

# COVID-19 ECONOMIC HARDSHIP RECOVERY PROGRAM

Are you facing challenging times? We're here to help. At Ameren Illinois, we are committed to working with customers who may be experiencing economic hardship because of the COVID-19 pandemic. If you are having difficulty paying your energy bill, it is important to take steps today to maintain the essential services you need.

LEARN MORE AT [AMERENILLINOIS.COM/RECOVERY](https://www.amerenillinois.com/recovery)

## 1. Apply for Financial Assistance



### Illinois Energy Assistance

State funding to help Illinois families  
[HelpIllinoisFamilies.com](https://www.HelpIllinoisFamilies.com)  
1.877.411.9276



### WNCF

Help with energy bills for moderate income seniors and families  
[WarmNeighborsCoolFriends.org](https://www.WarmNeighborsCoolFriends.org)  
1.888.690.5700



### Ameren Illinois Hardship Grants

Energy assistance grants to assist residential, military and business customers  
[AmerenIllinois.com/Recovery](https://www.AmerenIllinois.com/Recovery)  
1.800.755.5000 Residential Customers  
1.800.232.2477 Business Customers

Program eligibility is generally based on household size and monthly income. Funding is limited, so it is important to contact the energy assistance agency to see if your family qualifies for energy bill assistance.

## 2. Explore Payment Options



### Budget Billing

Even out the seasonal fluctuations of your energy bill based on an average of your past 12 months' usage.



### Pick A Due Date

Pick a day of the month that is most convenient for you to pay your energy bill for either your home or small business.



### Deferred Payment Agreement

Start by paying 10% of your total balance and the remainder will be divided in monthly installments along with your monthly bill over 18 months. For LIHEAP recipients, it will be spread over 24 months.



### Flex Pay

Pay in advance for what you use. You can defer your balance of up to \$600 to pay this over time. You'll get text and/or email alerts letting you know when you need to add more funds.

## 3. Contact Us

Log in to your account to chat with us or call us Monday through Friday from 7 a.m. to 7 p.m. at:  
**Residential Customers: 1.800.755.5000 | Business Customers: 1.800.232.2477**

## 4. Lower Future Energy Bills

There are many energy efficiency programs available to help you manage your usage, improve your comfort and reduce your costs at [AmerenIllinoisSavings.com/Recovery](https://www.AmerenIllinoisSavings.com/Recovery).

Residential customers and tenants of multifamily properties may qualify for a **FREE** energy efficiency kit. Businesses are eligible to receive a **FREE** energy consultation and/or lighting assessment to find energy savings.



### For My Home

Residential Customers  
[IllinoisResidentialEE@ameren.com](mailto:IllinoisResidentialEE@ameren.com)  
1.866.838.6918



### For My Business

Business Customers  
1.866.800.0747

To learn more about Ameren's COVID-19 Economic Hardship Recovery Program, visit [AmerenIllinois.com/Recovery](https://www.AmerenIllinois.com/Recovery)



**COVID-19 Economic Hardship**  
RECOVERY PROGRAM