



COVID-19 Economic Hardship RECOVERY PROGRAM

New Relief Measures for Customers Impacted By COVID-19

As the ripple effect of the coronavirus pandemic continues to place unprecedented economic hardship on our customers from all walks of life, we are taking steps to ease some of their burdens by expanding our relief measures.

We recently announced the Ameren Illinois COVID-19 Economic Hardship Recovery Program which will offer flexible payment options and direct bill payment assistance to customers struggling to pay their energy bills.

One of the key provisions of the Economic Hardship Recovery Program includes Ameren Illinois' **Fresh Start Program** offering bill payment assistance and extended payment agreements:



Bill Payment Assistance – Ameren Illinois is allocating up to \$8 million to help qualified residential customers to pay down an existing account balance. Award amounts will be determined by income, household size, and amount owed, with a maximum of \$700 applied to a customer's account. Program will be available in July.

Extended Payment Agreements – Customers who still have a balance remaining after all applicable energy assistance has been applied can establish an extended payment schedule. Repayment terms may be extended up to 24 months. Customers can call 800.755.5000 for details.

We are still strongly encouraging our customers to apply for funding through the Low Income Home Energy Assistance Program (LIHEAP). The program will resume taking applications on July 27.

Please share this information with your friends, neighbors, and community contacts. Together, we can help Illinois residents to get back on track.

For more information, go to [AmerenIllinois.com/Recovery](https://www.amerenillinois.com/Recovery).