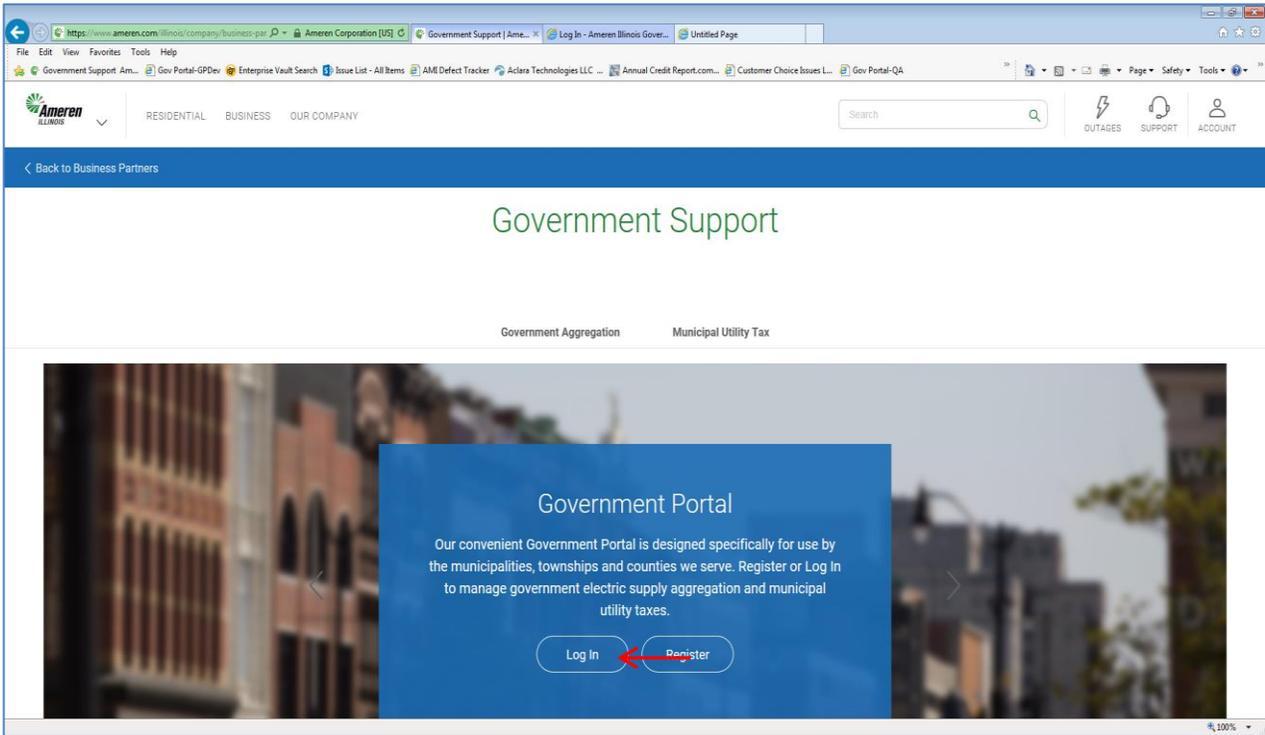
If you have any questions, please email GovernmentSupportTeam@AmerenIllinois.com.

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

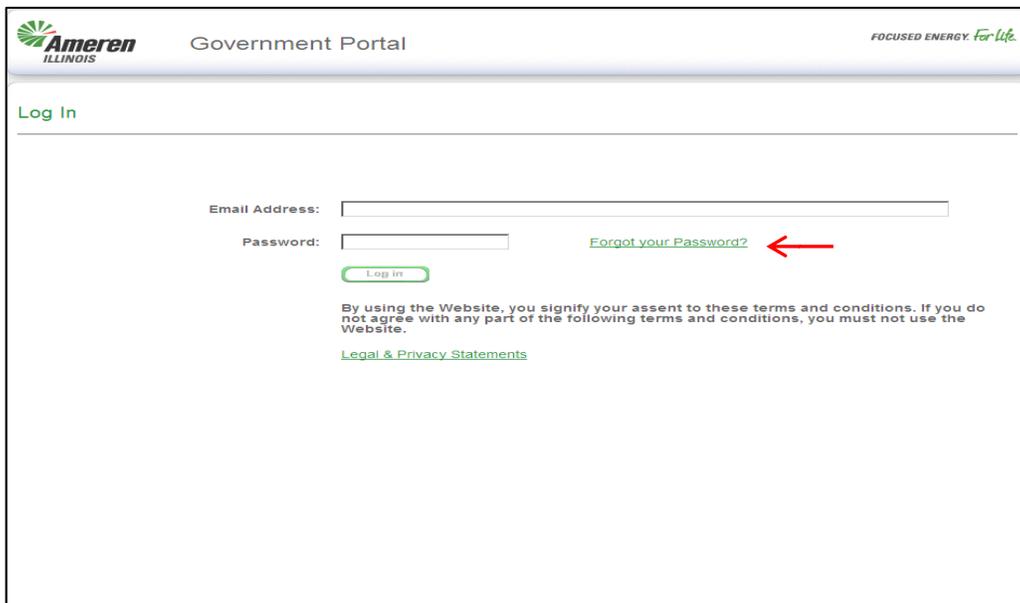
Municipal Tax Exemption Guide Government Portal Appendix

Forgot Password

Once you have selected the Government Support page (steps begin on page 3), users can select the Government Portal Login page.

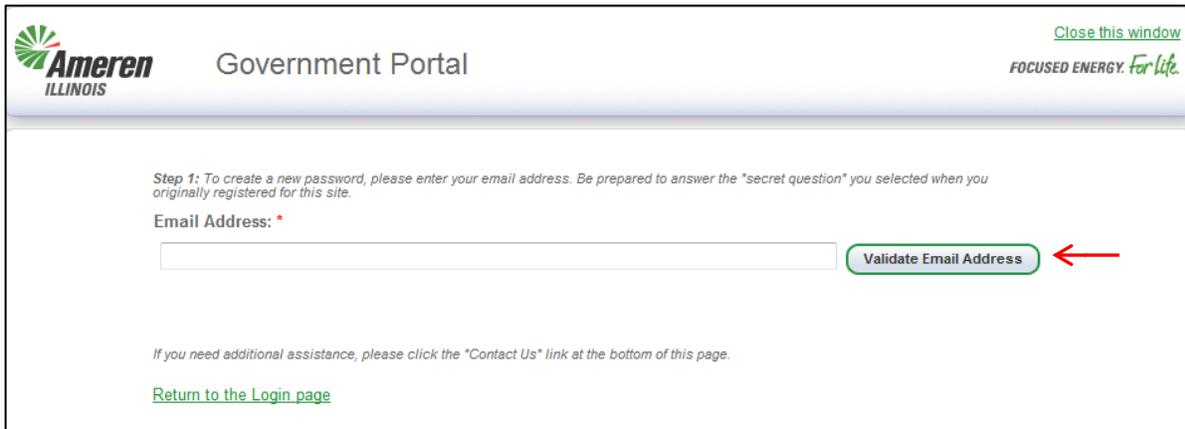


Select the "Forgot your Password?"



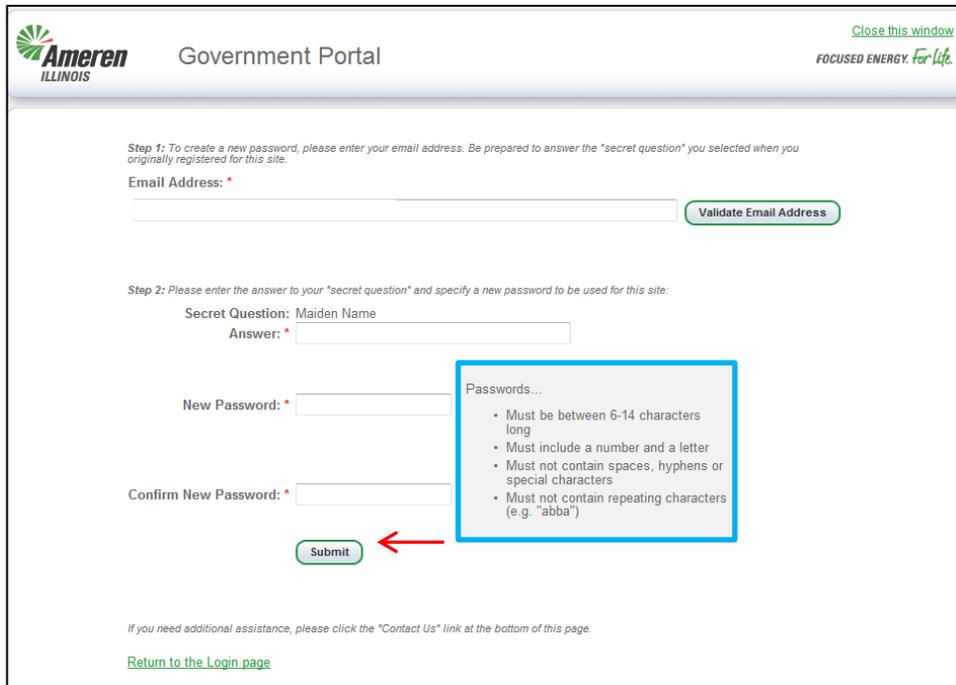
Municipal Tax Exemption Guide Government Portal

Enter your email address used during registration and select “Validate Email Address”.



The screenshot shows the 'Government Portal' header with the Ameren ILLINOIS logo on the left and 'Close this window' and 'FOCUSED ENERGY. For life.' on the right. Below the header, the text reads: 'Step 1: To create a new password, please enter your email address. Be prepared to answer the "secret question" you selected when you originally registered for this site.' There is an 'Email Address: *' label followed by an empty text input field. To the right of the input field is a green button labeled 'Validate Email Address' with a red arrow pointing to it. Below the input field, there is a link: 'Return to the Login page'.

As long as the address is valid, the following page will display. You will need to provide the correct answer to the Secret Question. **Your password is case sensitive.** Follow the guidelines provided, highlighted below, and set a new password. Select “Submit”.



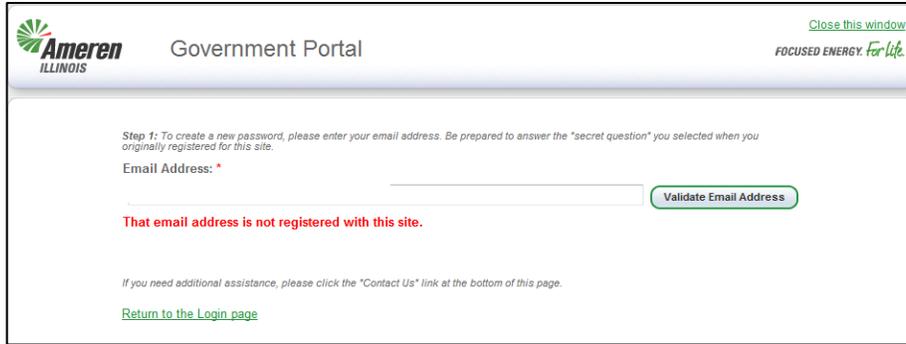
The screenshot shows the 'Government Portal' header with the Ameren ILLINOIS logo on the left and 'Close this window' and 'FOCUSED ENERGY. For life.' on the right. Below the header, the text reads: 'Step 1: To create a new password, please enter your email address. Be prepared to answer the "secret question" you selected when you originally registered for this site.' There is an 'Email Address: *' label followed by an empty text input field. To the right of the input field is a green button labeled 'Validate Email Address'. Below this, the text reads: 'Step 2: Please enter the answer to your "secret question" and specify a new password to be used for this site:'. There is a 'Secret Question: Maiden Name' label followed by an empty text input field. Below this, there is an 'Answer: *' label followed by an empty text input field. Below the answer field, there is a 'New Password: *' label followed by an empty text input field. Below the new password field, there is a 'Confirm New Password: *' label followed by an empty text input field. To the right of the password fields is a blue box containing the text: 'Passwords...'. Below the blue box is a green button labeled 'Submit' with a red arrow pointing to it. Below the input fields, there is a link: 'Return to the Login page'.

Passwords...

- Must be between 6-14 characters long
- Must include a number and a letter
- Must not contain spaces, hyphens or special characters
- Must not contain repeating characters (e.g. "abba")

If the email address is not valid the following error message will display. You can correct the email address and select “Validate Email Address”.

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Ameren
ILLINOIS

Government Portal

[Close this window](#)
FOCUSED ENERGY. For Life.

Step 1: To create a new password, please enter your email address. Be prepared to answer the "secret question" you selected when you originally registered for this site.

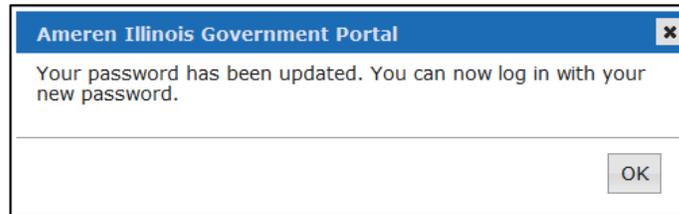
Email Address: *

That email address is not registered with this site.

If you need additional assistance, please click the "Contact Us" link at the bottom of this page.

[Return to the Login page](#)

You will receive a confirmation message. Select "ok" and log-in with your new password.



Ameren Illinois Government Portal [X]

Your password has been updated. You can now log in with your new password.



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Government Portal

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.



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Contact Information

Staffing Hours:

Monday – Friday 7:00 am – 5:00 pm

Send your general inquiries to us by email.

Email:

GovernmentSupportTeam@amerenillinois.com

Phone:

217.424.6968

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217.424.6964