

# IN YOUR NEIGHBORHOOD

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## Eyes on the skies at Eagle Watch Weekend

Birds of a feather flocked to Starved Rock State Park in January for a favorite annual tradition: Eagle Watch Weekend. Ameren Illinois was proud to help the Illinois Audubon Society shine a light on wildlife conservation.

Along with eagle watching, the popular event featured storytelling, kids' activities, and live birds of prey shows. Visitors to the Ameren Illinois booth learned about our Avian Protection Program and partnerships with non-profit organizations like the Illinois Raptor Center and Illinois Audubon Society.

Our **Avian Protection Program** helps us provide the reliable energy our customers count on. It also saves countless birds of prey and other wildlife from potentially deadly encounters with power lines. Our plan includes protective equipment, such as flight diverters and insulating wire covers. In addition, our "avian safe" construction standards ensure that all new construction allows eagles, hawks, owls and other large birds of prey to land on a line and spread their wings — safely.



*Kids clamor for giveaways at the Ameren Illinois booth.*

LED

## "BRIGHTEN THE BLOCK" PROMOTES SAFETY & SUSTAINABILITY

April 22 is Earth Day, and our "Brighten the Block" initiative is one way Ameren Illinois helps protect the planet. Now in its third year, Brighten the Block brings together Ameren Illinois and community volunteers to replace standard incandescent lightbulbs with LED bulbs on the front porches of homes across our service territory. LED bulbs are brighter, use less energy and last longer. That means customers can light up the night for less.



## System upgrades continue in 2019

*Reliability up, rates down*

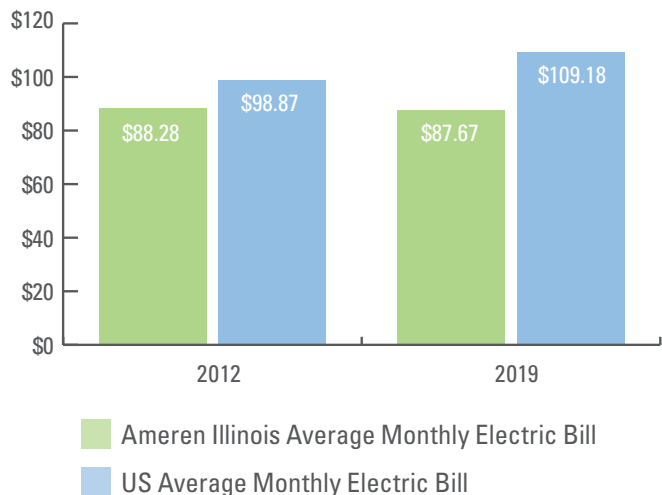
Today's electric customers are plugged in like never before – and that means reliable energy has never been more important. In 2019, Ameren Illinois continues the next phase of our plan to upgrade the state's electric delivery infrastructure. Ongoing improvements include:

- Fortifying and storm-hardening poles and wires
- Installing new technology that can detect power outages and switch to an alternative power source
- Adding smart meters at more than 1 million customer locations

As a result of these improvements, reliability has improved significantly. Customers are experiencing fewer outages each year — and when outages do occur, we're restoring the power 19 percent faster.

As reliability has improved, electric rates have dropped. Customers are paying less in 2019 for electric service than they paid in 2012 when the smart grid law took effect. The electric rates paid by our residential customers are nearly 20 percent below the national average.

### Ameren Illinois Electric Rates Remain Below National Average



## DIAL 8-1-1 BEFORE YOU DIG

Eager to start those outdoor projects? If your spring to-do list involves digging, be sure to dial 811 before the shovel hits the dirt.

This call to JULIE (Joint Utility Locating Information for Excavators) will ensure that all buried utility-owned lines are marked so you can dig safely. If you don't call and you hit an underground utility line, you could be hurt or killed. You could also disrupt service to an entire neighborhood and possibly be held liable for damages.

Regardless of the size of your project, call JULIE (or submit an electronic request at [Illinois1Call.com](http://Illinois1Call.com)) at least 48 hours before you dig. The service is free, and it's the law.



**Know what's below.  
Call before you dig.**

## NEED HELP WITH YOUR ACCOUNT?

Winter's worst is behind us. However, higher heating costs can have a lingering effect on some customers' bills. If you have fallen behind on your bill, call us at **1.800.755.5000** today — you may qualify for a payment arrangement.



## Ameren Illinois honored for “inspiring efficiency”

In February, the Midwest Energy Efficiency Alliance (MEEA) honored the 2019 winners of its Inspiring Efficiency awards for groundbreaking advancements in energy efficiency. Ameren Illinois proudly took home two awards in the following categories:

**EDUCATION** — The MEEA recognized the Ameren Illinois Opportunities Scholarship Program for helping to train the next generation of workers in energy-efficient Construction Management and HVAC. The program was created to build a stronger, more diverse network of Program Allies.

**LEADERSHIP** — Along with Chicago Mayor Rahm Emanuel, the MEEA awarded its Leadership Award to Richard Mark, Chairman and President of Ameren Illinois. Mark was recognized for leading the “*Energy Efficiency for All*” initiative to make energy efficiency more accessible to low- and moderate-income customers.

Says Mark: “One of my goals has been to ensure that all utility customers, regardless of income, have an opportunity to receive real and meaningful savings from the energy efficiency programs they have been paying for.”





*Protect new trees  
& electric service ...*

## PLAN BEFORE PLANTING

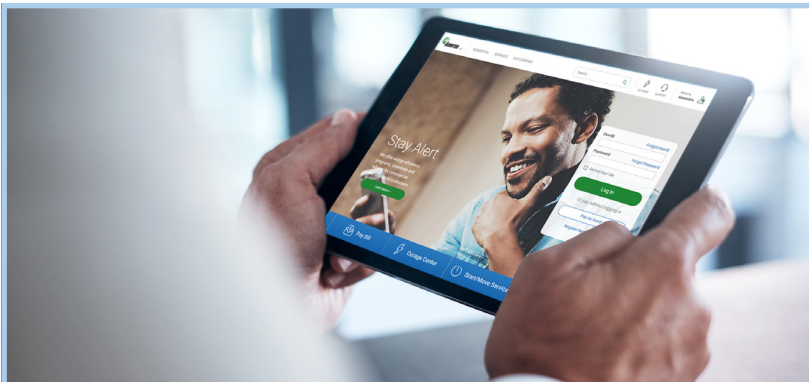
Trees beautify your yard — they can even increase your home's property value. And like real estate, *location* is key when planting trees.

Trees can grow into power lines as they mature. Avoid planting directly beneath power lines, near poles or too close to electrical equipment.

Plan ahead to protect your tree and your neighborhood's electric service. For more information, go to **MySafeTrees.com**.

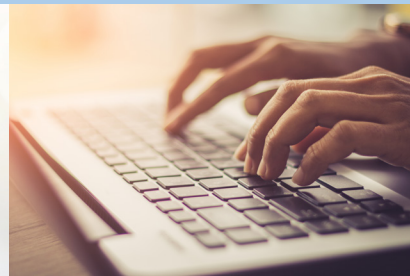
### ***Nature's Insulation***

***Looking for a truly "green" form of insulation? Trees and shrubs shield your home from winter wind and summer sun. According to the Department of Energy, properly placed trees can reduce a typical home's energy use by as much as 25 percent!***



## AmerenIllinois.com gets makeover

*New website easy to use on any device!*



Need to pay a bill? Start or stop utility service? Learn about energy efficiency? Now it's easier than ever to do what you need to do at **AmerenIllinois.com**.

Using feedback from customers, we've made our website fast and easy to use. With just a couple clicks, you can:

- **Pay Your Bill** (*try our new Quick Pay and Guest Pay options!)*
- **Sign Up for Alerts**
- **Find Ways To Save**
- **Manage Your Account**

Along with a new look, our redesigned website is fully functional on all devices — whether you're using a computer, tablet or mobile phone.

Check out our new site at **AmerenIllinois.com**. While you're there, complete an Energy Profile to get personalized energy-saving tips.