

Keenoy, Erin

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**From:** Suggett, Gaye L  
**Sent:** Friday, April 19, 2024 9:45 AM  
**To:** Shelley Brueggemann (shelley.brueggemann@psc.mo.gov); Hahn, Kayla; Commissioner Scott T. Rupp (scott.rupp@psc.mo.gov); Commissioner Maida Coleman (maida.coleman@psc.mo.gov); jason.holsman@psc.mo.gov; glen.kolkmeyer@psc.mo.gov; Myers, Jamie; Alexander.antal@psc.mo.gov; Ketchum, Charlene (Charlene.Ketchum@psc.mo.gov); kristy.manning@psc.mo.gov; whitney.scurlock@psc.mo.gov; Busch, Jim; 'Bolin, Kim'; claire.eubanks; Poston, Marc; Marke, Geoff  
**Cc:** Wood, Warren; Wills, Steven M  
**Subject:** Ameren Missouri Storm Restoration Update

Good morning

Please see the information below regarding the most recent storm that rolled through our area yesterday.

If you have any questions or concerns, please let me know.

Have a great weekend!

Gaye

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**CURRENT SITUATION**

- A line of severe thunderstorms cut through the St. Louis metro area on Thursday evening, resulting in outages primarily in St. Louis County and Jefferson County.
- Crews worked overnight to restore power to customers. As of 9 a.m., fewer than 2,000 customers remained without power, down from approximately 25,000 customers at peak.
- We appreciate our customers’ patience as our crews work to safely restore power as quickly as possible. Crews will be working throughout the day repairing storm damage. We expect to restore all customers by this evening.
- See the Ameren outage map for the latest: [www.ameren.com/outagemap](http://www.ameren.com/outagemap)
- When prioritizing restoration work, Ameren Missouri works to restore power to equipment that serves the greatest number of customers and to critical facilities. **Learn more about how we restore power:** [Power Restoration - Ameren.com](http://Power Restoration - Ameren.com)

**SAFETY**

- Safety is the first and foremost concern during any weather event. Stay clear of any downed power lines or poles, as well as brush, shrubs and downed trees that may hide them. Always assume a downed wire is live.
- Customers should report any downed power lines to Ameren Missouri customer line: 800.552.7583.

- If your power is out, check your circuit breakers or fuses – your service outage might be the result of a household problem. Avoid any risk of electrical shock and do not enter any flooded areas.

**WHAT CUSTOMERS CAN DO**

- To ensure we can provide you with the latest outage update, we must have your correct phone number or email address. Please create or log in to your Ameren account online to ensure your contact information is correct.
- Customers can check on the status of their restoration at Ameren.com or download the free Ameren app for updates as they become available. Sign up for alerts. Text REG to AMEREN (263736) to start or visit Ameren.com/Alerts.
- When reporting an outage, please use the phone number associated with the account. Entering a number that is not associated with the account will create an error message.
- Customers can follow Ameren Missouri on Facebook and Twitter to get the latest information on what's happening with restoration efforts.