

St. Louis City and County Utility Affordability Task Force

Ameren Missouri

June 2025

A graphic with a green header and a blue footer. The header contains the text "ENERGY SAVINGS TIP" in white. Below it is a green bar with a white line-art icon of a grill. To the right of the grill icon is the text "Grilling outside instead of using your stove helps you use less energy and keeps your home cooler." The footer is blue and contains the text "SUMMER COMFORT WITHOUT THE STICKER SHOCK" in white, followed by a white icon of a sun with rays, a white icon of a fan, and a QR code. To the right of the QR code is the text "Get a FREE home energy assessment through the Pay As You Save (PAYS®) program and discover upgrades that boost comfort and lower bills — and help with upfront costs. Schedule today at AmerenMissouri.com/HomeUpgrades." data-bbox="295 548 956 884"/>

ENERGY SAVINGS TIP



Grilling outside instead of using your stove helps you use less energy and keeps your home cooler.

**SUMMER
COMFORT**
WITHOUT THE
STICKER SHOCK



Get a FREE home energy assessment through the Pay As You Save (PAYS®) program and discover upgrades that boost comfort and lower bills — and help with upfront costs. Schedule today at AmerenMissouri.com/HomeUpgrades.



Ameren Missouri Storm Relief

Reestablishing Electric Service And Energy Assistance Options

Temporary Process Changes for heavily impacted areas

- Disconnects paused through July 2025 (Geraldine OC or customer self-attest)
- New service deposit waived through August 2025

Energy Assistance

- **New Start Energy Relief** – up to \$1000 to reestablish service for those homeless due to the storm
- **Ameren Missouri's Weatherization** allows for certain storm repairs
- **Dollar More Disaster Relief** – up to \$500, income up to 300%FPL, active service
- **Special Payment Arrangement** through August 2025, 20% down for 12 months

How to Reestablish Electric Service

- After approval from City, call Ameren at 800-552-7583.
- No activation fee for reconnecting service
- Priority reconnection

Resources

Disaster Assistance Center (DAC): June 25-26, 10am-6pm, Chaifetz Arena

FEMA Disaster Resource Center: 800-621-3362 (\$750, up to \$43,600)



St. Louis Tornado Relief:

REESTABLISHING ELECTRIC SERVICE AND ENERGY ASSISTANCE OPTIONS

We know the **severe weather** that occurred on **May 16, 2025**, had a devastating impact on our community, and we are here to help. Ameren Missouri is offering a variety of program updates to help customers in the impacted areas maintain service and access energy assistance.

How to Reestablish Electric Service

After receiving approval from the City of St. Louis to reestablish service, please call Ameren Missouri's customer service team at 800.552.7583. There is no activation fee for reconnecting electric service, and Ameren Missouri will reconnect customers as quickly as possible. Customers must arrange for an adult (18 years or older) to be present to give us clear access to the meter.

Temporary Process Changes

Ameren Missouri recently announced a series of updates to temporary process changes aimed at assisting customers directly impacted by the severe weather.

- Paused disconnects for nonpayment for 60 days (through July 2025) in heavily impacted areas.
- No upfront deposits for new service for 90 days (through August 2025) for customers impacted by storm damage.

Available Energy Assistance

For customers who have a past due balance and need financial assistance, there are multiple programs available:

- **New Start Energy Relief program**, which provides up to \$1,000 to reestablish service for those homeless due to the storm.
- **Ameren Missouri's Weatherization program** allows for certain storm repairs.
- **Ameren Missouri's Dollar More Disaster Relief program**, which provides up to \$500 for customers up to 300% of the Federal Poverty Level (FPL) with active service.
- **Access to a special payment arrangement** requiring only 20% down, available for 90 days (through August 2025), for customers impacted by storm damage.

For more information, visit [Ameren.com/MayTornadoRelief](https://www.Ameren.com/MayTornadoRelief).



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Disaster Recovery Centers - FEMA



Jefferson County

St. David Catholic Church (DSA team)
2334 Tenbrook Road
Arnold, MO 63010
Hours of Operation until June 27 - Mon, Wed & Fri: 10 a.m. - 7 p.m.

Scott County

Sloanville Command Post - shed (DSA team)
164 Sloanville Drive
Sikeston, MO 63801
Hours of Operation - June 25 - 26, June 28, June 30 - July 1, July 4 - 5; 8 a.m. - 7 p.m.

Scott County

First Baptist Church
1101 N Main St.
Sikeston, MO 63801
Hours of Operation - June 23 - 24, June 27 - 28, July 2 -3: 8 a.m. - 7 p.m.

Scott County

Tanner Street Church of God
619 Tanner St.
Sikeston, MO 63801
Hours of Operation - June 25 -26, June 30 - July 1, July 4 - 5: 8 a.m. - 7 p.m.

Scott County

Miner Convention Center
2610 Malone Drive
Sikeston, MO 63801
Hours of Operation - June 23 - 24, June 27, July 2 - 3: 8 a.m. - 5 p.m.

St. Louis County

County Library - Prairie Commons Branch (DSA Team)
915 Utz Lane
Hazelwood, MO 63042
Hours of Operation - June 24, 26 & 28: 9 a.m. - 6 p.m.

St. Louis City

Disaster Recovery Center (DRC) at Union Tabernacle M.B. Church
626 N. Newstead Ave.
St. Louis, MO 63108
Ongoing Hours of Operation - Mon - Sat: 8 a.m. - 8 p.m.

St. Louis City

Kingdom Church - St. Louis (DSA team)
4112 W. Florissant Ave.
St. Louis, MO 63107
Ongoing Hours of Operation - Mon - Fri: 10 a.m. - 2 p.m.; Sat: 12 p.m. - 3 p.m.

St. Louis City

Small Business Administration Business Recovery Center
St. Louis Community College – Harris Education Center
3140 Cass Ave. - Room #104
St. Louis, MO 63106
Ongoing Hours of Operation - Mon – Fri: 8:30 a.m. - 6:30 p.m.

St. Louis City

Urban League of Metropolitan St. Louis (DSA team)
1408 Kingshighway Blvd.
St. Louis, MO 63113
Ongoing Hours of Operation - Mon - Fri: 9 a.m. - 5 p.m.

St. Louis City

Fountain Park (DSA team)
St. Louis, MO 63113
Ongoing Hours of Operation - Mon - Sat 11 a.m. - 4 p.m.

Need more assistance?

Apply, Check Status or Update
Application
Online: [DisasterAssistance.gov](https://disasterassistance.gov)
Call 1-800-621-3362 or visit a Disaster
Recovery Center near you
(fema.gov/drc)

Program Changes – Effective June 1, 2025



Reminder: 12% rate increase (approx. \$14/month for average customer using 1011 kWh/month, reflecting investments made in our system to improve reliability, generate cleaner energy and provide even more assistance to struggling and vulnerable customers.

Keeping Current Changes

- Budget increased 41% to \$6 million annually
- Program length reduced to 12 months (from 24 months)
 - If enrolled prior to June 1, 2025, retain 24-month enrollment
- Agency incentive \$25 for enrollment and \$15 for completion
- Enrollees removed if miss 3 payments

New Start Energy Relief Expanded Eligibility

- Individuals in domestic violence shelters
- Seniors in threat of public housing eviction due to disconnection

Weatherization

- Budget doubled to \$2 million annually

Critical Medical Needs

- United Way may pledge program funds first so customers in threat do not have to wait for approval from other programs.

New flyers for
Keeping Current,
New Start and In
This Together!
Please discard
outdated flyers.

Outreach – Ameren Energy Assistance & Account Management



June 26: Rep. Collins Townhall Meeting at 6pm, Child & Family Empowerment Center, 4145 Kennerly Ave, St. Louis, MO

July 1: Nurses for Newborns Resource Fair from 9 a.m. – noon @ 3 Sunnen Dr., Maplewood, MO

July 3: Customer Webinar – Energy Assistance Options with Ameren MO @ 10 a.m.

July 4: Ameren Closed – Independence Day

July 11: Customer Webinar – Reducing Your Bill with Ameren MO @ 10 a.m.

July 18: Customer Webinar – Health & Safety Options with Ameren @ 10 a.m.

July 25: Senior Resource Fair – Agape Love Ministry from 11 a.m. – 3 p.m. @ 1350 Lafayette St., Florissant, MO 63031

Customer Webinars Registration Link:

[Ameren MO Webinars Click Here!](#)

Heat Wave Tips

Create a breeze. Run ceiling fans, counterclockwise, or box fans with your air conditioner. This way, you can raise the thermostat 3 to 4 degrees without sacrificing comfort.

Change or clean filters. A clogged or dirty filter forces your system to work harder and wastes energy.

Block the sun. Close blinds or drapes with white backings to cut indoor heat gain by up to one-third. This simple step can help keep homes cooler.

Cook smart. Consider grilling outdoors or using small appliances like air fryers or slow cookers to reduce excess kitchen heat.

Program your thermostat. If possible, use smart or programmable thermostats that automatically adjust settings when away, saving money and staying cool.

Level out your bill. Enroll in Budget Billing to spread seasonal high-usage costs over equal monthly payments.

Know where to cool off. If your home becomes too warm, visit an air-conditioned public space or local cooling center.

<https://health.mo.gov/living/healthcondiseases/hyperthermia/index.php>

Check account. Utilize online self-service to check in on the amount of usage you are using daily.

**Consider checking
on heat vulnerable
populations to make
sure they are staying
safe!**

A wide-angle photograph of a large solar farm at sunset. Rows of solar panels stretch into the distance, reflecting the golden light of the setting sun. A person in a white hard hat and dark clothing stands in the gravel aisle between the panel rows, providing a sense of scale. In the background, there are trees and power line towers under a cloudy sky.

Resources

Crisis: We're in This Together!



If your bill is past due...

- **LIHEAP** – EA **\$318** once/year (Nov-May) **plus ECIP** summer (\$300) & winter (\$800)
- **Dollar More*** – neighbors helping neighbors up to **\$600**, income up to 200% FPL
- **Veterans Energy Assistance*** – active duty or retired, spouses, up to **\$600**
- **Critical Medical Needs* or Medical Hardship*** - extends due date, available once per year
- **New Start Energy Relief** – up to \$1000 past due balance relief for unhoused seeking permanent housing
- **Payment Agreements*** to avoid disconnection



AmerenMissouri.com/EnergyAssistance



Keeping Current is a long term solution...

- **Keeping Current \$35-\$90 monthly bill credits** with on-time monthly payments, past due bill forgiveness, income up to 200% FPL
 - **Keeping Current is a Payment Agreement**
 - **Hundreds of Applications worked daily**
 - **If customer is off or in threat, they should also seek crisis assistance!**

Ameren Health & Safety Options



Medical Hardship Extension

- In threat of disconnection and experiencing a medical crisis (once per year)
- Request must come from doctor's office
- Fax letter to the **Ameren Medical Desk** at 314-259-3116

Medical Equipment Registry

- Register critical medical equipment to be notified of planned outages
- Form signed by doctor's office
- Email form to HealthAndSafety@Ameren.com, or fax to 314-259-3116

Caring Contact

- Allow a trusted family member or agency to help manage Ameren account
- Caring Contact notified if threat of disconnection, outage, basic alerts
- Email form to HealthAndSafety@Ameren.com or fax to 314-259-3116

Critical Medical Needs

- For critically/chronically ill - prevents service interruption of electric, gas, water for 30 days
- Call 211 or Certified Medical Providers complete/submit application: <https://uwgsl.tfaforms.net/4603255>

*Health & Safety
Options flyer
included with
August Ameren
bill.*

Off Peak/On Peak Rates flyer

EXPLORE YOUR RATE OPTIONS AND WAYS TO SAVE!

With more precise energy usage information, expanded rate options and energy-saving actions, you can make a difference on your monthly bill. That's because your upgraded meter provides you with information about how and when you use energy.



SAVINGS YOU CONTROL

On the *Anytime Users* rate option, you pay the same rate no matter when you use energy. To save on this rate, use less energy anytime.

On our *Savers* rate options, you'll pay less during off-peak and mid-peak hours. You'll pay the most during on-peak hours.

Pay less with Off-peak/On-Peak Rates.

You can save by taking energy-saving actions to shift your energy use to off-peak and mid-peak hours when energy costs less.

PROS: You control when you use energy. For example, run your dishwasher at night when energy prices are much lower.

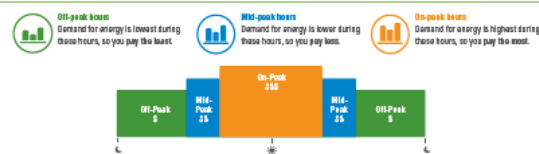
CONS: It can be challenging for some people to change their energy usage habits or adjust the times they use energy due to work or family responsibilities.

Evening/Morning Savers – This rate option offers off-peak and on-peak pricing. To save on this rate, use less energy between 9 a.m. and 9 p.m., when energy is more expensive. This is the Ameren Missouri standard rate.

Smart Savers – This rate option offers off-peak, mid-peak, and on-peak pricing. You'll pay less by shifting your energy use to off-peak and mid-peak hours. All weekends and designated holidays have no on-peak pricing. This rate also offers a summer only option.

Ultimate Savers – This rate option offers significantly discounted pricing during off-peak hours. Maximize your savings when you stagger the use of major appliances and schedule usage with smart devices and programmable appliances. All weekends and designated holidays have no on-peak pricing.

*This rate has a demand charge, which means each month your hour of highest usage between rates – 10pm will be calculated with a demand charge multiplier.



LEARN MORE To learn more about each rate option, compare your options and choose your rate, go to AmerenMissouri.com/rateoptions.



Take energy-saving actions and save.



Adjust your thermostat accordingly during on-peak hours – especially if you heat with electricity.



Do your laundry during mid-peak or off-peak hours.



Use small appliances, like your air fryer, instead of your electric oven during on-peak hours.



Use the delay function or rerun your dishwasher during mid-peak or off-peak hours.

What rate plan is right for you?

Choosing a rate option that is right for you depends on how and when you use energy. Narrow down your options with this helpful Q&A.

1. Do you prefer simplicity over savings?
Choose the *Anytime Users* rate option. You'll pay the same rate no matter what time of the day you use energy. You can still save on this plan by using less energy anytime.
2. Can you take energy-saving actions to shift your energy use to mid-peak or off-peak hours?
Consider one of our *Savers* rate options and start saving right away when you use less energy during on-peak hours.
2. Do you currently own or plan to own an electric vehicle?
Any of our *Savers* rate options will help you save if you charge your electric vehicle during off-peak hours. The *Evening/Morning Savers* rate option will help you save if you charge your electric vehicle between 10 p.m. and 6 a.m.
5. Can you stagger use of your large appliances and commit to monitoring when and how you use energy?
The *Ultimate Savers* plan might work for you. This rate offers the greatest savings opportunities when you adjust your energy usage habits.
6. Do you use a programmable smart thermostat?
Programming a smart thermostat is an easy way to automatically adjust your home's heating and cooling system with any of your rate options. If you don't have a smart thermostat, we offer instant savings on efficient products at AmerenMissouriMarketplace.com.

DID YOU FIND A RATE OPTION THAT FITS YOUR LIFESTYLE?

Take these next steps to get started:

1. Log in or create an online account at Ameren.com.
2. Compare your rate options.
3. Choose the rate that works for you.



Take energy-saving actions and save!

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Weatherization Assistance

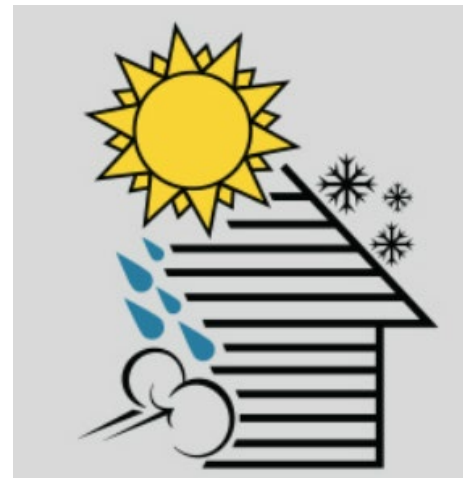
Weatherization assistance provides free weatherization improvements to homeowners or renters.

- Senior and disabled persons are given preference
- Assistance includes labor and materials, and varies depending on the project

A free energy audit is completed to determine improvements which may include **caulking, weather stripping, insulation, furnace repair or replacement.**

To learn more and locate your Weatherization Assistance agency visit

AmerenMissouri.com/Weatherization.



Ameren App



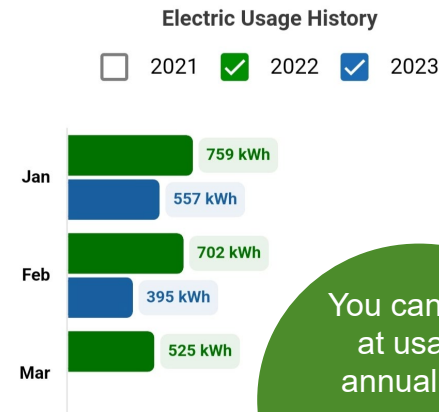
Ameren App on your cell phone?

- Account balance
- Bills
- Payments
- Enroll: Pick A Due Date, Auto Pay, Budget Billing, Paperless Billing and more.

NEW:

Usage icon at the bottom of the menu.
Click to see graph with historical usage.

Toggle between electric and gas usage
Select multiple years to compare



You can look at usage annually or compare from year to year.

Ameren Alerts



Text or Email Alerts for outage updates and other important account reminders.

From Cell Phone:

Step 1: **Text** REG to AMEREN (263736)

Step 2: Respond to text confirmation.

From Computer:

Step 1: Visit Ameren.com/Alerts and log in or register.

Step 2: **Choose Email or Text** Alerts and follow prompts to confirm.

Basic Alerts Package:

- **Outage Alerts** – receive a notification when power may be off in your area as well as estimated restoration updates, the cause of the outage and power restoration confirmation. You can also text OUT to AMEREN (263736)* to report an outage or STAT to check the status of power at your address.
- **Energy Assistance Pledge Posted** – Receive an alert when your account is granted a pledge.
- **Bill Reminders** – Receive bill due date and past due reminders.
- **Important Account Status Updates** – Receive an alert when immediate action is needed on your account.
- **Payment Confirmations** – Receive an alert to confirm receipt of your payment.
- **Start & Stop Service** - Receive alerts when your request to start or stop service has been completed.

More questions about Ameren Alerts? [Visit our FAQ page.](#)

