

Enhanced Payment Options and Energy Assistance Available for Ameren Illinois Customers

Reduced down payment available through March 31

COLLINSVILLE, Ill. (March 23, 2026) – Ameren Illinois is offering flexible payment plans and assistance to customers who have fallen behind on their energy bills.

“We know that financial challenges can be stressful for our customers and their families,” said Joe Solari, vice president of customer experience for Ameren. “Reduced down payment options, energy assistance, and energy-saving programs are designed to support our customers as they work to manage their energy bills and get back on track.”

Through March 31, eligible customers with past-due balances can establish a payment plan by paying 10% of the arrearages. Beginning April 1, the down payment requirement will revert to the standard 20%-25% of the arrears. To establish a payment plan, customers may log in and easily access their account options at [AmerenIllinois.com](https://www.AmerenIllinois.com). If customers have difficulty online, they may also call Ameren Illinois Customer Service at (800) 755-5000.

LIHEAP Funding – Customers may be eligible to receive help through financial assistance programs. The Low Income Home Energy Assistance Program (LIHEAP) is available to income-qualified customers. In addition to receiving a one-time benefit on your energy bill, LIHEAP-eligible customers will automatically be approved for a credit on their monthly gas bill through the Natural Gas Service Discount program. For more information on financial guidelines and to identify a local agency in your community, Ameren Illinois customers may call the Help Illinois Families Assistance Hotline at (833) 711-0374 or visit [HelpIllinoisFamilies.com](https://www.HelpIllinoisFamilies.com).

Warm Neighbors Cool Friends – This program provides year-round heating and cooling assistance designed to help those who generally do not qualify for federal or state support. Detailed information is available at [WarmNeighborsCoolFriends.org](https://www.WarmNeighborsCoolFriends.org).

Energy Saving Opportunities - Offered through the Ameren Illinois Energy Efficiency Program, the Residential Eligibility Tool is a quick and easy way to see which energy saving opportunities you qualify for to help you improve comfort, manage energy usage and reduce costs. To find out if you qualify, visit [AmerenIllinoisSavings.com/residential](https://www.AmerenIllinoisSavings.com/residential).

About Ameren Illinois

Ameren Illinois delivers energy to 1.2 million electric and more than 800,000 natural gas customers throughout central and southern Illinois. Our service territory covers more than 1,200 communities and 43,700 square miles and our mission is to power the quality of life. For more information, visit [AmerenIllinois.com](https://www.AmerenIllinois.com). Follow us at [@AmerenIllinois](https://www.instagram.com/AmerenIllinois) or [Facebook.com/AmerenIllinois](https://www.facebook.com/AmerenIllinois).

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