



Financial Help is Available for Customers Experiencing Difficulty Paying Their Utility Bill LIHEAP Enrollment Open Through May 31

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COLLINSVILLE – Ameren Illinois is alerting its customers that financial assistance is available for income-qualified families and individuals who need help paying their energy bills.



LIHEAP Funding – Approximately \$295 million is available through the state-administered Low Income Home Energy Assistance Program (LIHEAP) in the form of direct grants to individual customers. Customers whose incomes are at or below 200%

of the Federal Poverty Level or 60% of the state's median income are now eligible for assistance. Eligibility is based on an applicant's past 30 days of household income. Required documentation includes, but is not limited to: proof of income and social security numbers for all household members. Customers can enroll through May 31. Information on LIHEAP eligibility guidelines and application information is available at HelpIllinoisFamilies.com.

10% down payment – Eligible Ameren Illinois customers with past due balances can establish a repayment plan by making a 10 percent down payment. Starting April 1, most customers with outstanding balances will be required to pay 25 percent of the amount owed before they can establish a monthly payment plan. To establish a payment plan or discuss a utility bill, customers can call Ameren Illinois Customer Service at 1-800-755-5000, select 'billing and payment' from the menu, and follow the voice prompts. Customers may also set up an agreement online by visiting AmerenIllinois.com and logging in to their account.

"We recognize these are still difficult times for some, but it's important that our customers know help is available," said Richard Mark, chairman and president, Ameren Illinois. "In addition to LIHEAP and the 10-percent down option, customers are encouraged to explore other programs for managing their bills, such as our Budget Billing or Pick-A-Due-Date programs, and by implementing energy efficiency measures to reduce costs."

Some Ameren Illinois customers may also be eligible to receive payment assistance through Warm Neighbors Cool Friends, an Energy Assistance Foundation program funded primarily through the contributions of Ameren employees and customers. Warm Neighbors Cool Friends provides energy bill payment support to those who generally do not qualify for federal or state heating assistance. Information is available at WarmNeighborsCoolFriends.org.

Information on bill payment options, including Budget Billing and Pick-A-Due Date, are available at amerenillinois.com/options.

Energy and money-saving resources and tips are available at AmerenIllinoisSavings.com.

About Ameren Illinois

Ameren Illinois delivers energy to 1.2 million electric and more than 800,000 natural gas customers in Illinois. Our mission is to power the quality of life. Our service

territory covers more than 1,200 communities and 43,700 square miles. For more information, visit AmerenIllinois.com, find us on Twitter @AmerenIllinois or Facebook.