



The upgrade process is simple:

This spring, customers will begin to receive notification explaining the upcoming meter upgrades. Here is how it works:

- Ameren Illinois is upgrading electric and natural gas meters in the area as part of the overall infrastructure enhancements to improve reliability and help a customer better control their energy costs.
- Customers do not need to take any action and will be notified before meter upgrades begin in their area.
- At the time of the upgrade, installers will knock on customers' doors to let them know they're on-site. Installers will have Ameren ID badges.
- The upgrades will only take about 10–15 minutes.
- There will be a brief interruption in customers' electric service but no service interruption for the natural gas meter upgrades. Customers do not need to be present as long as installers have clear and safe access to the meters. A door hanger will be left to let customers know if the upgrade was completed or if an appointment is necessary.
- Electric and natural gas meter upgrades will be completed on separate visits.

Here's how you can help:

- Please have your front-line staff and other key personnel direct any constituents with questions to AmerenIllinois.com/focus, or have them call Ameren Illinois Customer Service at 1-800-755-5000.
- Consider including information on your website, on your cable access channel or in your newsletters and other communications.

As partners in serving the community, we will contact you to schedule a time to personally brief you on our plan. If you have questions, I can be reached at 618.236.6259 or PNixon@ameren.com.

Sincerely,

Paula Nixon
Ameren Illinois, Community Relations Coordinator