

Hello Ameren Missouri Customer:

In an effort to keep you updated on Ameren Missouri's response to the COVID-19 pandemic, and other important news from our company and industry, we are continuing to provide you these updates as our nation continues to work through this health crisis and our economic recovery.

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### **Ameren Missouri announces additional \$3.5 million to help customers pay off utility bill balances**

Recognizing the ongoing financial hardship resulting from the COVID-19 pandemic, Ameren Missouri will provide \$3.5 million in additional energy assistance funds to customers across the state. The funding is on top of the [\\$1 million of support announced in March](#) and offers a fresh start for families in need.

- Ameren Missouri's **COVID-19 Clean Slate Program** kicks off yesterday, Wednesday, June 3, with **\$3 million** dedicated to helping Missouri families clear their account balances and head into the summer months with a fresh start. [AmerenMissouri.com/CleanSlate](https://www.amerenmissouri.com/CleanSlate)
- Projected to help approximately **9,000 families**, the COVID-19 Clean Slate funds will be administered through partner agencies and will also make use of available LIHEAP funds.

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### **Ameren Missouri Donates 1,000 Energy-Efficient Air Conditioners to Cooldownstlouis.org**

As summer approaches and Missourians face heightened financial hardship resulting from the COVID-19 pandemic, Ameren Missouri is partnering with Cooldownstlouis.org and Cooldownmissouri.org to help at-risk families and seniors stay cool and safe. Ameren Missouri donated 1,000 air conditioners and 1,000 four-packs of LED light bulbs to Cooldownstlouis.org and Cooldownmissouri.org to support the most vulnerable customers in St. Louis and eastern Missouri.

- Celebrating 20 years of partnership, Ameren Missouri is also donating \$500,000 to Cooldownstlouis.org and Cooldownmissouri.org, along with **1,000 energy efficient air conditioner units** and **1,000 packages of LED light bulbs**, to help seniors and income-eligible customers stay cool this summer.

"The summer heat in our region can be extremely dangerous for people without access to air conditioning, particularly for seniors and those with medical conditions," said **Marty Lyons**, chairman and president of Ameren Missouri. "Our partnership with Cooldownstlouis.org, Cooldownmissouri.org and the social service and community action agencies from across our service territory helps ensure our customers can stay safe and healthy as temperatures begin to rise."

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### **Ameren Missouri Extends No Disconnection Policy**

As Missouri families and businesses continue to deal with the effects of COVID-19, Ameren Missouri has extended our no disconnection policy and is continuing to waive late fees for customers **through at least July 1**. The non-disconnect and late fee waiver policy was instituted in mid-March.

We understand that many of our customers continue to face financial hardships caused by COVID-19, which is why we are extending our no disconnect policy, said Tara Oglesby, vice president, Customer Experience for Ameren Missouri. If customers are behind on their energy bills, Ameren Missouri will continue to be as flexible as possible, working with customers to set up a payment plan or advising them of energy assistance dollars available in their area.

We strongly encourage customers to reach out to us now and not wait; we want to help them avoid unmanageable balances in the future.

Here's where customers can go for assistance:

**Residential:**

- We offer a variety of programs to help our customers manage their energy bills.
- If customers are behind on energy bills, we will work with them to set up a payment plan or advise of energy assistance dollars available.
- To find an energy assistance agency or to make payment arrangements, visit [AmerenMissouri.com/EnergyAssistance](http://AmerenMissouri.com/EnergyAssistance) or call 1-800-552-7583.

**Businesses:**

- We know that businesses are the backbone of the communities we serve.
- We value local businesses and the important role they play in our community.
- If you are having difficulty paying your bill, let us work with you. To make payment arrangements, please give us a call at 1-877-426-3736.
- Business customers may also be eligible for federal and state programs.
- To learn more about these programs and to find energy saving tips, visit [Ameren.com/BusinessHelp](http://Ameren.com/BusinessHelp).