

DuMey, Rachael

From: Suggett, Gaye L
Sent: Thursday, March 17, 2022 8:55 AM
To: Shelley Brueggemann (shelley.brueggemann@psc.mo.gov); ryan.silvey@psc.mo.gov; Commissioner Scott T. Rupp (scott.rupp@psc.mo.gov); Commissioner Maida Coleman (maida.coleman@psc.mo.gov); jason.holsman@psc.mo.gov; glen.kolkmeier@psc.mo.gov; whitney.scurlock@psc.mo.gov; 'alexander.antal@psc.mo.gov'; Ketchum, Charlene (Charlene.Ketchum@psc.mo.gov); Manning, Kristy; mark.johnson@psc.mo.gov; Busch, Jim; Eastlick, Jay; kristy.manning@psc.mo.gov; justin.edwards@psc.mo.gov; Contessa Poole-King (contessa.king@psc.mo.gov); loyd.wilson@psc.mo.gov; Anderson, Douglas; Poston, Marc; Marke, Geoff
Cc: Wood, Warren; Byrne, Thomas M; Krcmar, Aubrey M
Subject: Senior Discount Scams News Release
Attachments: Corporate_Senior_Discount_Scams_Release.3.17.22.docx

Good morning,

Please see below a scams news release that was sent to the media this morning. This new scam is offering a \$29.99 discount if a customer pays immediately in lieu of paying the full monthly amount. Scammers many times are calling it a "senior discount".

If a customer receives a suspected scam call, they should hang up immediately and call Ameren Missouri at 1.800.552.7583 or Ameren Illinois at 1.800.755.5000 to report it. Ameren is also encouraging family and friends that have seniors in their lives to share the information in an effort to protect them if they do receive a call. The best way for customers to check their account is to go to Ameren.com.

Please let me know if you have any questions or concerns.

Thank you!
Gaye

FOR IMMEDIATE RELEASE

Scam Alert: New utility scam targeting seniors in Illinois and Missouri

ST. LOUIS (March 17, 2022) – Ameren is alerting its customers to have a heightened awareness of a new utility scam that is currently targeting seniors in Illinois and Missouri.

Customers are contacted primarily on the phone by scammers offering a special discounted rate of \$29.99, which is sometimes called a "senior discount." The scammers pose as Ameren representatives, often suggesting a special rate in lieu of paying a customer's full monthly statement amount.

If a customer receives a suspected scam call, they should hang up immediately and call Ameren Missouri at 1.800.552.7583 or Ameren Illinois at 1.800.755.5000 to report it. Ameren is also

encouraging family and friends that have seniors in their lives to share the information in an effort to protect them if they do receive a call.

Customers can sign up to manage their account online at [Ameren.com](https://www.ameren.com) where they can immediately check the status of their account.

How to spot a utility scam:

- The caller asks for **immediate payment** and may offer a special discounted rate. This immediate payment request by the scammer will often include a suggested way to pay through cash apps, which Ameren representatives will never do.
- Scammers may also ask for immediate payment by requesting the customer to provide a credit card, debit card or a prepaid card to avoid service disconnection.
- Legitimate utility companies do not specify how customers should make a bill payment and always offer a variety of ways to pay a bill. Ameren customers can make payments online, by phone, electronic check, by mail or at in-person pay locations.

For more information, visit [Ameren.com/stop-scams](https://www.ameren.com/stop-scams). Customers should also follow Ameren on social media to receive the latest updates on scams.

About Ameren Corporation

St. Louis-based Ameren Corporation powers the quality of life for 2.4 million electric customers and more than 900,000 natural gas customers in a 64,000-square-mile area through its Ameren Missouri and Ameren Illinois rate-regulated utility subsidiaries. Ameren Illinois provides electric transmission and distribution service and natural gas distribution service. Ameren Missouri provides electric service generation, transmission and distribution services, as well as natural gas distribution service. Ameren Transmission Company of Illinois develops, owns and operates rate-regulated electric transmission projects. For more information, visit [Ameren.com](https://www.ameren.com), or follow us on Twitter at [@AmerenCorp](https://twitter.com/AmerenCorp), [Facebook.com/AmerenCorp](https://www.facebook.com/AmerenCorp), or [LinkedIn.com/company/Ameren](https://www.linkedin.com/company/Ameren).