

Attachment A Call Scripts

The script used prior to June 19:

Hello, this is an important message from Ameren Missouri. As we continue to come together as a community through the COVID-19 outbreak, Ameren Missouri has suspended disconnection of service to ensure our customers have power when it's needed most. To help maintain payment during this time, we are providing new and expanded options in addition to existing energy assistance programs. We are also expanding payment options until further notice that will provide customers more time to make payments and find assistance.

As you continue to receive monthly energy statements summarizing your energy use, please visit www.ameren.com/missouri/residential/energy-assistance to take advantage of the many options we offer to help manage your account. They include Budget Billing, Billing and Payment Alerts, Pick a Due Date, Energy Efficiency Rebates, and more. If you have any additional questions, please contact us at 1-800-552-7583.

The script used June 19 forward:

Hello. Ameren Missouri now has a program that might help you with your past due account balance.

We created the COVID-19 Clean Slate program in partnership with multiple community agencies who provide energy assistance to income-eligible customers.

Now would be a great time for you to apply for it. We want to help you avoid a large or unmanageable balance before August 3rd when we will resume policies on disconnecting for nonpayment and assessing late fees. The Clean Slate program can help if you qualify but only while funds are available. So please don't wait.

To apply, just contact your preferred agency. Once they determine your income eligibility, the program can help clear your account balance after you make a 25% down payment of what you currently owe. You can find an agency or learn more about the program on our website: AmerenMissouri.com/CleanSlate.