

Ameren Missouri COVID-19 Pandemic Response Customer Support

\$5M in Energy Assistance for Residential and Small Business Customers

- **\$1M Ameren Missouri Coronavirus Income Relief Program**
 - Launched March 19 – May 18
 - \$500K was made available to workers in the \$30K to \$60K income range who normally did not qualify for energy assistance, but whose income was impacted by COVID-19 due to job loss or reduced hours. Eligible customers received a \$250 bill credit.
 - \$500K was made available through Heat Up Missouri to provide seniors, disabled and financially challenged customers with income up to \$29,000
- **\$3M Ameren Missouri Clean Slate Energy Assistance Program**
 - Launched on June 3, 2020 – currently available while funds last
 - Dedicated to helping our residential electric customers with past due balances pay off their utility bills
 - Available through LIHEAP agencies across Missouri and Cool Down Missouri
 - Customers pay 25% of their balance and Clean Slate covers the rest
- **\$500K Ameren Missouri COVID-19 Small Business Relief Program**
 - Launched July 6, 2020 – currently available while funds last
 - Provided \$500K in energy assistance to small businesses and nonprofit organizations with 50 or fewer employees who have been impacted by the COVID-19 pandemic
 - To be eligible, businesses must have 50 or few employees and must be registered through the Secretary of State website
 - Eligible businesses receive a \$250 bill credit
- **\$500K remaining to provide energy assistance during the Fall/Winter timeframe**

Collection Policy Actions

- **March 14** - Proactively suspended disconnections for non-pay and late payment fees for all customers
- Began offering new and expanded payment options for residential and business customers
- Replaced disconnect notices with past due reminder letters to help with payments and LIHEAP eligibility
- **July 15** - Resumed late payment fees and disconnects for non-pay for business customers; provided assistance through the Small Business Relief Assistance Program and payment agreement options
- **August 3** - Disconnections and late payment fees resumed for residential customers – worked with customers in threat of disconnection by removing from collections and stopping the disconnection when the customer indicated they had applied for energy assistance

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Customer and Community Communications

- Additional ongoing communications are being provided to customers regarding availability of new and existing energy assistance and payment agreement options as well as products and services to help customers manage their bill
 - This information was shared through bill inserts, social media, news media, emails and letters to customers
 - The Ameren Missouri Website developed a COVID-19 Pandemic Response page with information and answers to frequently asked questions
 - A webpage with information and links to financial resources for businesses, including the Ameren Missouri Small Business Relief program and links to State and Federal programs was developed and made available on the Ameren Missouri website
 - Regular calls are being held with energy assistance partner agencies to coordinate assistance to customers
 - Ameren Missouri participates on a weekly Missouri All -Utility Call that's moderated by the Office of Public Council to share details about actions being taken to support customers during the COVID-19 pandemic. Utilities and state agencies share actions, key learnings, data and plans as well as best practices

Additional Support

- Ameren Missouri donated 1000 energy efficient air conditioners to Cooldownmissouri.org on June 3. The units will be provided to low-income seniors and disabled customers across Missouri
- Cool Down Missouri is working with Ameren Missouri to help customers with their bills. Cool Down Missouri received \$3M in CARES Act funding to help St. Louis City customers, \$1.8M in CARES funding to assist St. Louis customers and an additional \$1M (HUD) to also assist St. Louis County customers
- Through the COVID 19 Advisor Empowerment Program, Ameren Missouri Customer Care Advisors were allotted over \$40K in energy assistance funds to help residential customers at the onset of the pandemic and business customers upon resumption of disconnections, in need of assistance due to COVID 19

