



In this Together

We understand that many families may be experiencing economic hardship because of the COVID-19 pandemic. We're in this together and here to help through these challenging times.

DON'T FALL FOR SCAMMERS PRETENDING TO BE UTILITIES. REMEMBER, WE WILL NEVER DEMAND PAYMENT OVER THE PHONE OR IN PERSON.

Assistance and Service Options for Residential Customers

Health and Safety Options

Find help where energy impacts your medical needs.

- Need to register critical medical equipment?
- Are you dealing with a medical hardship and need more time to pay?
- Do you want to have information about a past due account in threat of disconnection sent to a family member, friend or support agency?
- Call Ameren Missouri at **800-552-7583** to learn more about our Medical Equipment Registry, Third-Party Notification Program or applying for a medical hardship extension

LIHEAP Summer Cooling and Winter Heating Assistance

Find summer and winter energy assistance.

- Summer Cooling Program – **up to \$600** for income-eligible customers for their electric account in threat of disconnection in the summer (June 1 - Sept. 30)
- Winter Heating Program – **up to \$800** for income-eligible customers for their home energy account in threat of disconnection in the winter (Nov. 1 - March 30)
- Elderly and disabled customers can apply for assistance with the Winter Heating Program beginning Oct. 1
- Learn more at [AmerenMissouri.com/EnergyAssistance](https://www.AmerenMissouri.com/EnergyAssistance) or call **855-373-4636**

Heat Up Missouri

Cool Down Missouri

Get ready for summer heat and winter cold.

- Cool Down and Heat Up provides help to seniors and disabled customers and low-to-moderate income customers impacted by COVID-19
- Air conditioners are available through Cool Down to qualifying senior disabled residents
- To apply, visit [Cooldownstlouis.org](https://www.Cooldownstlouis.org) or [Heatupstlouis.org](https://www.Heatupstlouis.org); seniors over 65 can call **314-241-0001**

For more information about these programs and a complete list of energy assistance programs, visit [AmerenMissouri.com/EnergyAssistance](https://www.AmerenMissouri.com/EnergyAssistance) or call **800-552-7583**.

More Assistance and Service Options for Residential Customers

Deferred Payment Agreements

Find help managing your payment balance.

- Available July 21 - Oct. 31 with a minimum 25% down payment
- 6 - 12 month installments for balances from less than \$500 to over \$750
- Cold Weather Rule program runs from Nov. 1 - March 31
- Review your options through your Ameren account at AmerenMissouri.com or call us at **800-552-7583**

Keeping Current Keeping Cool

Find payment assistance.

- Keeping Current provides past due balance forgiveness and monthly bill credits with on-time monthly payments
- Keeping Cool provides a bill credit of \$25/month, June- August
- Income-eligible customers can enroll through a Keeping Current Agency
- Learn more at AmerenMissouri.com/EnergyAssistance

Ameren Missouri Dollar More

Find help or give back.

- Need assistance? Up to \$600 for income-eligible customers
- Want to donate? Add \$1 on your bill to donate or give online
- Learn more at AmerenMissouri.com/DollarMore

Products and Services

Easily manage your account online.

- Alerts – Stay up-to-date regarding your bill and service with text and email alerts
- Pick A Due Date – pick a date that's most convenient for you to pay your Ameren energy bill
- Budget Billing – annual energy bill is averaged over the past year to determine your budget billing amount
- Learn more at AmerenMissouri.com/Options

Weatherization and Energy Efficiency

Reduce your energy bill by improving the energy efficiency of your home.

- Income-eligible customers apply for the Low Income Home Weatherization Assistance Program
- Take advantage of deep discounts and rebates available through Ameren Missouri's Energy Efficiency Programs
- Learn more at AmerenMissouriSavings.com

For more information about these programs and a complete list of energy assistance programs, visit AmerenMissouri.com/EnergyAssistance or call **800-552-7583**.

