



May 19, 2022

Energy Supply and Billing Changes for Ameren Customers
In Reference to Letter Sent to Residents Regarding Supply Changes

We are reminding community members to expect increases in energy rates this summer. Community members will and have begun to receive a letter from Ameren Illinois notifying customers of supply rate increases for the upcoming summer months.

Rising prices and supply shortages are a concern in an 11-state region that includes Central Illinois. This has prevented Good Energy, our community's energy aggregation supply program, which most of our residents and businesses utilize, from securing a contract starting in June. Therefore, participants will be returned to Ameren supply for the months of July and August at a minimum.

Customers do not need to take any action for the transition from the aggregate supplier of energy to Ameren during those months. Community members may receive correspondence from other energy supply companies offering different rates. Historically, the aggregated prices have remained the lowest for our residents. Customers who take no action will return to the aggregation supply program once the contract is signed.

Energy markets have experienced a significant price spike through the winter and spring, and these increased prices are reflected in Ameren's recently announced utility rates for residential and small business customers.

Businesses and families have been through a lot in the past few years. Cost increases and inflation are making everyone - businesses and families likewise - take a good look at current and future expenses and possible cuts. Please take some time and examine your current usage and rates on your bill and plan now for the possible increase if you haven't seen it yet. Also, we ask everyone to be patient as we are working through this process with Good Energy as they are working hard to establish a reasonable rate and resume the program as soon as possible.

The Heart of Illinois 2-1-1 line is a local resource that residential customers can call to see if there are any programs that can assist with utility costs. The 2-1-1 phone number is available 24 hours a day, seven days a week. The alternate phone number is (309) 999-4029.

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