

**New funding and flexible
payment programs**



**for Ameren Illinois
residential customers.**

Economic Hardship Recovery Program:

Many Illinois families may be facing financial challenges as a result of COVID-19. We understand the hardships this pandemic has caused and want to help customers get back on track. Through our Economic Hardship Recovery Program, we are offering bill payment assistance and more flexible payment options for customers who are behind on their energy bills.

In alignment with the state's transition to Phase 4 of its Restore Illinois Plan, assessment of late payment fees have resumed in July and service disconnections will begin in September, but help is available. Please share this information with those in need in your community.



**COVID-19 Economic Hardship
RECOVERY PROGRAM**

Illinois Energy Assistance (LIHEAP)



The **Low Income Home Energy Assistance Program (LIHEAP)**, offered through the State of Illinois, is a benefit that assists families with energy costs. Eligibility is based on household size and past 30-day household income and should be 200% of the federal poverty level or below. For details visit HelpIllinoisFamilies.com or call 1.877.411.9276.

NEW!

Ameren Illinois Fresh Start

Financial assistance up to \$700

LIHEAP CERTIFIED

- Household income between 0% - 200% of the Federal Poverty Level
- Up to \$400 for electric customers and \$300 for natural gas customers can be applied to outstanding account balances
- Administered by Ameren Illinois. Customers should inquire by calling **1.800.755.5000**, Monday through Friday between 7 a.m. and 7 p.m.

MODERATE INCOME

- Household income between 200% - 350% of the Federal Poverty Level
- Up to \$200 for electric customers and \$150 for natural gas customers can be applied to outstanding balances
- Administered by the Energy Assistance Foundation. Agencies can be found at WarmNeighborsCoolFriends.org

Hardship Grants



Financial assistance of \$200 per household for Ameren Illinois residential customers

- For seniors and families who are experiencing financial hardship due to job loss, illness or disability
- Household income between 0% - 200% of the Federal Poverty Level
- Applies to Ameren Illinois residential electric customers
- Find an agency administering this program at AmerenIllinois.com/Recovery

Warm Neighbors Cool Friends



Financial assistance up to \$350

- Provides year-round bill payment assistance to moderate income seniors and families
- Household income between 200% - 350% of the Federal Poverty Level
- Applies to both electric and natural gas customers
- Administered by the Energy Assistance Foundation. Agencies can be found at WarmNeighborsCoolFriends.org

Military Support Grants



Financial assistance up to \$150

- This grant is for qualifying active members of the military and disabled veterans
- Ameren Illinois electric residential customers
- Account must be listed in the name of the qualifying military or disabled veteran
- Address is the primary residence of the veteran
- One grant per household per calendar year
- Application form found at AmerenIllinois.com/MilitarySupport

Deferred Payment Agreements



Flexible payment arrangements are available for customers who have an outstanding balance after all applicable bill payment assistance has been applied to their accounts. The down payment requirement has been reduced and the time to retire a past due balance has been extended. These new flexible terms will be available through January 31, 2021.

- LIHEAP recipients and those indicating a financial hardship will not be required to make a down payment, and the remaining balance can be spread out in equal installments up to 24 months
- Otherwise, a 10% down payment will be required and monthly installments can be spread out up to 18 months



COVID-19 Economic Hardship
RECOVERY PROGRAM