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**CUSTOMER TERMS AND CONDITIONS**

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**INDEX**

	<b><u>Beginning Sheet No.</u></b>
<b>1. Availability</b> .....	3.003
<b>2. Nature Of Service</b> .....	3.003
<b>3. Service Options</b> .....	3.003
A. Electric Power and Energy Options	
B. Metering Options	
C. Billing Options	
<b>4. Definitions</b> .....	3.005
<b>5. Application For And Commencement of Services</b> .....	3.012
A. Application for Service	
B. Letter of Agency	
<b>6. Rates And Charges</b> .....	3.014
A. Delivery Service Rates	
B. Assignment and Reassignment of Delivery Service Rate	
C. Reassignment of Delivery Service Rate Due to Discontinued or Substantially Altered Operation	
<b>7. Metering</b> .....	3.016
(See Standards and Qualifications For Electric Service Tariff)	
<b>* 8. Billing And Payment</b> .....	3.016
A. Customer Deposits	
B. Billing for Service	
C. Payment of Bills and Late Payments	
D. Charge for Dishonored Checks	
E. Preferred Payment Date	
F. Prorating of Monthly Charges	
G. Budget Billing Plan Option	
H. Adjustment for Abnormal Operating Conditions	

**CUSTOMER TERMS AND CONDITIONS**

**INDEX (Continued)**

	<b><u>Beginning Sheet No.</u></b>
I. Bill Form	
J. On-Bill Financing Program Billing	
K. Optional Electronic Billing	
L. Estimated Meter Data Process	
* M. Flex Pay Payment Option	
<b>* 9. Technical And Operational Requirements .....</b>	<b>3.042</b>
(See Standards and Qualifications For Electric Service Tariff)	
<b>*10. Switching Suppliers And DASR Procedures .....</b>	<b>3.042</b>
A. Customer Switching	
B. RES Enrollment Procedures	
C. MSP Enrollment Procedures	
D. RES Drop Procedures	
E. MSP Drop Procedures	
F. Switching Fees	
<b>*11. Customer Information .....</b>	<b>3.053</b>
A. Customer Specific Usage Information	
B. Customer Specific Billing Information to Supplier	
C. No Release of Information	
D. Customer Information Center	
E. Meter Attribute Information	
F. Non-Discriminatory Provision of Information	
<b>*12. Disconnection And Reconnection.....</b>	<b>3.054</b>
A. Discontinuance of Service	
B. Customer Reconnection	
C. Meter Tampering	
D. Customer Notification	
E. Supplier Notification	
F. Customer Requested Discontinuance of Service for Less than 12 Months	
G. Property Management Agreement	

**CUSTOMER TERMS AND CONDITIONS**

**INDEX (Continued)**

	<b><u>Beginning Sheet No.</u></b>
<b>*13. Dispute Resolution</b> .....	3.058
<b>*14. Miscellaneous General Provisions</b> .....	3.059
A. Tariffs Subject to Illinois Commerce Commission	
B. Limitation of Liability	
C. Non-Discriminatory Access	
D. Exclusive Service	
E. Energy and Demand Adjustment	
F. Unusual Conditions	
G. Protection of Service	
H. Customer Owned Generation	
I. Assignment	
J. Resale and Redistribution of Power and Energy Service	
K. Contingency Plan	
L. Transmission Service	
M. System Losses	
N. Loss of Service From RES	
O. Customer Designated Agent	
P. Do Not Market List	
Q. Electric Vehicle Charging Stations	
<b>* Appendix A</b> .....	3.068
Sample Residential Bill Form	
Sample Non-Residential Bill Form	
<b>* Appendix B</b> .....	3.076
UCB/POR Dispute Resolution Flow Chart	
<b>* Appendix C</b> .....	3.077
Ameren Illinois Property Management Agreement	

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**CUSTOMER TERMS AND CONDITIONS**

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**1. AVAILABILITY**

Service under this Schedule is available to any Customer located in Company's Service Area. By accepting service under this Schedule, Customer is agreeing to abide by the Company's Terms and Conditions, Standards and Qualifications for Electric Service and other requirements of this Schedule.

**2. NATURE OF SERVICE**

Company provides the following services to Customer under this Schedule as to electric power and energy delivered by a Customer Self-Manager (CSM) or Customer's Retail Electric Supplier (RES) to Company's transmission system for delivery to Customer. These same services are provided if Company is providing electric power and energy to Customer under its Riders BGS, RTP or HSS.

1. Distribution to Customer of electric power and energy;
2. Metering, unless Customer elects to obtain Metering Services from a Metering Services Provider (MSP);
3. Billing services subject to the provisions of Section 8, "Billing and Payment";
4. Transmission Service as described in Rider TS and the Transmission Provider's FERC-approved tariffs related to Transmission Service.

**3. SERVICE OPTIONS**

A Customer taking service under this Schedule will receive Delivery Service under the appropriate Distribution Delivery Service Rate. The Customer shall have the following options for additional service:

**A. Electric Power and Energy Options**

- \* Customers have several options for power and energy supply. Company does not guarantee that Customer will be served under the most advantageous rate at all times and is not responsible to notify Customer of the most advantageous rate. Generation facilities with a Commercial Pricing Node (CPNode) registered with a Regional Transmission Organization (RTO), where such RTO operates independently administered wholesale electric energy markets, shall be billed power and energy charges as outlined in the RTO's tariffs. The sources of power and energy supply are listed below.

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**CUSTOMER TERMS AND CONDITIONS**

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1. Bundled Power and Energy

A Customer may purchase power and energy from the Company pursuant to Rider BGS, RTP or HSS. Service under Rider BGS represents a continuation of bundled service in accordance with Section 16-103 (220 ILCS 5/16-103) of the Illinois Public Utilities Act. Service under Rider RTP or HSS represents a continuation of bundled service for Customers that elect to purchase power and energy at prices that reflect Real-Time Pricing. The Company shall deliver the power and energy purchased by the Customer in accordance with this Schedule.

2. Unbundled Power and Energy

A Customer may arrange to purchase power and energy from a Retail Electric Supplier (RES) or as a Customer Self-Manager (CSM). The Company shall deliver the power and energy to the Customer in accordance with this Schedule. CSM or Customer's RES must designate a Transmission Service Agent (TSA) to act on Customer's behalf, and the TSA must arrange for sufficient Transmission Service to accommodate Customer's load.

\* 3. Partial Requirements Power and Energy

Eligible Customers may split their power and energy requirements between the Company and a RES pursuant to Riders RTP and HSS.

**B. Metering Options**

Customers have two options for Metering Services. Customers may elect to receive Metering Services from either the Company or from a Metering Services Provider (MSP) as described below.

1. Company Metering Services - Customer will be charged the fixed monthly Meter Charge from the applicable Delivery Service rate tariff.
2. MSP Metering Services - Metering charges will be determined by Customer's contract with RES or MSP.

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**CUSTOMER TERMS AND CONDITIONS**

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**C. Billing Options**

Customers that purchase power and energy from a RES will be billed via one of the billing options noted below. The ability to receive a single bill from the RES or from the Company is dependent on whether the RES has registered with the Company to offer the Single Billing Option (SBO) or Utility Consolidated Billing/Purchase of Receivables (UCB/POR).

1. Dual Billing - Customer will receive a bill from the Company for electric Delivery Services and other applicable charges and a separate bill from the RES for electric supply charges.
2. Single Billing Option (SBO) - Customer will receive a single bill from the RES which contains electric Delivery Services charges from the Company as well as electric supply charges from the RES.  
A RES shall not provide Single Billing of the Company's services for any Customer for which there is a past due unpaid balance for services provided by the Company to such Customer, unless such Customer has a legitimate billing dispute regarding such past due unpaid balance.
3. Utility Consolidated Billing / Purchase of Receivables (UCB/POR) – Customer will receive a single bill from the Company which contains electric Delivery Services charges from the Company as well as electric supply charges from the RES.

**4. DEFINITIONS**

*Note: (U) behind a term designates that this definition was developed in ICC sponsored Delivery Service workshops, to be used uniformly in Illinois tariffs.*

**Act (U)**

See Public Utilities Act.

**\* Advanced Metering**

Advanced Metering means a meter that is capable of being read remotely using a wireless interface. Advanced Metering includes both Automated Meter Reading (AMR) meters and Advanced Metering Infrastructure (AMI) meters.

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**CUSTOMER TERMS AND CONDITIONS**

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**Ancillary Services or Ancillary Transmission Services (U)**

Ancillary Services means the ancillary services provided for in the Transmission Provider's Federal Energy Regulatory Commission (FERC)-approved tariffs related to Transmission Service that the FERC requires either be provided or offered to a Customer taking the delivery component of Transmission Service.

**Alternative Retail Electric Supplier or ARES (U)**

Alternative Retail Electric Supplier or ARES has the same meaning as Alternative Retail Electric Supplier stated in Section 16-102 of the Act.

**Annual Contract Period**

Annual Contract Period means the period of time from June 1 through May 31.

**Applicant**

Applicant means a Person who applies for Residential or Non-Residential service and/or who requests an Extension.

**Billing Period**

Billing Period means the interval between consecutive meter reading dates during which electric service is provided and billed for by Company.

**Budget Billing Plan**

Budget Billing Plan is an optional payment plan available to Rate DS-1 and DS-2 Customers where Company will bill Customer a monthly amount equal to one-twelfth of the estimated annual billings to the Customer.

**Bundled Service (U)**

Bundled electric service includes: electric power and energy provided by the Company under Rider BGS, HSS or RTP; transmission service, distribution Delivery Service, metering service and related services provided by the Company under this Schedule.

**Commission or ICC (U)**

Commission or ICC means the Illinois Commerce Commission or any duly constituted successor to the Commission.

**Company (U)**

Company means the legal entity noted in the header for which this Schedule is applicable.

**Customer or Retail Customer**

Customer means a Person legally receiving service at a Premises or whose facilities are connected for utilizing service at the Premises.

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## CUSTOMER TERMS AND CONDITIONS

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### **Customer Self-Manager or CSM (U)**

Customer Self-Manager or CSM is a Non-Residential retail Customer meeting certain requirements as stated in the Company's Supplier Terms and Conditions that manages the procurement and use of its own supply of electric power and energy.

### **Delivery Point or Point of Delivery**

Delivery Point or Point of Delivery shall have the same definition as 83 Ill. Adm. Code 410.10. *"Point of Delivery" means the point at which the entity providing distribution facilities connects its lines or equipment to the lines or facilities owned or rented by the Customer, without regard to the location or ownership of transformers, substations or meters, unless otherwise provided for by written contract or tariffs.*

### **Delivery Services or DS (U)**

Delivery Services means those services that are provided by the Company that are necessary in order for the transmission and distribution systems to function so that retail Customers located in the Company's Illinois Service Area can receive electric power and energy from the Company or suppliers other than the Company, and shall include, without limitation, standard metering and billing.

### **Delivery Voltage**

Delivery Voltage is the voltage of Company's lines at the Point of Delivery.

### **Demand**

Demand means the highest average load in kilowatts (kW) during any fifteen minute interval during the time between regular meter readings. There shall be four fixed 15 minute intervals per hour with the first interval beginning at the top of the hour as registered on the meter.

### **Direct Access Service Request or DASR (U)**

Direct Access Service Request or DASR means a request used by the Company, CSMs, RESs and MSPs to process switching and certain other requests.

### **\* Exempt Customer**

Exempt Customer means Retail Customers that are exempt from energy efficiency and demand response measures whose highest 15-minute demand was more than 10,000 kilowatts in the 12 consecutive Billing Periods prior to the start of the first year of each energy efficiency multi-year plan approved pursuant to 220 ILCS 5/8-103 or 8-103B, as applicable. The multi-year plan approved under Section 8-103 began June 2014, so Retail Customer demands for the 12 consecutive Billing Periods from June 2013 through May 2014 establish whether such Retail Customer exceeds 10,000 kW and is an Exempt Customer. Section 8-103B multi-year plans begin in January 2018, 2022, and 2026, so demands for the 12 consecutive Billing Periods



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**CUSTOMER TERMS AND CONDITIONS**

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- \* from January through December 2017, 2021, and 2025, respectively, will establish whether such Retail Customer exceeded 10,000 kW and is considered an Exempt Customer.
- \* If a Customer who is an Exempt Customer changes ownership, the Company, in conjunction with the new legal owner, shall determine if such Customer meets the requirements to continue to be an Exempt Customer. Upon change of ownership, if Customer's operation is discontinued or substantially altered such that the highest 15 minute demand is not expected to exceed 10,000 kW, Company may at its sole discretion, remove Customer from Exempt Customer status.
- \* A Customer, or Customer at a new Premises, that did not have a 15-minute demand in the 12 consecutive Billing Periods prior to the start of the first year of each energy efficiency multi-year plan shall not become an Exempt Customer within the current multi-year plan if such Customer subsequently experiences a 15-minute demand greater than 10,000 kW.

**FERC**

FERC means Federal Energy Regulatory Commission or any successor federal agency, commission, or department.

**kW-day**

kW-day is the Customer's highest average load in kW at the applicable service point during the hour coincident with the time of the system peak that occurred in the Customer's Billing Period times the number of days in the Billing Period.

**Letter of Agency or LOA (U)**

Letter of Agency or LOA means a document, as described in Section 2EE(2) of the Consumer Fraud and Deceptive Business Practices Act (815 ILCS 505/2EE(2)), provided by a Customer to the Retail Electric Supplier or Metering Services Provider to authorize that RES or MSP to change or provide certain services for such Customer.

**Low Income Customer**

Low Income Customer means a Residential Customer who has qualified under the low income criteria of Section 6 of the Energy Assistance Act of 1989 (305 ILCS 20/6) as defined in the 83 Ill. Adm. Code 280.20.

**Mass Market**

Mass Market includes any account containing one or more of only the following types of service points: DS-1, DS-2, and DS-5.

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**CUSTOMER TERMS AND CONDITIONS**

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**Metering Services (U)**

Metering Services means the functions specified in 83 Ill. Adm. Code 460.

**Metering Services Provider or MSP (U)**

Metering Services Provider or MSP means a retail provider of unbundled Metering Services, other than the Company, certified by the ICC and authorized to engage in the provision of Metering Services to eligible retail electric service Customers in the Company's Service Territory.

**Meter Voltage**

Meter Voltage means the voltage of the Company's or Customer's electric system at the point at which the metering is connected for the purpose of measuring power and energy for Company billing purposes.

**MISO**

MISO means Midwest Independent Transmission System Operator, Inc. or its successor.

**MISO-Administered Markets**

MISO-Administered Markets means the markets for capacity and real-time energy, if any, administered by the MISO.

**MISO Delivery Point**

MISO Delivery Point means the load zone(s) recognized by the MISO as encompassing the load of Company supplied power and energy.

**Non-Advanced Metering**

Non-Advanced Metering means a meter that is not capable of being read remotely using a wireless interface.

**Non-Residential**

Non-Residential means those Customers not eligible for Residential service.

**Non-Summer Period**

Non-Summer Period means the January, February, March, April, May, October, November, and December monthly periods.

**Off-Cycle Switching (U)**

Off-Cycle Switching means an eligible Customer switches to a different provider of electric power and energy supply services with such switch effective on a date other than on the Company's normally scheduled meter reading or billing cycle date.

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**CUSTOMER TERMS AND CONDITIONS**

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**Off-Peak**

Off-Peak means all hours other than those included in the On-Peak period.

**On-Peak**

On-Peak means the hours from 10 A.M. until 10 P.M. Central Prevailing Time (CPT), Monday through Friday except New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day and Christmas Day or if one of the preceding holidays occurs on a Sunday, the Monday immediately following the holiday.

**Partial Requirements Supply Service or PRSS**

Partial Requirements Supply Service or PRSS means a portion of a Customer's electric power and energy supply requirements that may be provided as Company-supplied power and energy subject to the Terms and Conditions as specified in Rider RTP or HSS.

**Person**

Person means a natural Person, corporation, developer, firm, real estate trust, partnership, organization, association or other legal entity.

**Premises**

Premises means a contiguous tract of land separated by nothing more than a highway, street, alley or railroad right-of-way, where all buildings and/or electric consuming devices located thereon are owned or occupied by a single Customer or applicant for electric service, or where all electricity delivered thereto is utilized to supply one or more buildings and/or electrical loads which the Company considers as components of a unified operation.

**Public Utilities Act or Act (U)**

Public Utilities Act or Act means the Illinois Public Utilities Act, 220 ILCS 5/1-101 et seq.

**Rate Zone**

Rate Zone means the service area in which a Customer receives service. There are three Rate Zones: Rate Zone I, Rate Zone II and Rate Zone III. A Customer that received service from Central Illinois Public Service Company d/b/a AmerenCIPS, Central Illinois Light Company d/b/a AmerenCILCO, or Illinois Power Company d/b/a AmerenIP as of September 30, 2010 shall be deemed to be receiving Service in Rate Zone I, Rate Zone II or Rate Zone III, respectively, as of October 1, 2010. The Service Areas of AmerenCIPS, AmerenCILCO, and AmerenIP as of Sept 30, 2010 shall be utilized to determine the specific Rate Zone of Customers requesting service on and after October 1, 2010.

All tariffs, rates, charges, specifications and terms and conditions contained in this Electric

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**CUSTOMER TERMS AND CONDITIONS**

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Service Schedule shall be deemed to be applicable for all three Rate Zones unless specifically noted.

**Reactive Demand**

Reactive Demand is the flow of reactive power in kilovars (kvar) from Company's system to Customer's facilities in any 15-minute Demand period, adjusted for energy losses, if applicable.

**Regional Transmission Organization or RTO**

RTO means an independent organization formed by transmission owners, transmission users, and other entities that is responsible for ensuring nondiscriminatory open transmission access and the planning and security of the combined bulk transmission systems of transmission owners within a given geographic region, and which has been approved by FERC pursuant to Order No. 2000, 89 FERC ¶ 61,285 (1999).

**Residential**

Residential means those Customers eligible for Residential service pursuant to the Availability Section of Rate DS-1 - Residential Delivery Service.

**Retail Electric Supplier or RES (U)**

Retail Electric Supplier or RES means either:

- (i) an Alternative Retail Electric Supplier (ARES), as long as it remains certified by the ICC pursuant to the Public Utilities Act, authorized to provide electric power and energy supply services in the Company's service territory (or service area); or
- (ii) an Illinois electric utility other than the Company, providing electric power and energy service in Company's Service Territory (or Service Area).

**Service Area or Service Territory (U)**

Service area as defined in Section 16-102 of the Public Utilities Act (220 ILCS 5/16-102), the boundaries of which may be modified by Commission approval pursuant to the Electric Suppliers Act (220 ILCS 30/1 *et seq.*).

**Single Billing, Single Billing Option or SBO (U)**

Single Billing means that a Customer's RES issues a single bill that contains the charges for the services provided by both the RES and the Company.

**Small Business Customer**

Small Business Customer means an Illinois business with 50 or less full time employees in Illinois [220 ILCS 35/2(b)].

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**CUSTOMER TERMS AND CONDITIONS**

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**Summer Period**

Summer Period means the June, July, August, and September monthly periods.

**Supply Voltage**

Supply Voltage is the voltage of transmission or distribution lines used for delivery of electric energy to Customer's Premises before the connection of transformers.

**Transitional Retail Customer**

Transitional Retail Customer means a Retail Customer whose electric service is declared competitive pursuant to 220 ILCS 5/16-113(g), that was taking service under Rider BGS – Basic Generation Service (Rider BGS) on May 1, 2011, that shall be entitled to take continuous service under Rider BGS through the end of April 2014 provided Demand remains less than 400 kW in at least eleven of the 12 monthly Billing Periods during the prior calendar year.

**Transmission Service (U)**

Transmission Service means the services identified as transmission services in the applicable tariffs on file with the Federal Energy Regulatory Commission (FERC) for the provision of transmission services within the Company's service territory.

**Transmission Provider**

Transmission Provider means any entity that owns, operates or controls facilities used for transmission of electric energy in interstate commerce and which provides Transmission Service under a tariff approved by FERC.

**5. APPLICATION FOR AND COMMENCEMENT OF SERVICES**

**A. Application for Service**

Any Person, developer, firm, organization, association, corporation or other entity whose Premises are within the Company's service territory may request service, subject to all applicable rules and regulations, by making application through the Company's Customer contact center or through [www.ameren.com](http://www.ameren.com). When a written service agreement is required by the Company, it shall be signed by the Customer or by its duly authorized agent and accepted by the Company before service is supplied. No employee or agent of the Company has the power to amend, modify, alter, or waive the rules and regulations contained herein, or to bind the Company by making any promises or representations not authorized in this Schedule.

The Company's service application process is in accordance with 83 Ill. Adm. Code 280.30.

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**CUSTOMER TERMS AND CONDITIONS**

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The Company has the right to obtain information from an Applicant or a Customer to determine such Applicant's or Customer's identity. If the Applicant or Customer refuses to provide information sufficient to determine identity, the Company may refuse to provide electric service to the Premises.

- \* Positive identification (ID) of Applicants may be required by up to two forms of ID. One form shall be a government issued photo ID, including a state issued ID, U.S. or foreign government issued passport, and consular identification documents, as defined by the Consular Identification Document Act [5 ILCS 230]. Applicants may be asked to provide one other form of identification, including but not limited to any of the following:

- \*
  - A second government issued photo ID
  - Immigration and/or naturalization documents
  - Government benefits/compensation records
  - Social Security number
  - Articles of incorporation
  - Driver's license number
  - Birth certificate
  - Student identification
  - Banking information
  - Employment records
  - Tax ID number
  - Business license

An Applicant that is applying for electric service shall be assigned a Delivery Service Rate and will have options for Power and Energy Service as well as Metering Service pursuant to Section 3 of this tariff.

**B. Letter of Agency**

1. Customers that elect to receive service from a RES and/or MSP will be required to provide a signed Letter of Agency (LOA) to the RES and/or MSP. The RES and/or MSP will use the LOA to process the switch of service providers. Information contained on the LOA should be sufficient to ensure that the Customer wishes to change from one service provider to another and must contain the following additional information.

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**CUSTOMER TERMS AND CONDITIONS**

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- (a) Signature of the Customer;
  - (b) Date of the agreement;
  - (c) Customer of record;
  - (d) Service address;
  - (e) Mailing address;
  - (f) Daytime and evening telephone numbers;
  - (g) Account number of the Delivery Services company;
  - (h) Meter number; and
  - (i) Name of Delivery Services company.
2. The following information should be disclosed in the terms and conditions of the LOA:
- (a) The rate charged by the RES or MSP and the statement that the rate is for the supply and/or metering, not Delivery Services;
  - (b) Customer signature on the LOA authorizing the RES or MSP to receive historical and on-going usage data from the Company;
  - (c) Unless otherwise agreed, all electric service associated with this account number will be switched;
  - (d) The charge assessed by the RES or MSP for switching suppliers; and
  - (e) Additional charges that may apply (e.g., Company switching fees).
3. The terms and conditions listed above should contain language indicating that by signing the LOA, the Customer agrees to the terms and conditions. The LOA should be detachable and mailed to the RES or MSP, allowing the Customer to retain a copy of the terms and conditions. The RES or MSP must keep all signed LOAs on file.

As an alternative to obtaining a written LOA, the RES may obtain the LOA in an electronic format consistent with the same requirements listed in the preceding sections above (LOA), or the RES may obtain proper third party verification of an oral authorization to change electric service providers. The third party authorization must meet all requirements as set forth in 515 ILCS 505/2EE(b).

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**CUSTOMER TERMS AND CONDITIONS**

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**6. RATES AND CHARGES**

**A. Delivery Service Rates**

All Customers taking electric service from Company will be assigned to a Delivery Service (DS) rate classification. Residential Customers shall be placed on Rate DS-1. Non-Residential Customers shall be placed on Rate DS-2, DS-3 or DS-4 based on the Customer's historical Demand. The availability section of the specific DS Rate defines the criteria used to determine the rate to which the Customer shall be assigned.

A new Residential Customer shall be placed on Rate DS-1. A new Non-Residential Customer that has never received service from the Company shall be assigned to a DS rate based on the estimated Demand of the Customer.

Customers shall not have the option to choose the DS rate classification under which Customer shall receive service, however, a Customer receiving service under Rate DS-3 or DS-4 may elect to receive service under optional Rate DS-6.

DS-5 is an optional Lighting Service rate classification under which a Customer may elect to receive lighting service. The available DS rates are referenced below and the conditions and availability of each rate may be found on the applicable tariff sheets of this Schedule.

<u>Rate</u>	<u>Description</u>
DS-1	Residential Delivery Service
DS-2	Small General Delivery Service
DS-3	General Delivery Service
DS-4	Large General Delivery Service
DS-5	Lighting Service
DS-6	Temperature Sensitive Delivery Service

Customers shall be subject to all riders, additions, adjustments, taxes, fees and charges that may be applicable under this Schedule from time to time.



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**CUSTOMER TERMS AND CONDITIONS**

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**B. Assignment and Reassignment of Delivery Service Rate**

1. Residential

A Residential Customer that meets the requirements of the Availability Section of Rate DS-1 shall remain on Rate DS-1 until such time as Customer no longer meets those requirements.

2. Non-Residential

A Non-Residential Customer shall be assigned to Rate DS-2, DS-3 or DS-4. Customer may be automatically reassigned to a different DS rate based on the Customer's monthly Demand. The Company shall use the criteria specified in the Delivery Service Rate Reassignment section of the individual DS rate tariffs to determine if Customer reassignment is applicable. Customer will be notified by Company of any reassignment.

If a Rate DS-3 or DS-4 Customer that has elected to receive service under Rate DS-6 is automatically reassigned to Rate DS-2, the Customer will be notified by Company of the reassignment and will not be eligible to continue service under Rate DS-6 effective with the reassignment.

**C. Reassignment of Delivery Service Rate Due to Discontinued or Substantially Altered Operation**

Where a Non-Residential Customer's operation is discontinued or substantially altered, Company may as its sole discretion, upon request by Customer, reassign Customer to the Delivery Service Rate and charges under which Customer would be eligible based on their current level of energy use.

**7. METERING**

General provisions pertaining to metering are located in the Metering Section of the Standards and Qualifications for Electric Service.

**8. BILLING AND PAYMENT**

**A. Customer Deposits**

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**CUSTOMER TERMS AND CONDITIONS**

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- \* The Company may require an Applicant or Customer to make a reasonable deposit at any time to secure the prompt payment of bills in accordance with the rules and regulations of the Illinois Commerce Commission and 83 Ill. Adm. Code 280.40 and 280.45. The Company will also, pursuant to 83 Ill. Adm. Code 280.40, use a credit scoring system in the determination of whether a deposit will be billed to Applicants for Residential service. If the credit score of the Applicant for Residential service does not meet or exceed the predetermined minimum, a deposit will be billed. The Company will not require a deposit based on a credit scoring system if the Applicant for Residential service qualifies as a Low Income Customer or provides proof of identity fraud. The Company will provide the "toll free" phone number and contact information of the appropriate credit agency to any Customer that is billed a deposit based on the Customer's credit score. The Company may require an Applicant to pay a deposit prior to the commencement of service at a Premises when Company has proof that payment avoidance by location conditions, as described in 83 Ill. Adm. Code 280.210, exist for the Applicant.

An Applicant requesting Non-Residential service will be initially reviewed for deposit assessment based on records held by the Company. If no records exist, the Applicant may pay the assessed deposit or provide a credit reference, on a template provided by Ameren Illinois, from a current or former electric and/or gas utility in lieu of a cash deposit. An acceptable credit reference would indicate fewer than three disconnection notices delivered in the past 12 months, no disconnections completed in the past 12 months, not more than one returned payment in the past 12 months and an indication that the final bill, if rendered, was paid in full.

In addition to the option of paying a deposit or providing a credit reference, an Applicant may secure the new account by providing either an irrevocable letter of credit (from a financial institution) or a surety bond (from an insurance company). Templates for these documents will be provided to the Applicant. A review of the issuing company will be conducted by the Company to ascertain the stability of the issuing institution. A financial institution issuing an irrevocable letter of credit must have an equity ratio of 5% or greater. An insurance company issuing a surety bond must have a Best's rating no lower than "A-".

The Company may require Customers receiving service under Rate DS-3, DS-4, or DS-6 that are not considered a Small Business Customer to pay a deposit when there are indications of financial insecurity. Financial insecurity occurs when a Customer's senior unsecured debt rating or if not available, its issuer or corporate credit rating is determined to be lower than (a) Baa3 from Moody's Investors Service Inc., or its successor (Moody's), or (b) BBB- from Standard and Poor's, a division of the McGraw-Hill Companies, Inc. or its successor (S&P). In a situation in which neither a Moody's nor S&P rating is available

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## CUSTOMER TERMS AND CONDITIONS

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for such Customer, other financial information from a national financial credit reporting agency or other business specializing in commercial credit data will be utilized for evaluation. In cases where a deposit is assessed, the Company will hold such deposit for at least one year from the date it was paid in full, at which time the information used to assess the deposit will be updated with current data to determine if the deposit remains necessary. The Company will pay interest on any cash held in a deposit in accordance with IL Admin Code 280.40. A Customer may dispute such deposit pursuant to the Dispute Resolution section of this tariff.

A Non-Residential Customer that is assessed a deposit will have the option of paying the deposit or providing the Company with an irrevocable letter of credit or surety bond letter.

### **B. Billing for Service**

All bills will be based on the actual readings by the Company where Company provides metering or on actual readings by the MSP where the MSP provides readings. Where actual readings or data necessary for billing are unavailable, bills will be based on estimates of Customer's usage. Estimated Customer usage shall be determined as detailed in the Estimated Meter Data Process section shown below. All bills shall be in accordance with the rates and charges contained in this Schedule, and will be computed monthly in accordance with the Company's meter reading schedule. If a bill adjustment is required due to meter error, the adjustment shall be made pursuant to the 83 Ill. Adm. Code 410. All other adjustments shall be made pursuant to the 83 Ill. Adm. Code 280.

### **C. Payment of Bills and Late Payments**

1. Non-SBO Customers Payment Period - Unless otherwise provided in 83 Ill. Adm. Code 280.50, bills will be due by the due date which will not be less than 21 days for Residential Customers and 14 days for Non-Residential Customers, after the postmark date of the bill.
2. RES Acting As a SBO Agent For Customers - A RES acting as a SBO Agent for Customers is required to forward to Company any payments received from its Customers for Company provided service. The RES must provide remittance of the Customers payment to Company by the due date shown on the bill which shall not be less than 22 days for Residential Customers and 15 days for Non-Residential Customers from the date the Company sends the bill to the RES. The Customer retains ultimate financial responsibility to Company for the Delivery Services bill. Additionally, the RES shall be subject to the applicable terms and conditions of the Company's Supplier Terms and Conditions.

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**CUSTOMER TERMS AND CONDITIONS**

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The Company shall treat any act or failure to make payment of any bill on the part of the RES acting as an SBO Agent as an act or failure of its Customer. The Company may enforce the terms of this Schedule against the Customer for any act or failure of the RES as if the act or failure had been that of the Customer. A failure on the part of the RES to transmit payments properly made by the Customer to the RES shall not relieve the Customer of its obligation to pay for Service provided by Company under this Schedule. The RES shall not take any action that shall compromise the Company's rights to proceed against the Customer under this Schedule for the Customer's failure or the RES's failure to comply.

3. RES Acting As SBO Guarantor For Customers – A RES acting a SBO Guarantor for bills rendered by Company shall be subject to the applicable terms and conditions of the Company's Supplier Terms and Conditions. The RES must provide remittance of total amount due to Company by the due date shown on the bill which shall not be less than 22 days for Residential Customers and 15 days for Non-Residential Customers from the date the Company sends the bill to the RES.
- \* 4. Payments and Late Payments - Failure to receive a bill shall in no way exempt a Customer or RES from the provisions set forth herein. Payments received by mail shall be deemed timely if received by the Company not more than two full business days after the due date printed on the bill. Payments physically delivered to the Company shall be considered as having been received as of the date received by the Company or its authorized agent. Payments made by any form of electronic medium shall be considered as having been received as of the date the funds are electronically deposited to the Company's account. In the event payment is not received by the last date for payment except as herein provided, a late payment charge equal to 1.5% per month will be assessed on any amount considered past due. A Customer that qualifies as a Low Income Customer shall not be assessed a late payment charge. When a "Deferred Payment Agreement" payment is received by the last date for payment, a late payment charge shall not be assessed on the outstanding "Deferred Payment Agreement" balance. The Company will waive the assessment of a late payment charge one time in a twelve-month period for Residential Customers. Notwithstanding the above, for the period from March 13, 2020 through at least July 26, 2020 for Rate DS-1 Residential Delivery Service and Rate DS-2 Small General Delivery Service Customers, or at least June 26, 2020 for all other Customers.

**D. Charge for Dishonored Checks**

A charge will be assessed on any negotiable instrument returned by a bank, savings institution or other institution pursuant to the Miscellaneous Fees and Charges tariff.

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Date of Filing, July 2, 2020

Date Effective, July 3, 2020

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**CUSTOMER TERMS AND CONDITIONS**

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**E. Preferred Payment Date**

The Company will, in accordance with 83 Ill. Adm. Code 280.70, extend the payment period for Residential Customers in those circumstances and under the conditions specified in 83 Ill. Adm. Code 280, for a period of up to ten days subsequent to the Customer's regular due date.

**F. Prorating of Monthly Charges**

For billing purposes, the term "month" or "monthly" will represent the period between regular meter readings. Company's work schedules permit the orderly reading and billing of all meters by Company over a period of approximately every 30 days. All initial, final and reroute meter reading periods will be prorated based upon the actual number of days of service. All other meter reading periods will be prorated if the meter read period is less than 24 days or greater than 40 days. Where bills are rendered for periods of use in excess of, or less than this period, all steps of the rate will be prorated.

**G. Budget Billing Plan Option**

1. Availability

- \* Any Residential Customer (Rate DS-1), small commercial Customer (Rate DS-2), or Small Business Customer may elect to participate in the Company's Budget Billing Plan. A Customer that elects to receive the SBO will not be eligible to participate in the Company's Budget Billing Plan.

The Customer may initiate service under the Budget Billing Plan during any month of the year by paying the stated Budget Billing Plan amount on their current bill in lieu of the actual usage amount due. Customers may also enroll in the Plan by either calling or writing the Company.

The Company may terminate participation in the Budget Billing Plan if the Customer fails to pay the budget billing amount by the due date of the monthly bill. Upon removal from the Plan, the Customer shall make the account current with the payment of the next regular monthly bill. The Company shall not be obligated to reinstate the Plan for that Customer during the twelve-month period following such removal.

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## CUSTOMER TERMS AND CONDITIONS

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The Customer may cancel participation in the Plan by giving notice to the Company and by making the account current with the payment of the next regular monthly bill.

2. Payment Determination

Bills rendered under the Budget Billing Plan will reflect an amount due that is equal to the monthly average of the estimated annual charges.

- \* The Company shall review and adjust, as applicable, the Budget Billing Plan amount on the 4<sup>th</sup> and 8<sup>th</sup> month of Plan participation. In addition, the Company may adjust the monthly billing amount whenever usage or commodity costs indicate a material change from the Company's previous estimate, or when a revision in the Company's filed rates has been approved by the Illinois Commerce Commission.

3. Annual Reconciliation

- \* The Company offers an Annual Lump-sum Settlement and a Rollover Settlement to Customers. The Rollover Settlement is the default settlement methodology used by the Company. Customers will have the option to request the Lump-sum Settlement.
- \* Rollover Settlement  
An Account settle-up will occur on the 12<sup>th</sup> month of the Plan participation and each successive 12<sup>th</sup> month thereafter. Bills rendered for the 12 months following the settle-up will consist of a new monthly billing amount based on the last 12 months of Account history plus 1/12<sup>th</sup> of the difference between payments received and the charges for usage during the preceding 12 months.

Lump-sum Settlement

An account settle-up will occur on the 12th month of Plan participation and each successive 12<sup>th</sup> month thereafter. Bills rendered for the 12th month's billing under this Plan, will be based on usage during such Billing Period plus or minus any adjustment necessary for the difference between payments received and the charges for usage during the preceding 12 months.

At the account settle-up, a new monthly billing amount for the next 12 successive months will be calculated based on the last 12 months of account history.

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**CUSTOMER TERMS AND CONDITIONS**

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4. General

Except for the levelizing of Customer's payments for service, all other provisions, terms and conditions of the applicable rate schedule shall apply.

No late payment charge will be assessed on amounts billed under the Budget Billing Plan.

Monthly bills will show the amount of usage and associated charges in addition to the monthly budget billing amount. The bill will also show the Customer's accumulated status (amount of program year-to-date debit or credit) based on the payment of the current bill.

Where a Customer is using both the Company's electric and gas service at a specified location, the Budget Billing Plan will be utilized for both services collectively.

Final bills, whenever rendered, will include such amounts as may be necessary to settle the account balance as of the date of the final meter reading.

**H. Adjustment for Abnormal Operating Conditions**

Where a Customer's load is abnormally affected due to an act of God, accident, fire, flood, explosion, or any other cause not reasonably within its control, as demonstrated to the satisfaction of the Company, the Company will allow a Customer credit based on its kilowatt Demand or other charges otherwise applicable during the current or succeeding months in consideration of the particular circumstances in each such case; provided, however, that any credit arising from such event shall not exceed 50% of Customer's monthly Distribution Delivery charges, before tax and other adjustments, if any.

**\* I. Bill Form**

Sample Residential and Non-Residential Bill Forms are shown in Appendix A.

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**CUSTOMER TERMS AND CONDITIONS**

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**J. On-Bill Financing Program Billing**

- \* A Residential (Rate DS-1) Retail Customer or, a Small Non-residential (Rate DS-2 or DS-5) Retail Customer participating in an on-bill financing program offered pursuant to Section 16-111.7 of the Act will be assessed any applicable on-bill financing program charges attributable to such Customer on its monthly bill provided by the Company. All such charges will be shown as a line item on the Customer's monthly bill. The Company shall be allowed to retain a security interest in the measure or measures purchased under such program.

**K. Optional Electronic Billing**

A Customer may voluntarily elect to be billed through a paperless electronic billing system which uses standard forms, protocols and conformation processes established and maintained by the Company or unaffiliated third parties providing online billing and payment services that are approved by the Company. In administering this electronic billing option, the Company does not send Customer paper bills. Customers may sign up for electronic billing at [www.ameren.com](http://www.ameren.com). Required information that otherwise accompanies a paper bill is transmitted to Customer electronically, or an Internet link access to such information is transmitted electronically to Customer. Any applicable disconnection notice continues to be sent to Customer via United States mail. The Company may utilize unaffiliated third parties to electronically transmit bills to Customer. The Company is not responsible for any loss resulting from Customer's election to receive bills electronically, including but not limited to, any loss associated with damage to the Customer's computer equipment or facilities and any loss associated with a third party's unauthorized use of Customer's information. Either the Company or Customer may, upon thirty (30) days notice to the other party, terminate electronic transmission of bills without any liability to the terminating party resulting from such termination, and without affecting Customer's obligation to pay all amounts due the Company. In such event, the Company begins to issue paper bills via United States mail to Customer as soon as reasonably practical. The Company reserves the right to determine whether or not a Customer is eligible to be billed through its paperless electronic system. A Customer that elects electronic billing, who is a combination electric and gas service Customer of the Company, will receive electronic billing for both services. The provisions of this electronic billing section are not applicable to a Customer that receives bills for electric service from a RES under the SBO option.



**CUSTOMER TERMS AND CONDITIONS**

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**L. Estimated Meter Data Process**

When data from meters is unavailable for billing purposes, the Company shall estimate the electricity delivered in accordance with this section. The basic method of calculating estimated meter usage data is as follows:

$$EU = EMI - PMI$$

Where:

EU = Estimated Usage is the estimated amount of kWh or kW usage, as applicable, for the missing time period.

EMI = Estimated Meter Index is the estimated current meter read.

PMI = Prior Meter Index is the last actual meter read.

This section contains four subsections pertaining to the estimation equations. The following table details which subsection pertains to specific Customer groups.

<b>Subsection</b>	<b>Applicable rates, usage basis and meter type</b>
1	Rate DS-1, DS-2, and DS-5 Customers billed on a monthly usage basis (receiving supply service under Rider BGS or from a RES) that have an AMI or AMR meter (advanced meter)
2	Rate DS-1, DS-2, and DS-5 Customers billed on an hourly usage basis (receiving supply service under Rider RTP, PSP or from a RES) that have an AMI or AMR meter (advanced meter)
3	Rate DS-1, DS-2, and DS-5 Customers billed on a monthly usage basis (receiving supply service under Rider BGS or from a RES) that have a non-advanced meter
4	Rate DS-3, DS-4, and DS-6 Customers

**CUSTOMER TERMS AND CONDITIONS**

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**1. Meter Data for all Customers billed on a monthly total usage basis, and are served by Advanced Meters using AMI or AMR technology.**

The process used to develop EMI will vary depending on the amount and type of historic usage data available both for the Customer for whom actual metered data is unavailable and for similar Customers. The Company will employ the estimation equations summarized in the following table, in sequence, depending on the source data available. Once all conditions in the equation are satisfied, the Company will use the resulting EU for billing purposes. If all conditions in the equation are not satisfied, the Company will attempt to use the next equation to develop the EU.

<b>Equation</b>	<b>Data used in average daily estimated usage determination</b>	<b>Time period</b>
1	Same location and day type - calculation	Same billing period prior year
2	Same location and day type – scaled using similar Customers	Prior billing period
3	Same location – scaled using similar Customers	Same billing period prior year
4	Same location – scaled using similar Customers	Prior billing period
5	Same location and day type - calculation	Prior billing period
6	Same location - calculation	Same billing period
7	Similar Customers - calculation	Same billing period prior year
8	Similar Customers - calculation	Prior billing period
9	Manual calculation	

Please note that missing usage data is estimated on the day immediately subsequent to the end of the day for which usage is missing, even if the Customer is billed on a fixed rate applied to all usage within the Billing Period. If actual usage is received for the previously missing day(s) and the account is still within the current Billing Period, the estimated usage is replaced with the actual usage for billing purposes. The term “similar Customer” as used in this section shall reference a Customer that is the same rate class and receiving the same supply service. The equations are as follows:

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**CUSTOMER TERMS AND CONDITIONS**

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**A. Equation 1 - Calculated Average Daily Usage for the Same Location and Same Day Type from Same Month of Prior Year**

$$EU = ADU^{SDTPY}$$

Where:

EU = the estimated amount of kWh usage for the time period for which electric usage is missing.

ADU<sup>SDTPY</sup> = actual average daily usage for the same day type (i.e., weekday, weekend day or holiday) during the same Billing Period at the same location in the Prior year.

**B. Equation 2 - Scaled Average Daily Usage Using Same Location and Similar Customer Usage From Prior Month**

$$EU = ADU^{SDTPBP} \times \left( \frac{ADU^{SIMCD}}{ADU^{SIMSDTPM}} \right)$$

Where:

EU = the estimated amount of kWh usage for the time period for which electric usage is missing.

ADU<sup>SDTPBP</sup> = actual average daily usage for the same day type (i.e., weekday, weekend day or holiday) during the prior Billing Period at the same location.

ADU<sup>SIMCD</sup> = actual average daily usage of similar Customers for the current day.

ADU<sup>SIMSDTPBP</sup> = actual average daily usage for a similar Customer for the same day type during the prior Billing Period.

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**CUSTOMER TERMS AND CONDITIONS**

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**C. Equation 3 - Scaled Average Daily Usage Data From Prior Year Using a Similar Customer**

$$EU = ADU^{PYBPSL} \times \frac{ADU^{SIMCD}}{ADU^{SIMPYBP}}$$

Where:

EU = the estimated amount of kWh usage for the Billing Period.

$ADU^{PYBPSL}$  = actual average daily usage for the same location during the same Billing Period in the Prior year.

$ADU^{SIMCD}$  = actual average daily usage for similar Customers on the current day.

$ADU^{SIMPYBP}$  = actual average daily usage for similar Customers during the same Billing Period in the Prior year.

**D. Equation 4 - Scaled Average Daily Usage Data From Prior Month Using Similar Customers**

$$EU = ADU^{PBPSL} \times \frac{ADU^{SIMCD}}{ADU^{SIMCPM}}$$

Where:

EU = the estimated amount of kWh usage for the Billing Period.

$ADU^{PYBPSL}$  = actual average daily usage for the same location during the Prior Billing Period.

$ADU^{SIMCD}$  = actual average daily usage for similar Customers on the current day.

$ADU^{SIMPYBP}$  = actual average daily usage for similar Customers during the Prior Billing Period.

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**CUSTOMER TERMS AND CONDITIONS**

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**E. Equation 5 - Average Daily Usage Using the Prior Month's Usage at the Same Location and Day Type**

$$EU = ADU^{SDTSLPBP}$$

Where:

EU = the estimated amount of kWh usage for the Billing Period.

$ADU^{SDTSLPBP}$  = actual average daily usage on the same day type at the same location during the Prior Billing Period.

**F. Equation 6 - Average Daily Usage from the Current Billing Period**

$$EU = ADU^{SLCBP}$$

Where:

EU = the estimated amount of kWh usage for the Billing Period.

$ADU^{SLCBP}$  = actual average daily usage at the same location during the current Billing Period.

**G. Equation 7 - Average Daily Usage for Similar Customers during the Same Month in the Prior Year**

$$EU = ADU^{SIMPYBP}$$

Where:

EU = the estimated amount of kWh usage for the Billing Period.

$ADU^{SIMPYBP}$  = actual average daily usage for similar Customers during the same Billing Period in the Prior year.

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**CUSTOMER TERMS AND CONDITIONS**

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**H. Equation 8 - Average Daily Usage for Similar Customer in the Prior Month**

$$EU = ADU^{\text{SIMPBP}}$$

Where:

EU = the estimated amount of kWh usage for the Billing Period.

ADU<sup>SIMPBP</sup> = actual average daily usage for similar Customers in the Prior Billing Period.

**I. Equation 9 - Manual Calculation**

In situations where billing data cannot be calculated automatically as detailed above, as applicable, estimated billing data is calculated manually by a Company employee trained to make such estimations. Billing data will be calculated manually pursuant to the progression shown below, as appropriate.

- i.) Review the energy billing data for the monthly Billing Period in the prior calendar year that corresponds to the current monthly Billing Period. If the number of days in the Prior year month is exact compared to the number of days in the current month being estimated, the data from the Prior year month will be used. If the number of days in both months is not exact, a daily average based on the number of days applied to the number of days in the current estimated month will be calculated.
- ii.) Review the Prior month energy billing data. If the number of days in the Prior month is exact compared to the number of days in the current month being estimated, the data from Prior month will be used. If the number of days in both months is not exact, a daily average based on the number of days in the prior month applied to the number of days in the current estimated month will be calculated.

**CUSTOMER TERMS AND CONDITIONS**

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- iii.) Manually adjust the estimate for specific factors known to impact billing on a case-by-case basis.

**2. Meter data for all Customers billed using interval methods and served by Advanced Meters using AMI technology, and for all DS-1 and DS-2 Customers billed using interval methods and served by Advanced Meters using AMR technology.**

Interval billing refers to the practice of calculating a Customer’s usage for billing purposes during discrete units of time within a Billing Period. Variable charges are applied to the usage measured during each unit of time or interval, and the Customer’s bill at the end of each Billing Period reflects the sum total of the charges for each unit of time or interval.

The process used to estimate usage for any missing intervals during a Billing Period will depend on the number of intervals missing data, whether the missing intervals represent consecutive time periods and the amount of historic usage data available for the Customer for whom the usage data is missing. The Company will employ the estimation equations summarized in the following table, in sequence, depending on the source data available. Once all conditions in the equation are satisfied, the Company will use the resulting estimated interval usage for billing purposes. If all conditions in the equation are not satisfied, the Company will attempt to use the next equation to develop the estimated interval usage.

<b>Equation</b>	<b>Data used in hourly interval estimated usage determination</b>	<b>Time period</b>
10	Same location and day load shape calculation	Same day
11	Same location and day - load shape calculation	Same day prior week
12	Same location, Dynamic load profile - load shape calculation	N/A
13	Same location, Interval flat line - calculation	N/A
14	Manual calculation	

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**CUSTOMER TERMS AND CONDITIONS**

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The equations are as follows:

**A. Equation 10 – Same Day Estimation**

If the missing intervals don't occur on a holiday:

$$EU^{IR} = \frac{SUMU^{IRSDNH}}{SUM^{IRSDNH}}$$

Where:

$EU^{IR}$  = the estimated usage for each respective missing intervals

$SUMU^{IRSDNH}$  = sum of actual historic usage for the respective intervals on the same day of the week if the day of the week isn't a holiday

$SUM^{IRSDNH}$  = the number of respective intervals for which historic usage was obtained

If the missing intervals occur on a holiday:

$$EU^{IR} = \frac{SUMU^{IRHL}}{SUM^{IRHL}}$$

Where:

$EU^{IR}$  = the estimated usage for each respective missing interval

$SUMU^{IRHL}$  = sum of actual historic usage for the respective intervals on holidays

$SUM^{IRHL}$  = the number of respective intervals for which historic usage was obtained



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**CUSTOMER TERMS AND CONDITIONS**

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**B. Equation 11 - Prior Week Same Day Type**

$$EU^{IR} = \frac{U^{IDTPW}}{SUM^{IDTPW}}$$

Where:

$EU^{IR}$  = the estimated usage for each respective missing interval

$U^{IDTPW}$  = the usage in the respective intervals on the same day type in the prior week

$SUM^{IDTPW}$  = the number of respective intervals in the Prior week for which usage was obtained

**C. Equation 12 - Dynamic Load Profile Data**

$$EU^{IR} = LP^{IR}$$

Where:

$EU^{IR}$  = the estimated usage for each respective missing interval

$LP^{IR}$  = the usage for that respective interval as supplied from the Company's appropriate dynamic load profile

**D. Equation 13 - Interval Flat Line**

$$EU^I = \frac{R^{EOG} - R^{BOG}}{I^N}$$

**CUSTOMER TERMS AND CONDITIONS**

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Where:

$EU^I =$  the estimated usage for each missing interval

$R^{EOG} =$  meter read at the end of the missing interval gap

$R^{BOG} =$  meter read at the beginning of the missing interval gap

$I^N =$  number of missing intervals

**E. Equation 14 - Manual Calculation**

Billing data will be calculated by a Company employee trained to make such estimations as detailed in Equation 9 above.

**3. Meter data for all Customers billed on a monthly total usage basis and are served by Non-Advanced Metering.**

The process used to develop EMI will vary depending on the amount and type of historic usage data available both for the Customer for whom actual metered data is unavailable and for similar Customers. The Company will employ the estimation equations summarized in the following table, in sequence, depending on the source data available. Once all conditions in the equation are satisfied, the Company will use the resulting EU for billing purposes. If all conditions in the equation are not satisfied, the Company will attempt to use the next equation to develop the EU.

<b>Equation</b>	<b>Data used in monthly estimated usage determination</b>	<b>Time period</b>
15	Same location - calculation	Prior billing period
16	Same location - calculation	Same billing period prior year
17	Same location - calculation	Same billing period 2 years prior
18	Same location, prior month estimated usage - calculation	Prior billing period
19	Manual calculation	

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**CUSTOMER TERMS AND CONDITIONS**

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Please note that missing usage data is estimated at the end of the Billing Period for the equations in this subsection. The equations are as follows:

**A. Equation 15 - Prior Month Estimation Method**

$$\text{CMEE} = \frac{\text{PME}}{\text{PMT}} \times \text{CMT} \times \text{PU}$$

Where:

CMEE = Current Month Estimated Energy, in kWh, equals the estimated electricity delivered to the Customer during the current monthly Billing Period.

PME = Prior Month Energy, in kWh, equals the measured electricity delivered to the Customer during the prior monthly Billing Period.

PMT = Prior Month Time, in days, equals the number of days in the Customer's prior monthly Billing Period.

CMT = Current Month Time, in days, equals the number of days in the Customer's current monthly Billing Period.

PU = The Percent of Use Factor is calculated by comparing accounts that have billed with actual readings in the current month and the Prior month and determine the percent increase or decrease. At least 10 accounts in the same weather group, tariff and bill group must have billed in either of the last two business days otherwise a factor of 1 will be used. In addition, if the calculated factor is outside the currently effective parameters, a factor of 1 will be used.

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**CUSTOMER TERMS AND CONDITIONS**

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**B. Equation 16 - Prior Year Estimation Method**

$$\text{CMEE} = \frac{\text{PYME}}{\text{PYMT}} \times \text{CMT}$$

Where:

CMEE = Current Month Estimated Energy, in kWh, equals the estimated electricity delivered to the Customer during the current monthly Billing Period.

PYME = Prior Year Month Energy, in kWh, equals the measured electricity delivered to the Customer during the monthly Billing Period in the prior year that corresponds to the current monthly Billing Period.

PYMT = Prior Year Month Time, in days, equals the number of days in the Customer's monthly Billing Period in the prior year that corresponds to the current monthly Billing Period.

CMT = Current Month Time, in days, equals the number of days in the Customer's current monthly Billing Period.

**C. Equation 17 - 2 Year Prior Estimation Method**

$$\text{CMEE} = \frac{2\text{YPME}}{2\text{YPMT}} \times \text{CMT}$$

Where:

CMEE = Current Month Estimated Energy, in kWh, equals the estimated electricity delivered to the Customer during the current monthly Billing Period.

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**CUSTOMER TERMS AND CONDITIONS**

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2YPME = Two Years Prior Month Energy, in kWh, equals the measured electricity delivered to the Customer during the monthly Billing Period from two years ago that corresponds to the current monthly Billing Period.

2YPMT = Two Years Prior Month Time, in days, equals the number of days in the Customer's monthly Billing Period from two years ago that corresponds to the current monthly Billing Period.

CMT = Current Month Time, in days, equals the number of days in the Customer's current monthly Billing Period.

**D. Equation 18 - Estimated Prior Month Estimation Method**

$$\text{CMEE} = \frac{\text{PMEE}}{\text{PMT}} \times \text{CMT} \times \text{PU}$$

Where:

CMEE = Current Month Estimated Energy, in kWh, equals the estimated electricity delivered to the Customer during the current monthly Billing Period.

PMEE = Prior Month Estimated Energy, in kWh, equals the estimated electricity delivered to the Customer during the prior monthly Billing Period.

PMT = Prior Month Time, in days, equals the number of days in the Customer's prior monthly Billing Period.

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**CUSTOMER TERMS AND CONDITIONS**

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CMT = Current Month Time, in days, equals the number of days in the Customer's current monthly Billing Period.

PU = The Percent of Use Factor is calculated by comparing accounts that have billed with actual readings in the current month and the Prior month and determine the percent increase or decrease. At least 10 accounts in the same weather group, tariff and bill group must have billed in either of the last two business days otherwise a factor of 1 will be used. In addition, if the calculated factor is outside the currently effective parameters, a factor of 1 will be used.

**E. Equation 19 - Manual Calculation**

Billing data will be calculated by a Company employee trained to make such estimations as detailed in Equation 9 above.

**4. Meter data for all DS-3, DS-4, and DS-6 Customers.**

**A. Equation 20 - Manual Calculation**

Billing data will be calculated by a Company employee trained to make such estimations as detailed in Equation 9 above.

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**CUSTOMER TERMS AND CONDITIONS**

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**M. Flex Pay Payment Option**

Flex Pay is a voluntary payment option that provides Residential Customers with AMI metering, the ability to determine: 1) when to make payments for electric service, and 2) the amounts they want to pay towards service, based on their daily account balance. Customers participating in Flex Pay will retain their eligibility for this billing option by maintaining a positive balance in their account. The Company will provide reminder notices delivered electronically to participating Customers when their estimated days of paid service reach threshold levels established by the Customer and/or the Company.

1. Availability

Any Residential Customer (Rate DS-1) with an AMI Meter may elect to participate in the Company's Flex Pay payment option except for Customers served by a Retail Electric Supplier (RES) billed under the Dual Billing option, the Single Billing Option (SBO), or the bill ready version of Utility Consolidated Billing (UCB) or any Customer participating in the Percentage of Income Payment Plan (PIPP) program. Customers receiving Supply Service under an hourly-priced option and Customers receiving Low Income Heating Energy Assistance Program (LIHEAP) funds are eligible to participate in Flex Pay. Eligible Customers receiving electric service from the Company who also receive natural gas service from the Company may participate in Flex Pay.

The Customer may initiate service under Flex Pay during any month of the year. Customers may enroll in Flex Pay by calling the Company.

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**CUSTOMER TERMS AND CONDITIONS**

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2. Guidelines

The Company will use its AMI system to upload usage information on a daily basis for participating Customers. The Company will apply that usage information to the billing determinants contained in the applicable Delivery Service tariffs, Supply Service tariffs or RES rate ready UCB data to calculate the charges for service for that day. Company shall then compare those charges to the amount of funds paid to date by the participating Customer to determine whether the amount of monies paid to date by the Customer are sufficient to cover that day's service.

The Company will then compare the remaining amount of funds paid to date by the Customer to the Customer's actual daily usage information and billing determinants, and will calculate an estimated number of days of service that can be paid for using those remaining funds. If the estimated remaining days of paid service results in a figure that falls below minimum thresholds established by the Customer and/or the Company, an electronic notification will be sent to the Customer via their preferred form of electronic communication, including email, and/or text message. The Customer is responsible for maintaining a valid form of electronic communication. The Customer will use the notification to determine whether they want to make payments for service at that time. The Customer is responsible for monitoring usage and payments, and maintaining a positive balance of estimated days of paid service. Customers can check their estimated days of paid service at any time using the electronic format of their choosing.



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**CUSTOMER TERMS AND CONDITIONS**

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If the preceding calculation results in a negative balance, the Company reserves the right to suspend the Customer's participation in Flex Pay for a minimum of six Billing Periods. If participation is suspended, the Customer will be returned to the standard billing and payment process outlined in this section of the Customer Terms and Conditions tariff. Suspension from use of this option will not result in any credit actions against the Customer or be used as a factor in calculating the credit-worthiness of the Customer. While participating in this Flex Pay payment option, Customers will not receive late payment charges nor be subject to Credit & Collection actions, including disconnection of service, for payments related to current service. Company may pursue collection of debts incurred prior to Customer's enrollment in this payment option.

Calculation and delivery of actual bills will continue for participants in this payment option using the processes outlined in the Company's tariffs. Participating Customers will continue to receive a monthly billing statement delivered to them using an option of their choosing.

New Customers from whom the Company would otherwise require a deposit may enroll in this Flex Pay payment option in lieu of being billed a deposit.

Any LIHEAP monies received on behalf of participating Customers will be applied first to Customer arrearages.

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**CUSTOMER TERMS AND CONDITIONS**

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3. General

A Customer may cancel participation in the Flex Pay payment option at any time and will be returned to the standard billing and payment process outlined in this section of the Customer Terms and Conditions tariff. Customers who cancel their participation in the Flex Pay payment option may re-enroll in Flex Pay after the sixth Billing Period following cancellation.

Service hereunder is subject to the Customer Terms and Conditions, Standards and Qualifications for Electric Service, Tax Additions, and Supplemental Customer Charge Tariffs of this Schedule, as well as any other applicable Rates, Riders, taxes, adjustments, fees or charges that may be approved by the ICC from time to time and in effect.

The Company reserves the right to terminate this payment option at any time upon no less than 90 days' notice is provided to Customers enrolled in the Flex Pay payment option.

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**CUSTOMER TERMS AND CONDITIONS**

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**9. TECHNICAL AND OPERATIONAL REQUIREMENTS**

The Technical and Operational Requirements associated with Customers service, load and Premises are located in the Technical and Operational Requirements Section of the Standards and Qualifications for Electric Service.

**10. SWITCHING SUPPLIERS AND DASR PROCEDURES**

**A. Customer Switching**

The Company's Direct Access Service Request (DASR) procedures, contained in these Customer Terms and Conditions, for switching between supply options involving a RES, must be followed. The enrollment of an account or service point to a RES will become effective on the first scheduled meter reading date after proper notice is received by the Company, or an alternative date subject to off-cycle enrollment rules. The Customer will be charged for each off-cycle enrollment at the rate specified in Miscellaneous Fees and Charges. Following are the switching rules for supply options between a RES and Company-provided supply options, as well as between Company supply options.

**1. Electric Service Related To Rider BGS and Rider RTP**

Applicable to Customers served Under Rate DS-1, DS-2 and DS-5 however, a DS-1 (Residential) or DS-2 (Small General) Customer that has terminated service under Rider RTP will not be eligible to reinstate service under Rider RTP for a period of 12 consecutive months after the date of termination. This limitation shall cease on such date that the provision of electric power and energy is declared competitive for such Customers under Section 16-113 of the Public Utility Act.

**a. Rider BGS to a RES**

Customer may switch from Rider BGS to a RES; however, the Customer must have satisfied any 12 consecutive month term for service under Rider BGS, where required.

**b. RES to Rider BGS**

Customer may elect to switch from a RES to Rider BGS provided that the Customer's service point qualifies for Rider BGS.

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## CUSTOMER TERMS AND CONDITIONS

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A Customer, whose service has been terminated by a RES and who has not provided the proper advanced notice of a switch to another RES or to a Company provided supply tariff will be defaulted to Rider BGS provided that the Customer's service point qualifies for Rider BGS. Any Customer that switches or defaults to BGS service will have the option to notify the Company of their intent to switch to Rider RTP or to a RES, however, such notification must be received no later than the time of the scheduled meter read at the end of the second full billing month after the default or switch from a RES. The Customer shall be permitted to return to the same RES only in situations where the return was in error, inadvertent, or the result of any other unintended operational consequence. A Customer not making such election within the required time frame must remain on Rider BGS for a minimum period of 12 consecutive months.

**c. Rider BGS to Rider RTP**

Customer may switch from Rider BGS to Rider RTP at any time, except where Customer has self-selected Rider BGS service whereby a 12 month minimum service period is required. The Customer must have interval metering installed to switch to Rider RTP. DS-5 service is not eligible for Rider RTP.

**d. Rider RTP to RES**

Customer may switch from Rider RTP to a RES by following the applicable DASR procedures.

**e. RES to Rider RTP**

Customer may switch from a RES to Rider RTP subject to proper notice. The Customer must have interval metering installed to switch to Rider RTP. DS-5 service is not eligible for Rider RTP.

**f. Rider RTP to Rider BGS**

Customer may switch from Rider RTP to Rider BGS subject to proper notice. A Customer shall have the ability to rescind the switch request and return to RTP service if the rescission request is made by the Customer to the Company within ten calendar days of the Company's processing of the request to switch from RTP service. If the tenth calendar day falls on a non-business day, then the rescission period shall be extended through the next business day.

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**CUSTOMER TERMS AND CONDITIONS**

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Any Customer that switches to BGS service will have the option to notify the Company of their intent to switch to a RES, however, such notification must be received no later than the time of the scheduled meter read at the end of the second full billing month after the default or switch from RTP service. A Customer not making such election within the required time frame must remain on Rider BGS for a period of 12 consecutive months after switching from Rider RTP.

**2. Electric Service Related To Competitively Declared Service**

Applicable to Customers served under Rate DS-3, Rate DS-4, and Rate DS-6.

- a. **RES to Rider HSS**  
Customer may switch from a RES to Rider HSS subject to proper notice. A Customer whose service has been terminated by a RES and who has not provided the Company with proper advanced notice of a switch to Rider HSS or another RES will be defaulted to Rider HSS.
- b. **Rider HSS to RES**  
Customer may switch to a RES from Rider HSS by following the applicable DASR procedures.
- c. **Rider BGS to a RES**  
Customer may switch from Rider BGS to a RES; however, the Customer must have satisfied any 12 consecutive month term for service under Rider BGS, where required.
- d. **Rider BGS to Rider HSS**  
Customer may switch from Rider BGS at anytime, however the Customer must have satisfied any 12 consecutive month term for service under Rider BGS where required.

**3. Power Purchase Option**

Any Customer that qualifies for Power Purchase Option (PPO) service from the Company shall take such PPO service under the terms of Rider BGS, Rider RTP or Rider HSS as applicable. The terms and conditions of those tariffs and applicable charges will constitute the provision of PPO service.

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**CUSTOMER TERMS AND CONDITIONS**

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**4. New Customers**

**a. Rider BGS and Rider RTP**

Applicants for service under Rates DS-1 and DS-2, who have never received service from the Company will be given the option of either Rider BGS or Rider RTP if they choose electric power and energy supply service from the Company or they can choose their electric power and energy supply requirements from a RES. Customer must meet the terms and conditions of Rider BGS or Rider RTP if they choose Company-provided supply service.

Applicants for service under Rate DS-5 will be given the option of either Rider BGS or service from a RES.

**b. Competitively Declared Service**

New Customers with an expected monthly Demand of 150 kW or greater may receive supply service from the Company only under Rider HSS or may receive supply service from a RES.

**B. RES Enrollment Procedures**

- (1) A RES shall initiate an enrollment by submitting a valid enrollment DASR to the Company to be effective as agreed in the LOA.

For Mass Market accounts, the RES must submit one enrollment DASR per account number. The enrollment DASR must include a valid account number. All usage associated with the account will become pending to be enrolled upon validation of the enrollment DASR and assignment of the enrollment effective date.

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## CUSTOMER TERMS AND CONDITIONS

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For non-Mass Market accounts, the RES may either submit one enrollment DASR per account number or one enrollment DASR per service point. For an account-level enrollment, the enrollment DASR must include a valid account number. For a service point-level enrollment, the enrollment DASR must include a valid account number and a valid service point number associated with the account. All usage associated with the account or service point will become pending to be enrolled upon validation of the enrollment DASR and assignment of the enrollment effective date.

If a RES wishes to only supply a portion of an account's load through Partial Requirements Supply Service, then the RES must still submit an enrollment DASR for the account. In addition, the RES must notify Company in writing of its intent to serve a portion of an account's load. This communication must be received by Company concurrently or before the enrollment DASR submission.

- (2) Only one RES shall provide service to any Mass Market account. A non-Mass Market account with multiple electric service points may have multiple RESs that each supplies one or more of the electric service points.

For both Mass Market and non-Mass Market accounts, the Customer may elect to serve a portion of its account's load with Partial Requirements Supply Service. A Customer may also manage its own power resources as a CSM.

- (3) A Customer's RES must enroll an account or service point by submitting a completed enrollment DASR, via EDI, to the Company.

For a Mass Market account, an on-cycle enrollment must take place on a scheduled meter reading date for the account. The scheduled meter reading date must be at least two business days plus the number of days allowed for a Customer rescission from the date that the enrollment DASR is processed by the Company. In addition, if a particular scheduled meter reading date is requested in the on-cycle enrollment DASR, such date may not be more than 45 calendar days from the date that the enrollment DASR is processed by the Company.

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## CUSTOMER TERMS AND CONDITIONS

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For a non-Mass Market account or service point, an on-cycle enrollment must take place on a scheduled meter reading date for the account. The scheduled meter reading date must be at least seven calendar days from the date that the enrollment DASR is processed by the Company. In addition, if a particular scheduled meter reading date is requested in the on-cycle enrollment DASR, such date may not be more than 45 calendar days from the date that the enrollment DASR is processed by the Company.

For both Mass Market accounts and non-Mass Market accounts, if no date is specified as an enrollment effective date in the on-cycle enrollment DASR, then the enrollment effective date will default to the next valid scheduled meter reading date. If an enrollment effective date other than a scheduled meter reading date is specified in an on-cycle enrollment DASR, and such date is between the minimum number of days (per the rules outlined in this tariff) and 45 calendar days from the date that the on-cycle enrollment DASR is processed by the Company, then the enrollment effective date will default to the next scheduled meter reading date after the requested enrollment effective date even if such scheduled meter reading date is more than 45 calendar days after the date that the Company processes the on-cycle enrollment DASR. An on-cycle enrollment DASR submitted less than the minimum number of days (per the rules outlined in this tariff) prior to the next scheduled meter reading date will default to the following scheduled meter reading date.

If the Company is providing Metering Service, the Company shall permit a RES to request an off-cycle enrollment (i.e. for a date other than an account's scheduled meter reading date) for a non-Mass Market account. To initiate an off-cycle enrollment, the RES shall submit an off-cycle enrollment DASR that indicates the requested enrollment effective date. The Customer will be charged for each off-cycle enrollment at the rate specified in the Miscellaneous Fees and Charges tariff.



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**CUSTOMER TERMS AND CONDITIONS**

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Off-cycle enrollments shall only be honored for non-Mass Market accounts or service points. An off-cycle enrollment will become effective on the requested enrollment effective date specified by the RES, provided that the requested enrollment effective date is at least seven calendar days but no more than 45 calendar days from the date that the enrollment DASR is processed by the Company. If no enrollment effective date is specified in an off-cycle enrollment DASR, then the enrollment will be rejected. An off-cycle enrollment DASR submitted less than seven calendar days prior to the requested enrollment effective date will default to the next business day that is at least seven calendar days from the date that the enrollment DASR is processed by the Company.

If an off-cycle enrollment is requested for a Mass Market account, then the enrollment DASR will default to an on-cycle enrollment. In this scenario, the enrollment effective date will default to the next valid scheduled meter reading date after the requested off-cycle enrollment effective date even if such scheduled meter reading date is more than 45 calendar days after the date that the Company processes the on-cycle enrollment DASR.

Enrollments shall be effectuated as follows:

An on-cycle enrollment of a scalar-metered service point shall be effectuated when the service point's meter data is collected – which will occur within the four business days that comprise the account's billing window. The actual time of the enrollment could be anytime during the day that the meter data is collected. An on-cycle enrollment may occur on a non-business day if the non-business day falls within the billing window.

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## CUSTOMER TERMS AND CONDITIONS

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An on-cycle enrollment of an interval-metered service point shall be effectuated when the service point's meter data is collected – which will occur within the four business days that comprise the account's billing window. The actual time of the enrollment could be anytime during the day that the meter data is collected. An on-cycle enrollment may occur on a non-business day if the non-business day falls within the billing window.

An off-cycle enrollment of a scalar-metered service point shall be effectuated as of the very end of the day (i.e. 23:59:59) of the date requested. An actual meter reading on the off-cycle enrollment effective date is not taken. Instead, for the first billing period that includes the date of the off-cycle enrollment, usage is prorated for the time between when the enrollment is effectuated and the date on which the meter is actually read.

An off-cycle enrollment of an interval-metered service point shall be effectuated as of the very end of the day (i.e. 23:59:59) of the date requested.

- (4) After receiving the enrollment DASR, the Company shall send an EDI response to the RES.

If the enrollment is valid and is on-cycle, then the enrollment effective date communicated in the EDI response will be either the requested scheduled meter reading date (if such a date is specified in the enrollment DASR) or the next valid scheduled meter reading date (if a scheduled meter reading date is not specified in the enrollment DASR). This date should be interpreted as a placeholder by the RES, as the actual enrollment effective date may occur anytime within the four business day billing window.

If the enrollment is valid and is off-cycle, then the enrollment effective date communicated in the EDI response will be the actual enrollment effective date.

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**CUSTOMER TERMS AND CONDITIONS**

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- (5) Company will notify the Customer in writing of the scheduled enrollment and the name of the RES that will be providing power and energy services. If the Customer objects to the pending enrollment, then the Customer may request a rescission of the pending enrollment.

For a Mass Market account, the rescission request must be made by the Customer to the Company within ten calendar days of the Company's processing of the enrollment DASR. If the tenth calendar day falls on a non-business day, then the rescission period shall be extended through the next business day.

For a non-Mass Market account, the rescission request must be made by the Customer to the Company at least two business days prior to the account's scheduled meter reading date (for an on-cycle enrollment) or requested enrollment effective date (for an off-cycle enrollment).

- (6) The Company shall accept and process the first valid enrollment DASR that it receives for an account or service point for a particular enrollment effective date. The Company shall reject any subsequent conflicting enrollment DASR it receives for the same enrollment effective date. The Company shall reject such subsequent enrollment DASR or DASRs without notifying the Customer.

**C. MSP Enrollment Procedures**

An MSP shall initiate a switch by submitting a valid enrollment DASR to be effective as agreed to in the LOA. The DASR may be submitted any time between seven and 45 calendar days prior to the requested meter exchange date. An enrollment DASR that does not specify an exchange date will be rejected.

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**CUSTOMER TERMS AND CONDITIONS**

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Meters may only be exchanged in a period beginning five business days after the scheduled meter reading date and ending five business days prior to the next scheduled meter reading date. Exchanges involving interval data recorders must be scheduled with the Company. The Company shall send an EDI response to the MSP confirming the request and informing the MSP of the next available meter exchange date. An enrollment DADR submitted less than seven or more than 45 calendar days prior to the requested meter exchange date shall be rejected. Where appointments with Company metering personnel are required for the exchange, Company will endeavor to complete the meter exchange on the requested date. In the event of a meter installation or other work backlog, Company will provide notice of the Metering Services backlog or the next available meter exchange date. A switch of Metering Services shall always be effective upon meter exchange.

**D. RES Drop Procedures**

A RES may terminate service to a Mass Market account by submitting an account level drop DADR to the Company. Both a service point level drop DADR and an account level drop DADR will be accepted by the Company for a non-Mass Market account. Company must receive and process the drop DADR at least seven calendar days but not more than 45 calendar days before the requested termination date.

If the drop is on-cycle and a scheduled meter reading date is specified in the drop DADR that is at least seven calendar days but no more than 45 calendar days from the date that the Company processes the drop DADR, then the drop effective date communicated in the EDI response to the RES will be the requested scheduled meter reading date. This date should be interpreted as a placeholder by the RES, as the actual drop effective date may occur anytime within the four business day billing window.

If the drop is on-cycle and an effective date other than a scheduled meter reading date is specified in the on-cycle drop DADR, and such date is between seven calendar days and 45 calendar days from the date that the on-cycle drop DADR is processed by the Company, then the drop effective date communicated in the EDI response to the RES will be the next scheduled meter reading date even if such date is more than 45 calendar days after the date that the Company processes the on-cycle drop DADR. This date should be interpreted as a placeholder by the RES, as the actual drop effective date may occur anytime within the four business day billing window.

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**CUSTOMER TERMS AND CONDITIONS**

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If the drop is on-cycle and no date is specified in the drop DASR, then the drop effective date communicated in the EDI response to the RES will be the next scheduled meter reading date that is at least seven calendar days from the date in which the drop DASR is processed by the Company. This date should be interpreted as a placeholder by the RES, as the actual drop effective date may occur anytime within the four business day billing window.

If the drop is off-cycle and a drop effective date is specified in the off-cycle drop DASR that is at least seven calendar days but no more than 45 calendar days from the date that the Company processes the off-cycle drop DASR, then the drop effective date communicated in the EDI response to the RES will be the actual drop effective date.

If the drop is off-cycle and no effective date is specified in the off-cycle drop DASR, then the drop will be rejected.

An off-cycle drop DASR will only be accepted for a non-Mass Market account or service point. If an off-cycle drop is submitted for a Mass Market account, then the drop request will be processed, but the drop effective date will default to the next scheduled meter reading date (after the requested off-cycle drop date) even if such date is more than 45 calendar days after the date that the Company processes the off-cycle drop DASR.

If Company determines that the drop DASR contains all the required information, Company will notify the Customer in writing of the scheduled termination date.

For both Mass Market and non-Mass Market accounts, a RES may rescind their pending drop and it shall be rescinded via EDI. The EDI transaction must be received from the RES and processed by the Company at least two business days prior to the scheduled meter reading date (for an on-cycle drop) or the requested enrollment effective date (for an off-cycle drop).

A Customer may terminate service from a RES by contacting the Company's call center. A drop request from a Customer must be received and processed by the Company at least seven but no more than 45 calendar days before the requested termination date. A Mass Market account may only be dropped on-cycle.

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**CUSTOMER TERMS AND CONDITIONS**

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**E. MSP Drop Procedures**

An MSP may terminate its provision of Metering Services on behalf of its Customer by the submittal of a drop DASR. The termination shall become effective on the next available meter exchange date as established by the Company. If an MSP terminates service to a Customer and the Customer has no alternative source of Metering Services, the Company shall provide Metering Services to the Customer.

**F. Switching Fees**

For all switches to a RES, MSP or Company's Riders, Customer will be charged a switching fee in accordance with the rate specified in the Miscellaneous Fees and Charges tariff.

**11. CUSTOMER INFORMATION**

**A. Customer Specific Usage Information**

A Customer or a RES may request Customer specific information that includes energy usage for the last 24 billing periods. The Company will provide available usage history upon receipt of a valid request for such information. Requests can be made via Electronic Data Interchange (EDI), by contacting the Company's Customer Contact Center or on the Company's web site, [www.ameren.com](http://www.ameren.com).

**B. Customer Specific Billing Information to Supplier**

The Company will not release to the Supplier a Customer's credit or payment history or Customer's billed amounts in dollars, except as noted below, where specific written authorization to release this information has been received from the Customer and presented to the Company. A Supplier, who has a signed authorization from the Customer and is acting as an authorized agent of the Customer, may request Customer specific billing and usage information. A signed standard LOA is not sufficient authorization for release of this billing and usage information. After the request has been validated, a historical billing and usage report will be provided to the Customer's billing address or to the address specified by the agent.

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**CUSTOMER TERMS AND CONDITIONS**

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**C. No Release of Information**

No Supplier or other Person who has obtained Customer information provided by the Company shall release Customer information to any Person other than the Customer, except as provided in Section 2HH of the Consumer Fraud and Deceptive Business Practices Act (815 ILCS 505/2HH).

**D. Customer Information Center**

The Company will maintain a Customer contact center where Customers can reach a representative and receive current information. The Company will periodically notify Customers on how to reach the contact center.

**E. Meter Attribute Information**

With specific Customer approval, the Company will provide certain information on the Customer's Company-owned meter(s) to certified MSPs. Such information will include the number of meter(s), voltage and other pertinent information.

**F. Non-Discriminatory Provision of Information**

In providing information to the Customer and the Supplier, the Company shall comply with the Illinois Commerce Commission's Order in Docket Nos. 98-0147 & 0148.

**12. DISCONNECTION AND RECONNECTION**

**A. Discontinuance of Service**

It is the responsibility of the Customer to notify the Company when a Customer wishes to discontinue electric service from the Company.

Only the Company shall have the right to discontinue service to any Customer and to remove its property from Customer's Premises, after due notice for the following situations:

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**CUSTOMER TERMS AND CONDITIONS**

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1. Non-payment of past due bill for the same class and type of service;
2. Non-payment of valid Company service deposit owing on account;
3. Non-payment of a deposit owing as result of Company evidence of a problem described in Section 280.210;
4. Failure to provide access in multi-meter premises to Company facilities after attempts by the Company to gain access as described in Section 280.140;
5. Failure to provide access to Company facilities after four attempts (two attempts if in order to meet regulatory requirements) by the Company to gain access to a single Customer Premises, provided that the Company must comply with the same notification and record keeping requirements as in Section 280.140(c)(1), (2) and (3);
6. Occupant usage without a valid Customer of record;
7. Theft of service and/or tampering as described in Section C below;
8. Non-compliance with any rules of the Company on file with the Commission for which the Company is authorized by tariff to disconnect service in the event of non-compliance;
9. Non-compliance with an order of the Commission;
10. Unsafe conditions; or
11. Cooperation with civil authorities.

\* Notwithstanding the above, for the period from March 13, 2020 through at least July 26, 2020, the Company shall not disconnect service to Customers for situations 1, 2 or 3 as stated above. If a Customer served under this Schedule requests the Company to disconnect the service and remove Company facilities, Customer shall pay to the Company at the time of reconnection the total cost to the Company of installing and removing said facilities, less salvage, if any.

**B. Customer Reconnection**

A Customer's service so disconnected shall be reconnected after Customer has done the following:

1. Pursuant to the 83 Ill. Adm. Code 280, paid delinquent bills, established credit and paid a service reconnection charge as set forth in the Miscellaneous Fees and Charges tariff, or
2. Furnished satisfactory evidence of the compliance with Company's rules or terms and conditions and paid a service reconnection charge as set forth in the Miscellaneous Fees and Charges tariff.



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**CUSTOMER TERMS AND CONDITIONS**

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**C. Meter Tampering**

The Company shall have the right to discontinue electric service to any Customer and remove its property from Customer Premises as provided for in 83 Ill. Adm. Code 280, where the Company or MSP discovers evidence of tampering with any meter or service wiring leading thereto, and where such tampering is for the purpose of reducing the registration of the Customer's electric consumption. A Customer's service so disconnected shall be reconnected after Customer has furnished satisfactory evidence of the compliance with Company's rules or terms and conditions and paid all service charges as hereinafter set forth:

1. All delinquent bills, if any;
2. The amount of any Company revenue loss attributable to said tampering;
3. Expenses incurred by the Company in replacing or repairing the meter or other appliance or equipment and in the preparation of the bill;
4. A cash deposit, the amount of which shall not exceed the maximum amount determined in accordance with 83 Ill. Adm. Code 280, less the amount of any cash deposit which the Customer currently has on file with the Company.

**D. Customer Notification**

Prior to discontinuance of electric service to a Customer for the same class of service furnished at the same or another location, the Company will, under the terms of 83 Ill. Adm. Code 280, mail to the Customer a disconnect notice.

**E. Supplier Notification**

The Company may disconnect and discontinue Electric service to a Customer receiving service from a RES and/or MSP in accordance with the provisions set forth above.

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**CUSTOMER TERMS AND CONDITIONS**

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1. The Company will electronically notify the Customer's RES as described below when:
  - (a) Service has been disconnected, the day of, or next business day after, disconnection.
  - (b) Service is disconnected and subsequently reconnected before the Customer's account has been discontinued, the day of, or next business day after, reconnection.
  - (c) Service is discontinued. In those instances when a Customer is discontinued by the Company and subsequently is reconnected, such Customer shall be treated as a new Customer.
  
2. The Company will electronically notify the Customer's MSP when:
  - (a) Service is discontinued. In those instances when a Customer is discontinued by the Company and subsequently is reconnected, such Customer shall be treated as a new Customer.

**F. Customer Requested Discontinuance of Service for Less than 12 Months**

When a Customer served under this Schedule requests the Company to discontinue service, and where said service is discontinued for fewer than 12 months, Customer shall pay to the Company at the time of service reactivation an amount equal to the applicable monthly minimum charges times the number of months service was discontinued, plus a service reconnection charge.

**G. Property Management Agreement**

In order to aid property owners (landlord) and/or property managers in retaining service between Residential tenants, a landlord/property manager shall have the option to participate in the Ameren Illinois' Property Management Program (Program). Under the Program a landlord/property manager shall assume bill payment responsibility and

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## CUSTOMER TERMS AND CONDITIONS

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continuance of service when a tenant who had utility service in the tenant's name leaves the Premises and the Company has no Customer of record for the Premises. The Company and landlord/property manager shall agree in writing to the Property Management Agreement which details the prearranged procedures associated with the Program.

A copy of the Property Management Agreement is shown in Appendix C. Absent written agreement with a landlord/property manager, the Company shall not place service in the name of the landlord/property manager unless the landlord/property manager contacts the Company to apply for service.

### 13. DISPUTE RESOLUTION

A Customer receiving electric service under this Schedule shall have the right to have Company personnel review any dispute. The Company shall address all Customer disputes pursuant to the 83 Ill. Adm. Code 280.220.

For UCB/POR, the Company is providing two billing methods, Bill Ready and Rate Ready. The process to handle disputes associated with the two billing methods are identical except for the final step that accommodates for the billing method a RES uses, should it be appropriate for the RES to make a correction for a disputed charge. If the Company receives a call from a Customer served by a RES under the UCB/POR Program, the Company will initially attempt to determine whether the question is related to usage or related to RES service prices. If the issue is usage related; this would not be considered a dispute concerning RES service. If the Company call center representative determines that the question pertains to the RES charges, the Customer will be referred to the RES and will also be provided with contact information for the ICC's Consumer Services Division ("CSD"). The Customer will be told that if, after contacting the RES, they are unable to resolve their dispute with the RES they may contact the ICC's CSD. Upon notification of Disputed Charges from the RES or the CSD, the Company shall enter a suspend charge on a Customer's account for Disputed Charges, removing the entered dollar amount from any collection action or late payment charges until the next bill date or specific date entered. For reference see the flow chart in Appendix B that represents the dispute resolution process.

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**CUSTOMER TERMS AND CONDITIONS**

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**14. MISCELLANEOUS GENERAL PROVISIONS**

**A. Tariffs Subject to Illinois Commerce Commission**

All charges, Terms and Conditions, Riders and Tax Additions of the Company applicable to service supplied under this Rate Schedule are subject to approval, termination, change or modification by the Illinois Commerce Commission, to the extent permitted by law.

**B. Limitation of Liability**

The Company will use reasonable diligence in furnishing uninterrupted and regular Electric Service, but will in no case be liable for interruptions, deficiencies or imperfections of said service, except to the extent of a pro rata reduction of the monthly charges.

The Company does not guarantee uninterrupted service and shall not be liable for any damages, direct or otherwise, which the Customer may sustain by reason of any failure or interruption of service, increase or decrease in energy voltage or change in character of energy, whether caused by accidents, repairs or other causes except when caused by gross negligence on its part; however, in no event shall the Company be liable for any loss by Customer of production, revenues or profits or for any consequential damages whatsoever on account of any failure or interruption of service or increase or decrease in energy voltage or change in character of energy; nor shall the Company be liable for damages that may be incurred by the use of electrical appliances or the presence of the Company's property on the Customer's Premises. Company is not responsible or liable for damage to Customer's motor or any other equipment or property caused by conditions not due to negligence of Company. Customer is required to provide suitable protection so that a motor and other equipment or property to which it is connected will be protected in case of overload, loss of voltage, low voltage, loss of phase (single phase or three phase motors), and re-establishment of normal service after any of the above conditions. The Company shall not be responsible or liable for any losses suffered due to the termination of service.

The Company shall not be responsible or liable for the failure of any other party to perform. Further, the Company is not liable to the Customer for any damages resulting from any acts, omissions, or representations made by the Customer's agent or other parties in connection with soliciting the Customer for third party supply or Delivery Service or performing any of the agent's functions in rendering third party supply or Delivery Service. In no event shall a Customer's agent be considered an agent on behalf of the Company.

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**CUSTOMER TERMS AND CONDITIONS**

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The Company shall not be responsible nor liable for electric energy from and after the point at which it first passes to the wires or other equipment owned or controlled by the Customer, and Customer shall protect and save harmless Company from all claims for injury or damage to Persons or property occurring beyond said point, except where injury or damage shall be shown to have been occasioned solely by the negligence of the Company. The Customer will be held responsible and liable for all electrical energy used on the Premises until notice of termination of service is received by the Company and Company or MSP shall have taken the final meter readings.

The Company will not be responsible for damages for any failure, interruption or reversal of the supply of electrical energy, increase or decrease in energy voltage, or change in character of energy from three phase to single phase, except when caused by fault on its part.

The Company is not liable for any damages caused by the Company's conduct in compliance with or as permitted by the Company's Rates for Electric Service or other agreements, or any other applicable rule, regulation, order or tariff.

The Company shall endeavor to provide service connections to new Customers within a reasonable time and to furnish continuous service to Customers attached to the Company's facilities.

**C. Non-Discriminatory Access**

Delivery Service shall be priced and made available to all Customers on a non-discriminatory basis regardless of whether the Customer chooses the Company, an affiliate of the Company, or another entity as its supplier of electric power and energy or Metering Services, in accordance with applicable Commission Rules.

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**CUSTOMER TERMS AND CONDITIONS**

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**D. Exclusive Service**

The Company shall be the sole provider of the delivery of electric power and energy to each Premises.

Customer will not construct additional facilities for the purpose of taking delivery from another entity except where Company and Customer have entered into a service agreement defining the conditions of service.

Customer will not operate electric generating equipment on the same Premises as Company's service except where it is used only in the event of interruption of Company's service or when Company and Customer have entered into a service agreement for reserve service, auxiliary service or for parallel operation.

Notwithstanding the above, nothing in this section prohibits operation of Customer-owned generating equipment where the load of the Customer served by said generation is not connected to the Company's system.

**E. Energy and Demand Adjustment**

Company will normally measure Customer's service at the Delivery Voltage. If Company elects measurement of Customer's service at a voltage other than Delivery Voltage, the demands and energy consumption measured will be increased or decreased to compensate for transformer losses. If Customer takes Metering Service from an MSP, the MSP must provide Customer's meter usage data to Company.

**F. Unusual Conditions**

Company reserves the right to shut off the supply of electric energy at any time when such action is necessary for the purpose of making repairs or in case of an emergency. Company shall make reasonable efforts to notify Customer in advance of shutting off the supply of electric energy for the purpose of making repairs where no emergency is involved.

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**CUSTOMER TERMS AND CONDITIONS**

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**G. Protection of Service**

The Company will not render service to any Customer for use by the Customer which shall have a detrimental effect upon the service rendered to Company's other Customers.

**H. Customer Owned Generation**

A Customer using electric generating facilities to produce all or a portion of Customer's electrical load requirements must not operate the facilities in parallel with Company's facilities until written approval is obtained from Company. Prior to using electric generating facilities in parallel with Company's system to produce all or a portion of its electrical load requirements, or shifting load to an isolated generator, Customers with generation capacity of over 1 MW shall have the Company install a meter (or meters), at Customer's expense, that records the generator output at pre-programmed intervals and the Customer must execute a written agreement provided by Company.

All installations of emergency generators by Customers shall conform to Company's specifications. Further information is available in the Technical Requirements For Customer Parallel Operation With Company section of Standards and Qualifications for Electric Service.

**I. Assignment**

No agreement for service may be assigned or transferred without the written consent of the Company.

**J. Resale and Redistribution of Power and Energy Service**

The Company will not furnish power and energy service for resale or redistribution. Resale means the sale of power and energy by Customer to a third Person or Persons. Redistribution means the furnishing of electricity by Customer to a third person or persons in exchange for a benefit, a promise, or other consideration under conditions which do not constitute resale.

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**CUSTOMER TERMS AND CONDITIONS**

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**K. Contingency Plan**

The Company may curtail or discontinue the provision of service to any Customer, upon reasonable notice if possible, in the event it becomes necessary to do so in case of emergencies or in compliance with an order or directive of Federal, regional, State, or municipal authorities. The Company may interrupt service to any Customer or Customers in an emergency threatening the integrity of its system or to aid in the restoration of service, if, in its sole judgment, such action will alleviate the emergency condition and enable it to continue or restore service consistent with the public welfare.

The Company will first take steps to obtain additional sources of electric power and energy, and apply appropriate conservation measures to its own operation. Also, to the extent permitted by the applicable rate provisions, the Company will require its Customers with interruptible/curtailable service to reduce their electrical consumption. The Company may also reduce system voltages, if directed to do so by the Regional Transmission Organization. If emergency conditions persist, or are likely to persist, the Company will, after notification to appropriate Federal, regional, State or municipal authorities, appeal to the public to voluntarily curtail energy usage. Next, if the preceding actions fail to alleviate the emergency conditions, the Company will implement a mandatory curtailment. A mandatory curtailment may include rotating interruptions of distribution system circuits, avoiding to the extent possible, circuits providing electricity for essential services.

"Essential services" shall mean those services or activities requiring the use of electricity for the protection of the public health, safety or security or to aid in alleviating the electricity shortage.

Examples of facilities which may be engaged, in whole or in part, in providing essential services include, but are not necessarily limited to; a) facilities for life support; b) facilities for national, state or local security; c) facilities for public health and safety such as major police and fire control facilities, major airports, communication facilities, including telephone, telegraph, radio and television; d) facilities for the production and distribution of energy resources.



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**CUSTOMER TERMS AND CONDITIONS**

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**L. Transmission Service**

In its Order No. 888, the Federal Energy Regulatory Commission (FERC) concluded that if unbundled retail transmission in interstate commerce occurs as the result of a state retail wheeling program, the FERC has exclusive jurisdiction over the rates, terms and conditions of such transmission. The Customer or the Customer's RES shall obtain Transmission Service and all Ancillary Services exclusively pursuant to the rates, terms and conditions of the Transmission Provider's FERC-approved tariffs related to Transmission Service and all of the Company's business practices adopted pursuant thereto. Any reference made herein to transmission or Ancillary Services described in the Transmission Provider's FERC-approved tariffs related to Transmission Service should be considered as an interpretation or application of the terms of the Transmission Provider's FERC-approved tariffs related to Transmission Service to retail Delivery Services and are intended to be in compliance with Transmission Provider's FERC-approved tariffs related to Transmission Service. In the event of a conflict between this Schedule and the Transmission Provider's FERC-approved tariffs related to Transmission Service, the Transmission Provider's FERC-approved tariffs related to Transmission Service shall govern.

**M. System Losses**

System electrical losses are incurred when power and energy is delivered from generation to the Customer's meter. System losses are recovered through the charges developed for power and energy from your chosen supplier. The system loss factors applied to Customer loads are shown in the Supplier Terms and Conditions contained within this Electric Service Schedule.

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**CUSTOMER TERMS AND CONDITIONS**

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**N. Loss of Service From RES**

1. RES' Failure to Deliver. The Customer and its RES shall be responsible for delivering power and energy necessary to meet the Customer's load to the Company's transmission system or the Company's distribution system. In the event the Customer and/or its RES fail to deliver power and energy to the Company's transmission system or distribution system for any reason, the Customer may be required to curtail its load at the direction of the Company or its RES, if the Company is unable to arrange for power and energy to meet the Customer's Demand.
2. Suspension or Revocation of a RES's Rights. In the event a RES would have its certificate to conduct business as a RES in the State of Illinois revoked or suspended, or the Company suspends a RES's service rights, the Company shall cease to provide service to the RES. The Company shall provide power and energy services to the RES's Customers pursuant to the terms of Rider BGS or HSS (as applicable), or Customer may transfer to another RES.

**O. Customer Designated Agent**

The Customer may designate an agent for their accounts. The Customer must complete an Account Agent Designation Statement to establish the agent and is subject to terms and conditions of said document.

**P. Do Not Market List**

The Company maintains a "Do Not Market List" for Residential Customers which contains the Customer's name, address, and phone number(s). The Company's "Do Not Market List" is updated and posted weekly to the Company's RES web site for the RES to obtain. The RES and its sales agents shall refrain from any direct marketing or soliciting of electric supply service to Customers on the Company's "Do Not Market List." RESs shall use the most current version of the Do Not Market List" available; however, in assessing compliance with this requirement, 31 days will be afforded to RESs to account for the time required by the RES to disseminate and process the list internally. Customers that wish to be placed on, or removed from, the "Do Not Market List" may do so by contacting the Company's customer contact center or through [www.ameren.com](http://www.ameren.com).

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**CUSTOMER TERMS AND CONDITIONS**

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**Q. Electric Vehicle Charging Stations**

Effective January 1, 2014, each Retail Customer who owns, uses, operates or maintains an electric vehicle charging station in the Company's service territory must provide the following information to the Company:

1. The name, address, and account number of the Retail Customer who owns, uses, operates, or maintains the electric vehicle charging station(s);
2. The location of the electric vehicle charging station(s);
3. When an electric vehicle charging station is to be installed by an IMR (electric vehicle charging station installer, maintainer or repairer), the business name, address, and phone number of the IMR that is the certificate holder;
4. When an electric vehicle charging station is to be installed by an IMR, the Commission Docket number in which the IMR obtained a certificate from the Commission;
5. The load and technical specifications of the charging station(s);
6. Whether the charging station is for personal or commercial use; and
7. Upon completion of the installation of an electric vehicle charging station, a certification that the electric vehicle charging station was installed by the Retail Customer as a self-installer, or a copy of the invoice for the installation services or other information demonstrating that the designated IMR installed the electric vehicle charging station.

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**CUSTOMER TERMS AND CONDITIONS**

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Prior to installation of an electric vehicle charging station, the Retail Customer shall provide notice in writing to the Company of plans to install an electric vehicle charging station; said notice shall include the information specified in items 1 - 6 above. Within 30 days after the installation date, the retail customer shall submit to the Company the information specified in item 7 above.

If a Retail Customer self-installs an electric vehicle charging station and elects to convert the electric vehicle charging station from personal use to commercial purposes, then the Retail Customer shall take the following actions:

1. Have a Commission-certified IMR inspect the electric vehicle charging station to evaluate the adequacy and safety of the electric vehicle charging station and provide the results of the inspection to the Company; and
2. Provide notice to the Company at least 30 days in advance of the Customer's plans to use the electric vehicle charging station for commercial purposes.

**CUSTOMER TERMS AND CONDITIONS**  
**APPENDIX A**

**SAMPLE RESIDENTIAL BILL FORM – Page 1 of 4**



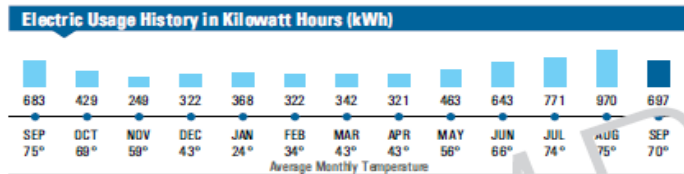
f t [AmerenIllinois.com](http://AmerenIllinois.com)  
 Customer Service 1.800.755.5000

**Statement Issued** 09/07/2017  
**Amount Due** \$116.05  
**Due Date** Sep 28, 2017  
**Last Payment** \$102.17  
*Payment received. Thank you.*

**Account Number** 1234567890  
**Customer Name** JOHN SMITH  
 JAN SMITH  
**Service Address** 123 MAIN ST  
 ANYWHERE, IL 45678

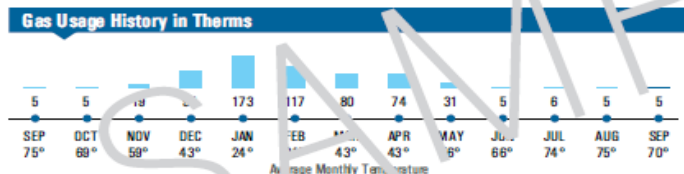
Current Charge Summary for Statement 09/07/2017	
Total Electric Charge	\$89.76
Total Gas Charge	\$26.29
<b>Subtotal Current Charges</b>	<b>\$116.05</b>
<b>Total Amount Due</b>	<b>\$116.05</b>

**Important Account Messages**  
 You're in control with Budget Billing. Your energy payments will be predictable. Avoid surprises, and gain peace of mind. Enroll in Budget Billing Rollover Program by sending only \$102.00. Payment must be received by the due date on this bill.



**Average Daily Electric Use (kWh)**

TIME PERIOD	AVG. DAILY USE
CURRENT MONTH	23.23 kWh
LAST MONTH	31.29 kWh
LAST YEAR	22.17 kWh



**Average Daily Gas Use (Therms)**

TIME PERIOD	AVG. DAILY USE
CURRENT MONTH	0.17 Therms
LAST MONTH	0.16 Therms
LAST YEAR	0.17 Therms

13073  
 00001 2278261 00001 000001 00010002  
 INTERNAL USE ONLY



See page 2 for account messages and tips from Ameren Illinois.

Keep this portion for your records.

Page 1 of 4



See reverse side if your address has changed and for details on other ways to pay your bill.

Please detach stub and return this portion with your payment.

**Account Number** 1234567890  
**Amount Due** \$116.05  
**Due Date** 09/28/2017  
**Amount Enclosed** \_\_\_\_\_

>000001 2278261 0001 092139 102

JOHN SMITH  
 JAN SMITH  
 123 MAIN ST  
 ANYWHERE, IL 45678

AMEREN ILLINOIS  
 PO BOX 88034  
 CHICAGO IL 60680-1034

1040000 0012345678900 00000000 00116050 00116050

**CUSTOMER TERMS AND CONDITIONS**  
**APPENDIX A**

**SAMPLE RESIDENTIAL BILL FORM – Page 2 of 4**



[AmerenIllinois.com](http://AmerenIllinois.com)  
Customer Service 1.800.755.5000

<b>Account Messages from Ameren Illinois</b>
Direct Pay Makes Paying Bills Easier - For an easy way to pay your bill, consider Direct Pay. To learn more or enroll, please visit <a href="http://AmerenIllinois.com">AmerenIllinois.com</a> , or call 1.800.755.5000 to request a brochure.
Ameren Illinois offers a variety of ways to pay your bill, including electronic check and credit or debit card payments through Western Union Speedpay. Visit <a href="http://AmerenIllinois.com">AmerenIllinois.com</a> to learn more about our convenient payment and billing options or call 1.888.777.3108 to make a payment.
<b>Safety Messages from Ameren Illinois</b>
<b>Important Message for Gas Customers - Be Safe</b> If you ever smell gas, call Ameren Illinois at 1.800.755.5000 to investigate the problem. We respond to gas odors 24 hours a day, 7 days a week and there is no charge.
It's never too early to teach your kids how to stay safe around electricity and natural gas. Go to <a href="http://KidsActOnEnergy.com">KidsActOnEnergy.com</a> for fun lessons on energy safety - lessons that can last a lifetime!

SAMPLE

**Questions?** Contact Ameren Illinois at **1.800.755.5000** or visit [Ameren.com/Illinois/contact-us](http://Ameren.com/Illinois/contact-us) to connect with customer service online.  
\*Please contact your utility provider for assistance before calling the Illinois Commerce Commission (ICC) at 1.800.524.0795.

Page 2 of 4

**Address Update**

ADDRESS \_\_\_\_\_  
CITY, STATE, ZIP \_\_\_\_\_  
PHONE NUMBER \_\_\_\_\_

**Ways to Pay**

<b>ONLINE</b> E-CHECK	<b>PHONE</b> 888.777.3108	<b>IN PERSON</b> FIND A PAY STATION AT <a href="http://AMERENILLINOIS.COM/PAYSTATION">AMERENILLINOIS.COM/ PAYSTATION</a>
<b>ONLINE</b> CREDIT CARD	<b>MAIL</b> STUB & CHECK	

**CUSTOMER TERMS AND CONDITIONS**  
**APPENDIX A**

\*

**SAMPLE RESIDENTIAL BILL FORM – Page 3 of 4**



f t [AmerenIllinois.com](http://AmerenIllinois.com)  
 Customer Service 1.800.755.5000

Statement Issued 09/07/2017  
 Amount Due **\$116.05**  
 Due Date Sept 28, 2017

Account Number 1234567890  
 Customer Name JOHN SMITH  
 JAN SMITH  
 Service Address 123 MAIN STREET  
 ANYWHERE, IL 45678

**Payment Details**

Payment Received	DATE	AMOUNT
	August 14, 2017	\$ 102.17

**Electric Service Residential Billing Detail - Rate Zone I** 08/06/2017 - 09/05/2017 (30 days)

**Electric Meter Read for 08/06/2017 - 09/05/2017 (30 days)**

READ TYPE	METER NUMBER	CURRENT METER READ	PREVIOUS METER READ	READ DIFFERENCE	MULTIPLIER	USAGE
Total kWh	12345678	33633.0000 Actual	32936.0000 Actual	697.0000	1.0000	697.0000

**Usage Summary**

Total kWh	697.0000 Summer kWh	697.0000
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**Smart Meter**

Electric Delivery	CHARGE DESCRIPTION	USAGE	UNIT	RATE	CHARGE
Ameren Illinois	Customer Charge				\$ 12.32
Ameren Illinois	Meter Charge				\$ 4.79
DS-1 Residential Delivery Service	Distribution Delivery Charge Summer	697.00	kWh	@ \$ 0.04613000	\$ 32.15
<b>Electric Delivery</b>					<b>\$ 49.26</b>

Electric Supply	CHARGE DESCRIPTION	USAGE	UNIT	RATE	CHARGE
Ameren Illinois	Purchased Electric Summer	697.00	kWh	@ \$ 0.04343000	\$ 30.27
Ameren Illinois	Purchased Electricity Adjustment	697.00	kWh	@ \$ 0.00329665	\$ 2.30
BGS-1 Basic Generation	Supply Cost Adjustment	697.00	kWh	@ \$ 0.00112000	\$ 0.78
BGS-1 Basic Generation	Transmission Service Charge	697.00	kWh	@ \$ 0.00914000	\$ 6.37
<b>Electric Supply</b>					<b>\$ 35.12</b>

Taxes and Other Fees	CHARGE DESCRIPTION	USAGE	UNIT	RATE	CHARGE
	Clean Energy Assistance Charge	697.00	kWh	@ \$ 0.00178000	\$ 1.24
	Renewable Energy Assistance	697.00	kWh	@ \$ 0.00196000	\$ 1.37
	EDT Cost Recovery	697.00	kWh	@ \$ 0.00130150	\$ 0.91
	Electric Environment Adjustment	697.00	kWh	@ \$ 0.00063.380	\$ 0.44
	Illinois State Electricity Excise Tax				\$ 2.30
<b>Total Tax Related Fees</b>					<b>\$ 5.38</b>

**Total Electric Charges \$ 89.76**

**Details From Your Electric Supplier**

**ELECTRIC SUPPLY PRICE TO COMPARE:** The Ameren Illinois supply price to compare is shown below. This price does not include a purchased electricity adjustment factor, a value expected to fluctuate but remain small for the foreseeable future. Learn more about the components involved in getting electricity to you as well as other electric supply topics at [www.pluginillinois.org](http://www.pluginillinois.org).

June-September	All kWh
Cents per kWh	5.369

For more information about your electric supply choices, visit [www.pluginillinois.org](http://www.pluginillinois.org).

**CUSTOMER TERMS AND CONDITIONS**  
**APPENDIX A**

**SAMPLE RESIDENTIAL BILL FORM – Page 4 of 4**



f t [AmerenIllinois.com](http://AmerenIllinois.com)  
 Customer Service 1.800.755.5000

Gas Service Residential Billing Detail - Rate Zone I				08/06/2017 - 09/05/2017 (30 days)		
<b>Gas Meter Read for 08/06/2017 - 09/05/2017 (30 days)</b>						
READ TYPE	METER NUMBER	CURRENT METER READ	PREVIOUS METER READ	READ DIFFERENCE	MULTIPLIER	USAGE
Total Therm	12345678	2085.0000 Actual	2080.0000 Actual	5.0000	1.0000	5.0000
<b>Usage Summary</b>		Total Therms 5.0000				
Smart Meter						
<b>Gas Delivery</b>	<b>CHARGE DESCRIPTION</b>	<b>USAGE</b>	<b>UNIT</b>	<b>RATE</b>	<b>CHARGE</b>	
Ameren Illinois	Customer Charge				\$21.82	
GDS-1 Residential Gas	Distribution Delivery Charge	5.00	Therms	@ \$0.14807000	\$0.74	
Delivery Space Heat	Volume Balancing Adjustment	5.00	Therms	@ \$0.02650000	\$0.13	
	Qualifying Infrastructure Plant Surchg	\$22.08		@ 4.640000%	\$1.02	
					<b>Gas Delivery</b>	<b>\$23.71</b>
<b>Gas Supply</b>	<b>Purchased Gas Adjustment Charge</b>	5.00	Therms	@ \$0.41686717	\$2.09	
Ameren Illinois					<b>Gas Supply</b>	<b>\$2.09</b>
<b>Taxes and Other Fees</b>	<b>Gas Energy Efficiency Cost Recovery</b>	5.00	Therms	@ \$0.02489000	\$0.12	
	<b>Gas Environmental Adjustment</b>	5.00	Therms	@ \$0.04339140	\$0.22	
	<b>Illinois State Gas Revenue Tax</b>				\$0.12	
	<b>Illinois State Commerce Commission Tax</b>				\$0.03	
					<b>Total Tax Related Fees</b>	<b>\$0.49</b>
					<b>Total Gas Charges</b>	<b>\$26.29</b>

Questions? Contact Ameren Illinois at 1.800.755.5000 or visit [Ameren.com/Illinois/contact-us](http://Ameren.com/Illinois/contact-us) to connect with customer service online. Page 4 of 4

Date of Filing, February 22, 2019

Date Effective, February 26, 2019

Issued Pursuant to ICC Order in

Issued by R.J. Mark, President & CEO

Docket No. 18-1008/18-1009 (Cons.)

10 Executive Drive, Collinsville, IL 62234

\*Asterisk denotes change



**CUSTOMER TERMS AND CONDITIONS**  
**APPENDIX A**

**SAMPLE NON-RESIDENTIAL BILL FORM – Page 1 of 4**



f t [AmerenIllinois.com](http://AmerenIllinois.com)  
 Customer Service 1.800.232.2477

<b>Statement Issued</b>	07/05/2017
<b>Amount Due</b>	<b>\$143.82</b>
<b>Due Date</b>	Jul 19, 2017
<b>Last Payment</b>	\$136.91
	<i>Payment received. Thank you.</i>

**Account Number** 1234567890  
**Customer Name** ACME COMPANY  
 DBA MAIN STREET BAKERY  
**Service Address** 123 MAIN ST  
 ANYWHERE, IL 45678

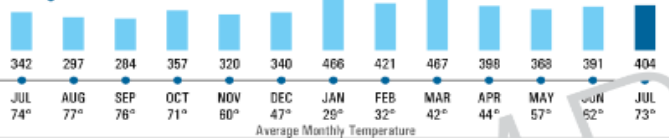
**Current Charge Summary for Statement 07/05/2017**

Total Electric Charge	\$86.65
Total Gas Charge	\$57.17
<b>Subtotal Current Charges</b>	<b>\$143.82</b>
<b>Total Amount Due</b>	<b>\$143.82</b>

**Important Account Messages**

You're in control with Budget Billing. Your energy payments will be predictable. Avoid surprises, and gain peace of mind. Enroll in Budget Billing Rollover Program by sending only . Payment must be received by the due date on this bill.

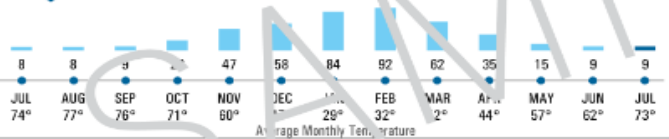
**Electric Usage History in Kilowatt Hours (kWh)**



**Average Daily Electric Use (kWh)**

TIME PERIOD	AVG. DAILY USE
CURRENT MONTH	1.03 kWh
LAST MONTH	1.03 kWh
LAST YEAR	10.79 kWh

**Gas Usage History in Therms**



**Average Daily Gas Use (Therms)**

TIME PERIOD	AVG. DAILY USE
CURRENT MONTH	0.29 Therms
LAST MONTH	0.30 Therms
LAST YEAR	0.25 Therms

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 00001 2267510 00001 000001 000100002  
 INTERNAL USE ONLY

See page 2 for account messages and tips from Ameren Illinois. *Keep this portion for your records.* *Page 1 of 4*



See reverse side if your address has changed and for details on other ways to pay your bill.

*Please detach stub and return this portion with your payment.*

<b>Account Number</b>	1234567890
<b>Amount Due</b>	<b>\$143.82</b>
<b>Due Date</b>	07/19/2017
<b>Amount Enclosed</b>	_____

>000001 2267510 0001 092139 10Z

ACME COMPANY  
 DBA MAIN STREET BAKERY  
 123 MAIN ST  
 ANYWHERE, IL 45678

AMEREN ILLINOIS  
 PO BOX 88034  
 CHICAGO IL 60680-1034

00700000 0012345678900 000000143820 000000143820

**CUSTOMER TERMS AND CONDITIONS**  
**APPENDIX A**

**SAMPLE NON-RESIDENTIAL BILL FORM – Page 2 of 4**



f t [AmerenIllinois.com](http://AmerenIllinois.com)  
Customer Service 1.800.232.2477

**Account Messages from Ameren Illinois**

**Direct Pay Makes Paying Bills Easier** - For an easy way to pay your bill, consider Direct Pay. To learn more or enroll, please visit [AmerenIllinois.com](http://AmerenIllinois.com) or call 1.800.232.2477 to request a brochure.

Ameren Illinois offers a variety of ways to pay your bill, including electronic check and credit or debit card payments through Western Union Speedpay. Visit [AmerenIllinois.com](http://AmerenIllinois.com) to learn more about our convenient payment and billing options or call 1.888.777.3108 to make a payment.

**Safety Messages from Ameren Illinois**

**Important Message for Gas Customers - Be Safe** If you ever smell gas, call Ameren Illinois at 1.800.755.5000 to investigate the problem. We respond to gas odors 24 hours a day, 7 days a week and there is no charge.

Help our workers stay safe - don't attach signs or decorations to utility poles. The nails, staples or wire used to attach items to poles can create safety hazards for our line crews - and even delay recovery from power outages.

SAMPLE

**Questions?** Contact Ameren Illinois at 1.800.232.2477 or visit [Ameren.com/Illinois/contact-us](http://Ameren.com/Illinois/contact-us) to connect with customer service online.  
\*Please contact your utility provider for assistance before calling the Illinois Commerce Commission (ICC) at 1.800.524.0795.

Page 2 of 4

**Address Update**

ADDRESS \_\_\_\_\_  
CITY, STATE, ZIP \_\_\_\_\_  
PHONE NUMBER \_\_\_\_\_

**Ways to Pay**

**ONLINE E-CHECK**     **PHONE 888.777.3108**     **IN PERSON FIND A PAY STATION AT [AMERENILLINOIS.COM/PAYSTATION](http://AMERENILLINOIS.COM/PAYSTATION)**  
 **ONLINE CREDIT CARD**     **MAIL STUB & CHECK**

**CUSTOMER TERMS AND CONDITIONS**  
**APPENDIX A**

\*

**SAMPLE NON-RESIDENTIAL BILL FORM – Page 3 of 4**



f t [AmerenIllinois.com](http://AmerenIllinois.com)  
 Customer Service 1.800.232.2477

Statement Issued 07/05/2017  
 Amount Due **\$143.82**  
 Due Date Jul 19, 2017

Account Number 1234567890  
 Customer Name ACME COMPANY  
 DBA MAIN STREET BAKERY  
 Service Address 123 MAIN ST  
 ANYWHERE, IL 45678

**Payment Details**

Payment Received	DATE	AMOUNT
	July 3, 2017	\$ 136.91

**Electric Service Non Residential Billing Detail - Rate Zone III** 06/01/2017 - 07/02/2017 (31 days)

**Electric Meter Read for 06/01/2017 - 07/02/2017 (31 days)**

READ TYPE	METER NUMBER	CURRENT METER READ	PREVIOUS METER READ	READ DIFFERENCE	MULTIPLIER	USAGE
Total kWh	12345678	50997.0000 Actual	50593.0000 Actual	404.0000	1.0000	404.0000

**Usage Summary**

Total kWh	404.0000 Summer kWh	404.0000
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Advanced Meter

CHARGE DESCRIPTION	USAGE	UNIT	RATE	CHARGE
<b>Electric Delivery</b> Ameren Illinois DS-2 Small General Delivery Service				
Customer Charge				\$ 35.80
Meter Charge				\$ 7.79
Distribution Delivery Charge Summer	404.00	kWh	@ \$ 0.04080000	\$ 16.48
<b>Electric Delivery</b>				<b>\$ 60.07</b>

<b>Electric Supply</b> ABC Supply Energy	Energy Charge	404.00	kWh	@ \$ 0.05408000	\$ 21.85
<b>Electric Supply</b>					<b>\$ 21.85</b>

<b>Taxes and Other Fees</b>	Clean Energy Assistance Charge	404.00	kWh	@ \$ 0.00178000	\$ 0.72
	Renewable Energy Adjustment	404.00	kWh	@ \$ 0.00098000	\$ 0.40
	EDT Cost Recovery	404.00	kWh	@ \$ 0.00125610	\$ 0.51
	Electric Environment Adjustment	404.00	kWh	@ \$ 0.00145100	\$ 0.59
	Municipal Tax				\$ 1.18
	Illinois State Electricity Excise Tax				\$ 1.33
	<b>Total Tax Related Fees</b>				<b>\$ 4.73</b>

**Total Electric Charges \$ 86.65**

**Details From Your Electric Supplier**

**ABC Supply Energy**  
[www.abcsupply.net](http://www.abcsupply.net)  
 999.999.9999

*If you have any questions regarding your Energy Supply charges, please contact the Electric Supplier listed above.*

**ELECTRIC SUPPLY PRICE TO COMPARE:** The Ameren Illinois supply price to compare is shown below. This price does not include a purchased electricity adjustment factor, a value expected to fluctuate but remain small for the foreseeable future. Learn more about the components involved in getting electricity to you as well as other electric supply topics at [www.pluginillinois.org](http://www.pluginillinois.org).

June-September All kWh  
 Cents per kWh 6.181

For more information about your electric supply choices, visit [www.pluginillinois.org](http://www.pluginillinois.org).

Page 3 of 4

**CUSTOMER TERMS AND CONDITIONS**  
**APPENDIX A**

**SAMPLE NON-RESIDENTIAL BILL FORM – Page 4 of 4**



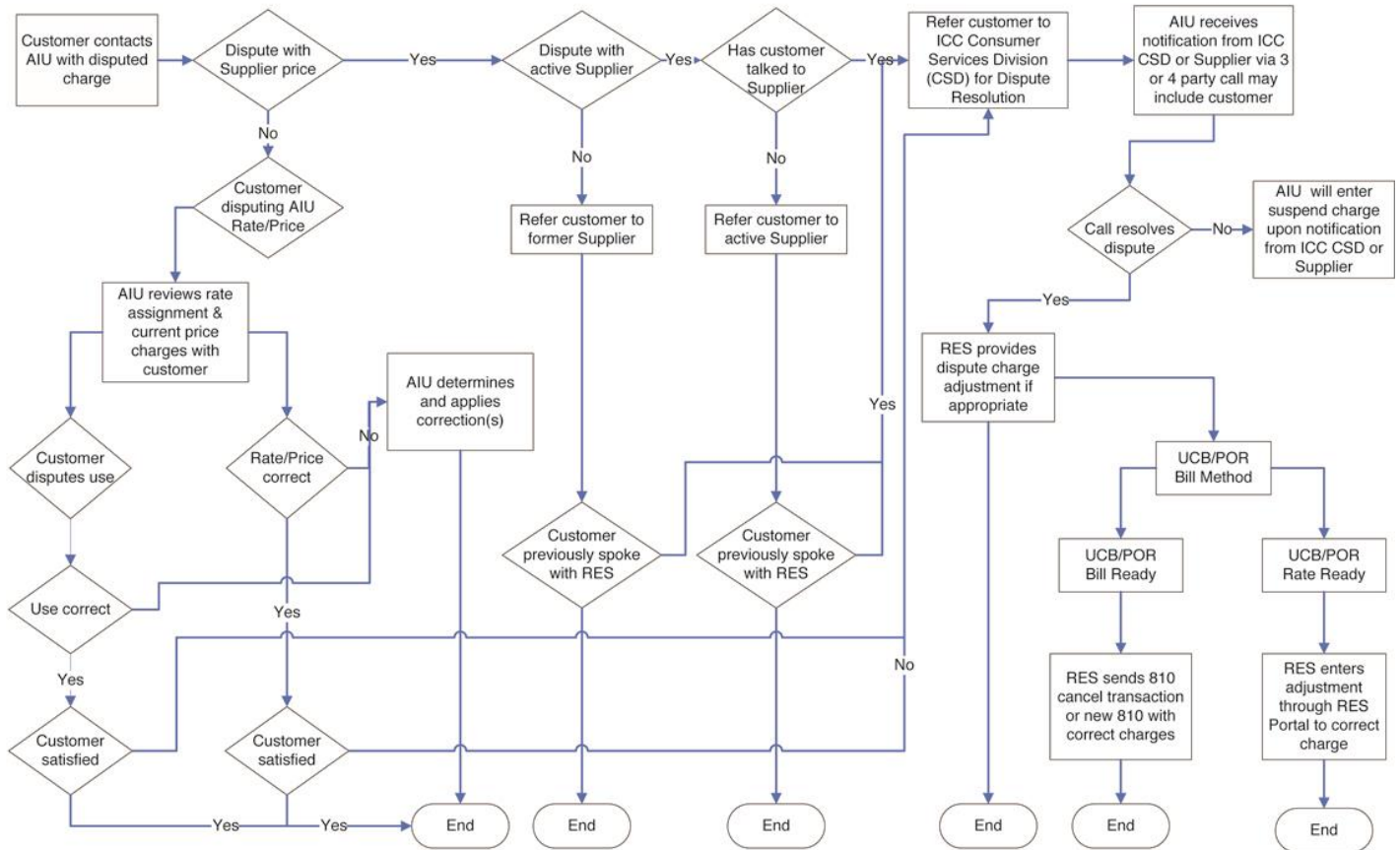
f t [AmerenIllinois.com](http://AmerenIllinois.com)  
 Customer Service 1.800.232.2477

Gas Service Non Residential Billing Detail - Rate Zone III				06/01/2017 - 07/02/2017 (31 days)		
<b>Gas Meter Read for 06/01/2017 - 07/02/2017 (31 days)</b>						
READ TYPE	METER NUMBER	CURRENT METER READ	PREVIOUS METER READ	READ DIFFERENCE	MULTIPLIER	USAGE
Total Therm	12345678	4844.0000 Actual	4835.0000 Actual	9.0000	1.0000	9.0000
<b>Usage Summary</b>						
Total Therms	9.0000					
Advanced Meter						
<b>Gas Delivery</b>						
	<b>CHARGE DESCRIPTION</b>		<b>USAGE UNIT</b>		<b>RATE</b>	<b>CHARGE</b>
Ameren Illinois	Customer Charge					\$48.30
GDS-2 Sm Gas Delivery	Distribution Delivery Charge		9.00 Therms	@	\$0.11688000	\$1.05
Space Heat - < 600 Therms	Volume Balancing Adjustment		9.00 Therms	@	\$0.04500000	\$0.41
	Qualifying Infrastructure Plant Surchg		\$44.12	@	3.9900000%	\$1.76
<b>Gas Delivery</b>						<b>\$51.52</b>
<b>Gas Supply</b>						
Ameren Illinois	Purchased Gas Adjustment Charge		9.00 Therms	@	\$0.39614341	\$3.57
<b>Gas Supply</b>						<b>\$3.57</b>
<b>Taxes and Other Fees</b>						
	Gas Energy Efficiency Cost Recovery		9.00 Therms	@	\$0.00112000	\$-0.01
	Gas Environmental Adjustment		9.00 Therms	@	\$0.02669350	\$0.24
	Illinois State Gas Revenue Tax					\$0.22
	Illinois State Commerce Commission Tax					\$0.06
	Municipal Gross Revenue					\$1.57
<b>Total Tax Related Fees</b>						<b>\$2.08</b>
<b>Total Gas Charges</b>						<b>\$57.17</b>

Questions? Contact Ameren Illinois at 1.800.232.2477 or visit [Ameren.com/Illinois/contact-us](http://Ameren.com/Illinois/contact-us) to connect with customer service online. Page 4 of 4

**CUSTOMER TERMS AND CONDITIONS**  
**APPENDIX B**

**UCB/POR Dispute Resolution Flow Chart**



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**CUSTOMER TERMS AND CONDITIONS**  
**APPENDIX C**

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**Ameren Illinois Property Management Agreement**

Property Owner: \_\_\_\_\_  
Management Company (if applicable): \_\_\_\_\_  
Address: \_\_\_\_\_  
Mailing Address (if applicable): \_\_\_\_\_  
Phone 1: (\_\_\_\_\_) \_\_\_\_\_  
Phone 2: (\_\_\_\_\_) \_\_\_\_\_

The undersigned ("Property Owner"), desires to participate in Ameren Illinois' Property Management Program ("the Program"), the general purpose of which is to aid Property Owner and/or Property Manager (if applicable) in retaining service between residential tenants.

As such, Property Owner, having the legal authority and capacity to do so, requests, and Ameren Illinois ("Company") agrees, that electric and/or natural gas service shall be continued at the residential premises subject to this Agreement during any period of vacancy of which the Company has been provided reasonable notification. The Property Owner agrees to pay for such continued service in accordance with the Company's applicable tariffs.

In the case of Property Owners who do not use Ameren Illinois' online Property Management Portal, this Agreement shall extend to only those addresses listed on Ameren Illinois' Property Listing Form, a copy of which will be provided by Ameren Illinois. In the case of Property Owners who do use Ameren Illinois' online Property Management Portal, this Agreement shall extend to only those addresses listed in said Portal. It is the sole responsibility of Property Owner to ensure that the listing of properties to which this Agreement applies is at all times accurate and up to date. Property Owner may add addresses to or remove addresses from this Agreement without terminating said Agreement.

In addition, it is and shall be the responsibility of the Property Owner to notify Ameren Illinois of any change of property ownership and/or property management and to notify Ameren Illinois of any change in contact information of Property Owner and/or property management.

This Agreement shall continue into perpetuity unless affirmatively terminated by the Property Owner or the Company. In the case of termination of this Agreement by Property Owner, Property Owner shall provide Company with written notice of termination at least five (5) business days prior to the requested effective date of said termination. For avoidance of doubt, this Agreement will not terminate automatically upon sale of property, and it remains the responsibility of Property Owner to request termination in those situations, subject to the notification period referenced above.

The terms of this Agreement do not prevent disconnection of a tenant's service due to nonpayment of utility service nor do they prevent disconnection of a tenant's service due to or for safety reasons.

In order to be and to remain eligible for the Program, the Property Owner must keep all of Property Owner's account balances current, including any balances for which Property Owner is liable under the terms of this Agreement. Any past due balances for which Property Owner may be liable, may, at the sole discretion of Ameren Illinois, result in termination of this Agreement.

Ameren Illinois will not be bound by any written or oral agreement between Property Owner and a tenant, and will not adjust billing to account(s) due to a conflict between Property Owner and tenant over occupancy dates.

If Property Owner has entered into an agreement with a property manager ("Property Manager") to serve as Property Owner's agent for purposes of participating in the Program, Property Manager must provide the information requested below. Ameren Illinois will assume this agency relationship remains in force and effect until a Termination of Account Agent Designation Statement is received revoking the designation of Property Manager to act on Property Owner's behalf.

If listed below, Ameren Illinois may rely on any representation made by Property Manager regarding the account(s) subject to this Agreement and need not question the authority of the Property Manager to act on the Property Owner's behalf. Ameren Illinois shall not be liable for any action taken in response to a representation made by Property Manager. Property Owner shall be solely liable for any action taken by Property Manager on Property Owner's behalf, including any action or inaction taken by the Company at the Property Manager's request.

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Date of Filing, February 22, 2019

Date Effective, February 26, 2019

Issued Pursuant to ICC Order in

Issued by R.J. Mark, President & CEO

Docket No. 18-1008/18-1009 (Cons.)

10 Executive Drive, Collinsville, IL 62234

\*Asterisk denotes change

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**CUSTOMER TERMS AND CONDITIONS**  
**APPENDIX C**

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In the case of Property Owner who chooses to not use Ameren Illinois' online Property Management Portal, Ameren Illinois will mail written notification to Property Owner, at Property Owner's mailing address on file, via the United States Postal Service within two business days of each time an enrolled premises reverts to billing in Property Owner's name. If Property Owner is participating in the Company's Property Management Program but chooses to not use Ameren Illinois' online Property Management Portal, Ameren Illinois will not mail other written notifications to Property Owner regarding their Property Management Agreement. These other notifications may include, but are not limited to, notifications indicating a disconnect notice was sent, a service is scheduled to be disconnected, a service has been disconnected for non-payment, and/or a service has been turned on in a tenant's name.

In the case of Property Owner who chooses to use Ameren Illinois' online Property Management Portal, Ameren Illinois will send electronic notification to Property Owner, in place of the mailed written notification described in the paragraph above, each time an enrolled premises reverts to billing in Property Owner's name. In addition, Ameren Illinois will also send electronic notifications to Property Owner that may include, but are not limited to, notifications indicating a disconnect notice was sent, a service is scheduled to be disconnected, a service has been disconnected for nonpayment, and/or a service has been turned on in a tenant's name.

A Property Owner may choose to enroll in Ameren Illinois' online Property Management Portal at any time by registering at AmerenIllinois.com.

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Property Owner's Signature (Required) \_\_\_\_\_ Date \_\_\_\_\_

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Property Owner's Social Security Number or Federal Tax Identification Number (Required)  
(If you wish to use another form of identification please call us at 1.800.487.5795.)

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Property Manager's Signature (Required - if applicable) \_\_\_\_\_ Date \_\_\_\_\_

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Property Management User ID & email address (if one already exists)

**CUSTOMER TERMS AND CONDITIONS**  
**APPENDIX C**

**AMEREN ILLINOIS PROPERTY MANAGEMENT PROGRAM PROPERTY LISTING FORM**

Property Owner: \_\_\_\_\_  
 Property Management Account #: \_\_\_\_\_  
 Management Company (if applicable): \_\_\_\_\_

In accordance with the terms and conditions outlined on your Property Management Agreement, the following accounts are to be added to or removed from your current signed agreement on file. Please list each unit individually. (\*) indicates required field.

<b>METER NUMBER and/or ACCOUNT NUMBER</b>	<b>CURRENT LESSEE</b>	<b>*SERVICE ADDRESS Including apt/lot number/letter</b>	<b>*CITY</b>	<b>*ZIP</b>	<b>*ADD/ REMOVE</b> (Circle One)
1.					ADD REMOVE
2.					ADD REMOVE
3.					ADD REMOVE
4.					ADD REMOVE
5.					ADD REMOVE
6.					ADD REMOVE
7.					ADD REMOVE
8.					ADD REMOVE
9.					ADD REMOVE
10.					ADD REMOVE
11.					ADD REMOVE
12.					ADD REMOVE
13.					ADD REMOVE
14.					ADD REMOVE
15.					ADD REMOVE

\_\_\_\_\_  
 Owner's Signature                      Date

\_\_\_\_\_  
 Property Manager's Signature                      Date

Date of Filing, February 22, 2019

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