

# IN YOUR NEIGHBORHOOD

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## GIFT BENEFITS FAMILIES LIVING WITH AUTISM

In 2019, Easterseals Central Illinois and OSF HealthCare Children's Hospital of Illinois came together to launch The Autism Collective, which helps end the isolation felt by those living with autism. Thanks to a recent \$25,000 grant from Ameren Illinois, more families will be able to take advantage of The Autism Collective's Family Navigation Services. This unique program helps connect families and caregivers to education, treatment, medical and community-based services for children with autism.



## Ameren Named an Environmental, Social and Governance (ESG) Leader

Sustainability and ESG (environmental, social and governance) concerns continue to become more important for our stakeholders. Ameren is proud to be among the country's leaders for addressing ESG issues, according to DiversityInc®.

The recognition came soon after Ameren announced a company-wide goal to achieve net-zero carbon emissions by 2050. In addition, the company has laid out plans for its largest-ever expansion of clean wind and solar generation that maintains the reliability and affordability customers have come to expect.

More information is available in our award-winning 2020 Sustainability Report at [Ameren.com](http://Ameren.com), which details the company's commitment to customers and major ESG topics.

*In addition, Ameren was recognized by the Center for Political Accountability (CPA) for transparency and accountability. CPA gave Ameren a 97.1 on a 100-point scale, the second highest mark for companies in the S&P 500.*

## NEED HELP GETTING BACK ON TRACK?

Since the start of the COVID-19 pandemic, Ameren Illinois has been providing bill payment assistance, extended payment agreements and other support to help customers navigate through these difficult times. Those customers who are experiencing financial hardship due to COVID-19 should contact Ameren Illinois at **1.800.755.5000** or visit [AmerenIllinois.com/Recovery](http://AmerenIllinois.com/Recovery) to learn about their options.

## CARE PACKAGES BRIGHTEN HOLIDAYS AT OASIS WOMEN'S CENTER

Staff at Oasis Women's Center in Alton did a little happy holidays dance when Ameren Illinois employees appeared at their door with their arms filled with gifts in early December. Employees Shanel Luckett, Jake Bodi and Steve Twichell purchased household items for clients of Oasis as part of the company's Adopt-A-Family holiday initiative.

Luckett, supervisor of Business Administration and Customer Service for Ameren Illinois, has led the gift purchasing efforts in Alton for the last three years.

"For many of our customers, the ability to purchase holiday gifts is not a given," Luckett said. "This is the season we are truly able to give back."

Ameren Illinois committed \$30,000 to the Adopt-a-Family initiative across its service territory, including \$900 in Alton.



*Ameren Illinois' Shanel Luckett, foreground, Jake Bodi, background, and Steve Twichell presented Marcy Jacobs of Oasis Women's Center with glassware, crockpots and other essential houseware items for clients of the center.*

## AMEREN RECOGNIZED AS 2021 MILITARY FRIENDLY® EMPLOYER



For the 12th consecutive year, Ameren has earned the prestigious 2021 Military Friendly® Employers designation, sealing our reputation as one of the leading companies in the nation for recruiting and retaining veterans. We believe their strong work ethic, transferable skills and commitment to teamwork make veterans ideal team members to deliver on our mission to Power the Quality of Life. Learn more at [MilitaryFriendly.com](https://MilitaryFriendly.com).

## Electric Delivery Rates Decrease for Third Consecutive Year

As they rang in the New Year, Ameren Illinois residential customers began paying less for electric delivery service. Under a plan approved by the Illinois Commerce Commission (ICC), the typical Ameren Illinois residential customer will save approximately \$12 per year on the delivery portion of their electric bill — paying less than they did 10 years ago.

This represents the third consecutive rate decrease for Ameren Illinois customers and the seventh overall rate decrease since the Energy Infrastructure Modernization Act (EIMA) – or Smart Grid Bill – was passed in 2011.

Since the company began implementing its modernization action plan under the state's Smart Grid Bill, 1.2 million smart meters have been installed, power poles and wires have been strengthened, and more delivery infrastructure is being placed underground. These improvements, along with new outage detection technology, have led to a 20 percent improvement in system reliability.



## FRIENDS OF THE FEATHERED

A routine job took a memorable turn when crews responded to a power outage near Liverpool and discovered an Osprey nest on a crossarm.

Working with the Illinois Department of Natural Resources, crews were able to safely relocate the osprey nest to a platform affixed to a taller pole, providing a better bird's eye view for the fish-eating family.



## LED Streetlights Pave the Way for Savings

As part of our commitment to energy efficiency and the environment, Ameren Illinois is replacing outdoor street and area lighting with high-efficiency light emitting diode (LED) technology across our service territory.

LEDs have become the driving force in the evolution of street lighting, thanks to the combination of improved nighttime visibility and safety, reduced maintenance and operational costs, and environmental benefits.

The new LED lighting uses up to 65 percent less energy and lasts three times longer than older technology. That means little maintenance is required over the first 15 years.

Ameren Illinois has installed LED lighting in 50,000 company-owned streetlights since the upgrades began. We plan to complete 350,000 by 2027.



## EFFICIENT CHOICE TOOL: YOUR FIRST STOP BEFORE YOU SHOP

Consumers shopping for products and appliances can easily be overwhelmed by the number of options. Our new Efficient Choice Tool can help you navigate those options and pick an energy-efficient model that's right for you.

The free Efficient Choice Tool analyzes product data daily across major retailers to provide you with recommendations such as:

- ▶ **Best Overall Rating**
- ▶ **Lowest Price**
- ▶ **Most Efficient**

It's easy to search by type, brand and model and compare with other energy-efficiency products.

Ready to start saving? Make [AmerenIllinoisSavings.com/EfficientChoiceTool](https://www.AmerenIllinoisSavings.com/EfficientChoiceTool) your first stop before you shop!



## How to Spot a Scam

**Scams are on the rise, and Ameren Illinois wants to help customers protect themselves.**

Many scammers pose as Ameren employees, threatening to disconnect or shut off service if a customer fails to make an immediate payment — typically using a prepaid card or other non-traceable form of payment. These criminals frequently target customers during busy or high-anxiety times such as the holiday season, COVID-19 pandemic or extreme weather.

### Keys to Protecting Yourself:

- Never give your credit card, debit card, social security, ATM, checking or savings account numbers to anyone who calls, sends a text message or email, or comes to your home requesting this information.
- Don't trust anyone asking for immediate payment. If you suspect someone is impersonating an Ameren employee, end the conversation and immediately call Ameren Illinois at **1.800.755.5000**.
- Never purchase a prepaid card to avoid service disconnection or shutoff. Legitimate energy companies do not specify how customers should make a bill payment and always offer a variety of ways to pay a bill. Ameren customers can make payments online, by phone, electronic check, by mail or at in-person pay locations.

Don't fall victim to a scam. Visit [AmerenIllinois.com/Scams](https://www.AmerenIllinois.com/Scams) to learn more.