



CUSTOMER ASSISTANCE EVENTS

Even when winter's worst is behind us and summer has softened into fall, the effect of peak heating and cooling costs can linger. To help those struggling to keep up with their bills, Ameren Illinois partners with local community organizations to host customer assistance events every spring and fall.

Customer Service Representatives are on hand to help customers explore payment assistance programs. Eligible low-income customers receive a one-time bill assistance **grant of \$150**.

In 2018, Ameren Illinois hosted seven events that drew a total of **3,402 attendees**. Spring events were held in East St. Louis, Granite City, Danville and Peoria. Fall events took place in West Frankfort, Macomb, and Decatur.

To help customers reduce future energy costs, in 2018 Ameren Illinois began providing a free energy-saving kit that included a advanced power strip, low-flow shower head, faucet aerator and LED light bulbs. Ameren Illinois representatives offered demonstrations of how to use items in the kits.

Customers were able to fill out a survey and provide feedback on the event. Those who participated received a miniature LED flashlight.

"We understand that these are challenging times for some of our customers. We are pleased to provide customers with immediate financial assistance at these events, as well as energy efficiency recommendations that will help them manage their energy usage and costs."

— Richard Mark,
CEO & President,
Ameren Illinois



3,400+

Customers received free energy efficiency kits in 2018



Customer assistance events provide bill payment grants and energy efficiency education



\$75 Value of energy efficiency kit containing power strip, LED light bulbs, a low-flow shower head and faucet aerators

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