



Ameren Missouri
Advancing Time of Use Rates
Agenda Meeting
2/24/2021

Discussion Topics

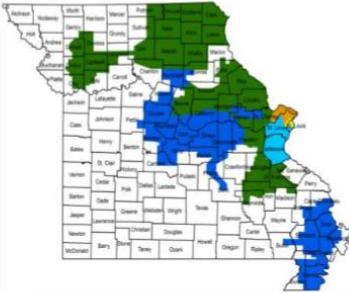


- Opening Remarks - Tara Oglesby, Vice President Customer Experience
- TOU SMP Update - Jeff Esserman, Director, Smart Meter Program
- Customer Communications Plan - Amanda Barbieri, Sr. Manager, Smart Meter Program
- Additional Discussion Attendees:
 - Mark Birk – Sr. Vice President, Customer Operations, Ameren Missouri
 - Tom Byrne – Sr. Director, Regulatory Affairs, Ameren Missouri
 - Clark Allen – Sr. Manager, Digital Program Management, Ameren Services
 - Gaye Suggett – Manager, Regulatory Affairs, Ameren Missouri
 - Steve Wills – Director, Regulatory Affairs, Ameren Missouri

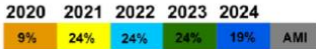


Smart Meter Program (AMI) Update

- The Smart Meter Program successfully deployed approximately 140,000 advanced meters in 2020.
- The Smart Meter Communication network is performing as designed. Read performance is at 99.7% in the St. Charles Operating Area.
- We have revised our initial deployment completion target from 2025 to a completion date no later than year-end 2024.
- Our new accelerated plan adheres to our SB 564 capital planning guidelines and is intended to accelerate the operations savings and customer benefits of the Smart Meter program.



Scheduled upgrades:
1.2M electric Meters
130K Gas Modules



Percent of total meters deployed by year.

| Deployment Location | Timing |
|---------------------------------------|-------------|
| St. Charles | 2020 |
| St. Louis Metro | 2021 - 2022 |
| Extended Areas: Central, South, North | 2023 - 2024 |





Components of TOU Customer Experience Enablement

Success Pillars

Education & Outreach

Providing customers with **simple**, and **easy to understand** communications.

- Mail / Post cards
- Online: Ameren.com
- Contact Center

Ease of Experience

Our execution will be brought to life by focusing on processes that are **easy for customer to understand** and navigate.

- Multi – channel rate choice
- State of the art usage tools and rate comparisons

Ongoing Engagement

Our objective is to build **deeper customer engagement** over time on energy use and rate options to empower customers.

- Alerts and notifications
- Annual assessments



Ameren Missouri's Time of Use Rate Review Project

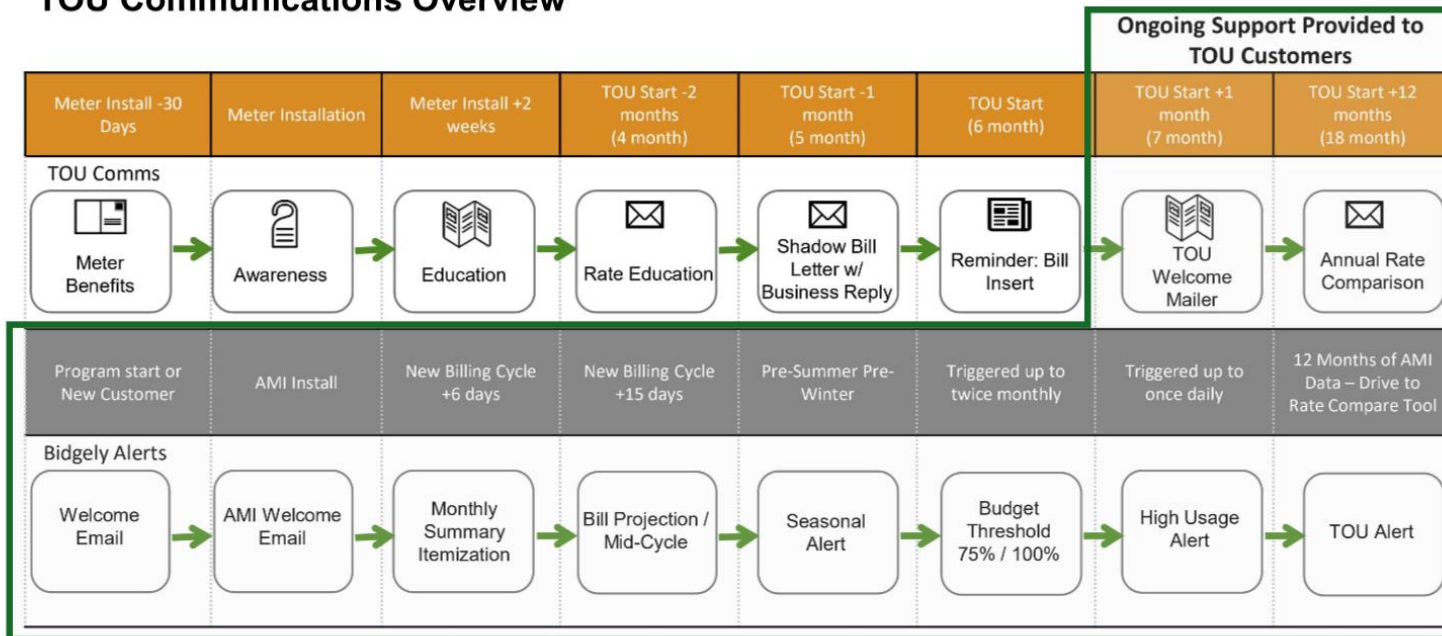


Time Of Use Communications Overview

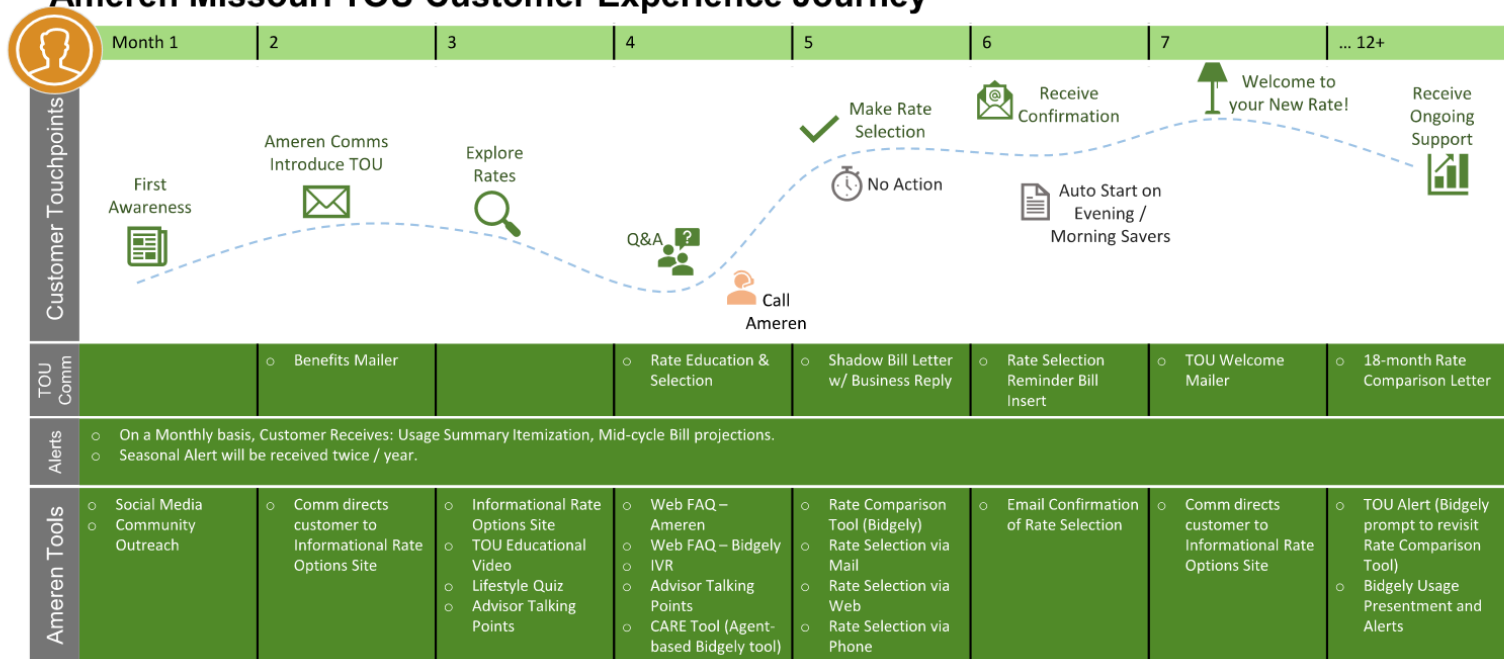


Smart Meter
PROGRAM

TOU Communications Overview



Ameren Missouri TOU Customer Experience Journey

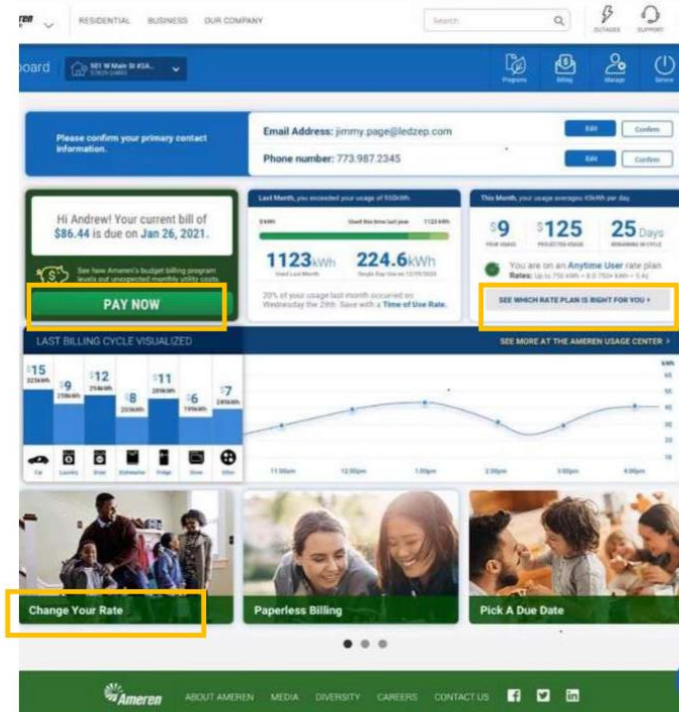


Rate Selection & Customer Convenience

Customers are provided various channels for rate selection, all of which have been designed for Customer convenience.

| Creating convenient solutions for our Ameren Missouri customers | | | |
|---|--------------------------|------------------------------|--|
| | For Tech Savvy Customers | For Non-Tech Savvy Customers | |
| Web | ✓ | | Web tools will be educational and promote self-service. |
| IVR | ✓ | | The IVR will provide a simple way for Customers to keep their current rate. |
| Specialized Advisor | | ✓ | Advisors will be trained on TOU talking points and prepared to walk a customer through the selection process, including processing their selection live. |
| Letter / Return Mail | | ✓ | As part of a mailed communication, Customers will have the option to make a selection by returning the tear-off portion in the envelope provided. |

Customer navigates to their account on Ameren.com



A Customer is provided many opportunities to learn more and make an educated rate selection. From their account dashboard, they will have the ability to navigate to the Rate Comparison Tool, the Rate Options informational site, and the Rate Selection Tool.

Customer navigates to the Rate Comparison Tool *

Energy Co. Home Energy Usage My Recommendations Survey

Energy Details Monthly Summary Similar Homes Bill Analysis **Rate Plan Options**

How Much You Would Have Spent

Your approximate cost is calculated by applying the bill bill cycles of usage data from your smart meter to each rate plan.

We're constantly evaluating what rate plan is best for you based on your energy usage. The table below shows you what your total cost would have been under different rate plans, for the [x] bill cycles since you switched to an smart meter (Jun 5, 2020 - Oct 5, 2020).
If you switch plans, this page may not display your new plan until the next completed bill cycle.

| CURRENT PLAN Consider switching to either option. | HIGHEST SAVINGS \$100 lower than what you paid | \$47 more than what you paid | \$125 more than what you paid |
|--|--|--|--|
| Anytime Users Your total cost would have been: \$ 840 Current Plan | Eve/Mn Savers Your total cost would have been: \$ 754 Switch To This Plan | Overnight Savers Your total cost would have been: \$ 887 Switch To This Plan | Smart Savers Your total cost would have been: \$ 965 Switch To This Plan |
| How This Plan Works The same standard price every hour of every day. Learn more | How This Plan Works High prices from 3pm on summer weekdays, and discounted prices at all other days and times. Learn more | How This Plan Works One price for your "low" or "off" usage, and a higher price for your "peak" or "on" usage - just like different products for low rates. Learn more | How This Plan Works Very high prices from 3pm on summer weekdays, and discounted prices at all other days and times - with deep discounts at night. Learn more |
| Plan rate YOUR BILLING CYCLE | Peak rate YOUR BILLING CYCLE | Flat rate YOUR BILLING CYCLE | Peak rate YOUR BILLING CYCLE |
| Who is A Good Candidate? <ul style="list-style-type: none"> ✓ Often uses energy on summer weekday afternoons. ✗ Doesn't have programmable or smart appliances. | Who is A Good Candidate? <ul style="list-style-type: none"> ✓ Often uses energy on summer weekday afternoons. ✗ Doesn't have programmable or smart appliances. | Who is A Good Candidate? <ul style="list-style-type: none"> ✓ Minimizes the overall energy they use. ✓ Often uses energy on summer weekday afternoons. ✗ Doesn't have highly energy intensive appliances. | Who is A Good Candidate? <ul style="list-style-type: none"> ✓ Has an EV or electric heat pump. ✓ Charges their electric vehicle during off-peak hours at overnight. ✗ Rarely uses energy during peak hours. |

A Customer has the ability to compare potential costs based on their typical usage for all rate options.

They can then navigate to the Rate Selection Tool by selecting "Switch to this Plan," or they can navigate to the Rate Option informational site by clicking "Learn More"

Call center advisors have the ability to mirror this presentation feature within the CARES tool to help guide customers through rate comparison and selection.

*This is an out of the box example; subject to change and will include disclaimers particular to Ameren Customers.

Customer navigates to the Rate Selection Tool – Views Rates

The screenshot displays the Ameren website's Rate Selection Tool. The main interface is titled "STEP 1. SELECT A RATE" and "Choose The Rate That's Right For You". It lists five rate options, each with a "View Rate Cost" link:

- Anytime Users:** You'll pay the same rate for all the energy you use.
- Evening/Morning Savers:** Save on energy you use between 5 p.m. and 8 a.m.
- Overnight Savers:** Save on energy you use between 12 a.m. and 6 a.m.
- Smart Savers:** Shift your energy usage to off-peak hours.
- Ultimate Savers:** Change your use of major appliances and shift most usage to off-peak hours.

A pop-up window titled "New Rates, New Ways to Save" is open, showing details for the "Evening/Morning Savers" rate. It includes a "Learn More" link and a "Cancel" button. The pop-up also features a bar chart comparing the cost of the selected rate to the current rate.

A Customer's options are laid out clearly for them in the Rate Selection Tool. There is also an opportunity here to "Learn More" about each rate.

A customer can review the details of each rate from within the Rate Selection Tool. They can then return to the Rate Selection Tool by simply clicking the "X" on the pop-up screen.

Customer navigates the Rate Selection Tool – Confirms their Selection

The screenshot shows the Ameren website's Rate Selection Tool. At the top, there are navigation links for RESIDENTIAL, BUSINESS, and OUR COMPANY, along with a search bar and icons for SEARCH, SUPPORT, and ACCOUNT. A progress bar indicates three steps: SELECT A RATE (checked), CONFIRM SELECTION (checked), and ENROLL (active). The main content area is titled 'STEP 3. ENROLL' and contains the following text:

Please verify the following information. By clicking submit, you are authorizing Ameren to enroll you in the following Time of Use Rate.

| Confirm Your Enrollment | Please Note |
|---|--|
| <p>Pending Rate: Overnight Saver, Summer Only You'll Start On: X/XX/XXXX Your Current Rate: Anytime Saver</p> <p>Service Address 816 MAIN STREET GLEN CARBON IL, 62040</p> | <p>If you switch away from Overnight Saver, Smart Saver, or Ultimate Saver, you cannot return to the rate you left for 12 months. You can pick a new rate after one billing cycle.</p> <p>Please continue to make payments shown on your bill, this change will not affect the current bill and due dates.</p> |

At the bottom of the form, there is a button labeled '← View All Rates' and a green 'Submit →' button.

[Rate Confirmation Email – Not Final Version]

Dear Ameren Missouri Customer,

Your recent rate change request on account number ending in XXXX was successful!

For more information, including tips on how to be successful on this rate, please [login <link to Ameren.com> to your account.](#)

If you didn't take this action please [contact us <link to Ameren.com/missouri/contact-us>.](#)

Sincerely,
Ameren Missouri Customer Service

A Customer is given the opportunity to review the details of their selection, including their current rate, the rate chosen, and the effective date of the new rate. Customers are notified of their ability to make future rate changes. They can then submit their selection.

A Customer will receive a brief, generic confirmation email to verify their selection was submitted successfully. They are reminded that they can find more information on the web by logging into their account.



TOU Comms – After 4 Months on New AMI Meter, 2 Months before Automatic start

Customer receives an educational piece on Rate Options directing them to the web for more detailed rate information

NEW RATE OPTIONS ARE HERE.



<Customer Name>
<Street Address>
<City>, <State> <ZIP Code>

<Customer Name>, now you can choose your rate!

Explore the possibilities of your upgraded meter with expanded rate options from Ameren Missouri. With access to more precise energy usage information, these new rate options give you more control over your monthly energy bill and new opportunities to save.

Introducing new off-peak and on-peak rates.

Today, you have a flat-rate plan – Anytime Users. This means you pay the same amount no matter when you use energy. Our new rate options allow you to control your energy costs based on when you use energy.



Off-peak times

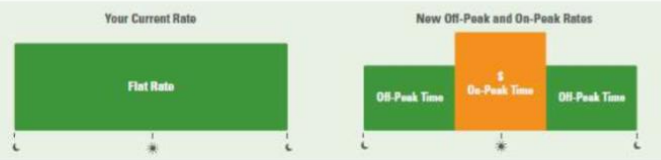
Demand for energy is lower during these times, so you're charged less. These times vary by plan but are typically late at night and in the early morning.



On-peak times

Demand for energy is higher during these times, so you're charged more. These times vary by plan but are typically in the afternoon and early evenings.

The charts below help visualize the comparison between your current rate option and new rate options.



How to save with off-peak and on-peak rates.

By shifting your usage slightly and taking small steps to conserve energy, you could start saving right away.



Program your thermostat to adjust accordingly during peak times.



Plan ahead and save by charging your electric vehicle overnight.



Load the washing machine, but run during off-peak times.



Use the delay function or set a timer to wash dishes overnight.

What's next?



Check your mailbox for more detailed rate information next month. In the meantime, visit AmerenMissouri.com/RateOptions to learn more about your rate options and how you can start saving.

Customers participating in Greenways Solar or net metering should review program guidelines before making a rate selection.



Smart Meter
PROGRAM

TOU Comms – After 5 Months on New AMI Meter, 1 Month before Automatic Start

Customer receives **Basic Rate Comparison** information and is directed to the web for information on Advanced Rate Options

Customer has the option to respond with a selection at this time

YOUR RATE IS CHANGING. CHOOSE YOURS NOW.

Ameren MISSOURI

<Customer Name>
<Street Address>
<City>, <State>, <ZIP Code>

<Customer Name>, choose your rate today!

Explore the possibilities of your upgraded meter with expanded rate options from Ameren Missouri. With access to more precise energy usage information, these new rate options give you more control over your monthly energy bill and new opportunities to save.

Introducing our new Evening/Morning Savers rate option.

Today you have a flat rate plan - Anytime Users. This means you pay the same amount no matter when you use energy. Designed to suit typical energy users, our new Evening/Morning Savers rate option features off-peak and on-peak pricing to help you control energy costs based on when you use energy.

What this means for you.

To give you the opportunity to start managing your energy, you'll start on the Evening/Morning Savers rate option after 5/30/2014. This change will happen automatically, but you still have a choice. If you're not interested in taking advantage of off-peak and on-peak pricing, you can choose to stay on your current Anytime Users rate option.

How do your rate options compare?*

The estimated costs below are a customized rate comparison based on how much energy you used and what time of day you used it over the past four months. Making changes to your daily routine, like shifting when you do laundry or run the dishwasher, could lead to savings on your monthly energy bill.

| | |
|--|--|
| Anytime Users \$136/mo (your current flat rate) | Evening/Morning Savers \$136/mo (your new rate) |
|--|--|

* To explore even more savings potential with our advanced rate options, visit AmerenMissouri.com/RateOptions.

ADDITIONAL DETAILS ABOUT YOUR BASIC RATE OPTIONS

Evening/Morning Savers Rate Option

Is this rate a good fit for you?

Are you out of the house by 8 a.m.? Do you spend most of the day at work? Do you run a few errands before coming home? To take advantage of this rate option, you need to change when you use energy.

How it works.

You'll pay a discounted rate on the energy you use between 8 p.m. and 8 a.m., so you can save if you shift some of your usage to that time window. For example, set the delay function on your dishwasher and other appliances to run at night. You'll be charged a rate that's slightly lower than what you pay if you use energy from 8 a.m. to 8 p.m.

Anytime Users Rate Option

Is this rate a good fit for you?

Do you want to keep things as simple as possible and keep using energy the "regular" way? You are charged one rate for energy no matter when you use it.

How it works.

You'll pay the same rate for all of the energy you use. You can still save on energy by using less energy.

OR

To stay on your current Anytime Users rate option, just fill out this card and return it in the envelope provided. Please allow seven business days for processing.

OR

If we don't hear from you, you'll automatically start on the Evening/Morning Savers rate option after XX/XX/XXXX. You can also go to AmerenMissouri.com/RateOptions before that date to make your choice online.

Check this box to stay on your current Anytime Users rate option.

Signature _____
Date _____
Email _____

<Account Number>
<Customer Name>
<Service Address>
<City>, <State> <ZIP Code>

To explore all of our expanded rate options and make your choice online, go to AmerenMissouri.com/RateOptions.





Smart Meter PROGRAM

TOU Comms – After 6 Months on New AMI Meter, at Automatic Start

Customer receives a bill insert informing them of their rate change and directing them to the web to learn about their options

YOUR RATE IS CHANGING ON YOUR NEXT BILL. TAKE ACTION NOW TO KEEP YOUR CURRENT RATE!





On your next bill, you'll start on our new Evening/Morning Savers rate option. Designed to suit typical energy users, this rate option features off-peak and on-peak pricing to help you control energy costs based on **when** you use energy.

To stay on your current rate, go to AmerenMissouri.com/RateOptions.

Off-peak times | 9 p.m. – 9 a.m.
Energy demand is lower, so you're charged less.


On-peak times | 9 a.m. – 9 p.m.
Energy demand is higher, so you're charged more.

STILL TRYING TO DECIDE WHICH RATE OPTION IS RIGHT FOR YOU?





HERE'S HOW TO SELECT THE RATE THAT'S RIGHT FOR YOU:

- 1 GO ONLINE** - Visit AmerenMissouri.com/RateOptions
- 2 SIGN IN** - Log in or create a new online account
- 3 COMPARE** - Review Anytime Users and Evening/Morning Savers
- 4 CHOOSE** - Select the best rate for your lifestyle



Visit AmerenMissouri.com/RateOptions now to select your rate.





Conclusion

Approaching an Enhanced TOU Customer Experience for Ameren Missouri

- ✓ Overall Billing System readiness
 - ✓ New Rate Structures
 - ✓ Shadow Billing functionality
 - ✓ Interval billing processes in place
- ✓ Refined Communications strategy and assets
- ✓ Enabled enhanced channel availability
- ✓ Developing ongoing energy relationship tools and support for our customers





Appendix



TOU Rate Options Overview

| Basic Rate | Basic Rate | Advanced Rate | Advanced Rate | Advanced Rate | Advanced Rate | Advanced Rate |
|---|--|--|---|---|---|--|
| Current Anytime Users (R-Basic) | Default Evening/Morning Savers (R-Day/Night) | New Overnight Savers (R-TOU2) | New Smart Savers (R-TOU) | New Ultimate Savers (R-TOUUS) | New Overnight Savers Summer + Anytime Users Winter (R-TOU2 w/ WB rider) | New Smart Savers Summer + Anytime Users Winter (R-TOU w/ WB rider) |
| Same rate for all energy used. Savings if usage is decreased. | A discounted rate on the energy used between 9 p.m. and 9 a.m. Savings if usage shifted to that time window. | A discounted rate on the energy used between 10PM and 6AM. Savings if usage shifted to that time window. | The rate for on-peak energy usage is nearly five times as much as the off-peak rate. Big savings if usage shifted to mid-peak and off-peak hours, when energy is least expensive. | Maximized savings if energy use distributed throughout the day and avoids on-peak hours, when energy is most expensive. | “Summer Only” Option where customers switch to Anytime Users in the Winter. | “Summer Only” Option where customers switch to Anytime Users in the Winter. |

Week 2 Benefits Mailer Part 1

EXPLORE THE FEATURES OF YOUR NEW SMART METER.

From helping us pinpoint and solve outages faster to providing you with detailed energy usage information, your new smart meter enables more convenience, choice and control. With valuable information at your fingertips, you can find new ways to save.

CONVENIENCE

Quicker restoration after outages and faster connection when you move or start service.

CHOICE

New expanded rate options offer flexibility and savings opportunities based on when and how you use energy.

CONTROL

Precise, appliance-specific energy usage information to help you plan your activities and potentially save on your bill.



Create an account at AmerenMissouri.com/SmartMeters.



AMEREN MISSOURI
PO BOX 780353
ST LOUIS, MO 63178

**YOUR NEW SMART METER CAN HELP
YOU SAVE ENERGY AND MONEY.**



Create your online account now at
AmerenMissouri.com/SmartMeters.

RESIDENTS
WITH CASH OR
CHECK PAYMENT
PAID
STANDARD
PERMITAL FEE

MORE CHOICES MEANS MORE CONTROL OVER YOUR MONTHLY BILL.



Create your account today
and learn how to take advantage
of your new smart meter.



Week 2 Benefits Mailer Part 2

THE INSIGHTS YOU NEED. THE BENEFITS YOU DESERVE.

Your new smart meter offers greater control, visibility and potential for savings. With near real-time data that's always available online, you'll have the insights you need to take control of your energy usage.



Learn Valuable Energy-Saving Tips
Help reduce costs with personalized tips based on your household's energy usage.



Stay Updated on Your Usage
See your bill projections and get helpful usage and budget alerts to stay on track.



Get Energy Usage Insights
See your energy usage habits in 15-minute intervals with easy-to-read charts.



Explore Expanded Rate Options
Find the rate option that fits you best based on your lifestyle.



INTRODUCING NEW OFF-PEAK AND ON-PEAK RATES.

With your new smart meter, you now have additional rate options to choose from. Off-peak and on-peak pricing means you can select a rate based on your lifestyle and the time of day when you use the most energy.



Off-peak times
Demand for energy is lower during these times, so you're charged less.



On-peak times
Demand for energy is higher during these times, so you're charged more.

Visit AmerenMissouri.com/RateOptions to explore your rate options online.

MORE KNOWLEDGE. MORE SAVINGS.

With your new smart meter, you'll see detailed usage information by appliance that can help you find ways to save.

- See your lighting energy usage and how to save by switching to LED lights.
- Learn how a smart thermostat helps reduce heating/cooling costs when you're not at home.

To see your energy usage like never before, create an online account at AmerenMissouri.com/SmartMeters.



Month 4 General TOU Education

NEW RATE OPTIONS ARE HERE.



, now you can choose your rate!

Explore the possibilities of your upgraded meter with expanded rate options from Ameren Missouri. With access to more precise energy usage information, these new rate options give you more control over your monthly energy bill and new opportunities to save.

Introducing new off-peak and on-peak rates.

Today, you have a flat-rate plan—Anytime Users. This means you pay the same amount no matter when you use energy. Our new rate options allow you to control your energy costs based on when you use energy.



Off-peak times

Demand for energy is lower during these times, so you're charged less. These times vary by plan but are typically late at night and in the early morning.



On-peak times

Demand for energy is higher during these times, so you're charged more. These times vary by plan but are typically in the afternoon and early evenings.

The charts below help visualize the comparison between your current rate option and new rate options.



How to save with off-peak and on-peak rates.

By shifting your usage slightly and taking small steps to conserve energy, you could start saving right away.



Program your thermostat to adjust accordingly during peak times.



Plan ahead and save by charging your electric vehicle overnight.



Load the washing machine, but run during off-peak times.



Use the delay function or set a timer to wash dishes overnight.

What's next?



Check your mailbox next month for more detailed rate information to help you choose the rate that's best for you. In the meantime, visit [AmerenMissouri.com/RateOptions](https://www.AmerenMissouri.com/RateOptions) to learn more about your rate options and how you can start saving.

Customers participating in Community Solar or net metering should review program guidelines before making a rate selection.

Month 5 Rate Comparison and Business Reply Card Part 1

**YOUR RATE IS CHANGING.
CHOOSE YOURS NOW.**



Now, YOU can choose your rate!

Explore the possibilities of your upgraded meter with expanded rate options from Ameren Missouri. With access to more precise energy usage information, these new rate options give you more control over your monthly energy bill and new opportunities to save.

Introducing our new Evening/Morning Savers rate option.

Today, you have a flat-rate plan – Anytime Users. This means you pay the same amount no matter when you use energy. Designed to suit typical energy users, our new Evening/Morning Savers rate option features off-peak and on-peak pricing to help you control energy costs based on **when** you use energy.



Off-peak times (9 p.m.-9 a.m.)

Demand for energy is lower during these times, so you're charged less.



On-peak times (9 a.m.-9 p.m.)

Demand for energy is higher during these times, so you're charged more.

What this means for you.

To give you the opportunity to start managing your energy, you'll start on the Evening/Morning Savers rate option after. This change will happen automatically, but you still have a choice. If you're not interested in taking advantage of off-peak and on-peak pricing, you can choose to stay on your current Anytime Users rate option.

How do your rate options compare?*

The estimated costs below are a customized rate comparison based on how much energy you used and what time of day you used it over the **past four months**. Making changes in your daily routine, like shifting when you do laundry or run the dishwasher, could lead to savings on your monthly energy bill.

Anytime Users
\$ /mo
(your current flat rate)

Evening/Morning Savers
\$ /mo
(your new rate)

To explore even more savings potential with our advanced rate options, visit AmerenMissouri.com/RateOptions.

*The average costs included in the table above are estimates only and not guaranteed. They are based only on your usage over the past four months and not inclusive of all seasons. Customers participating in Community Solar or not meeting their energy program guidelines before making a rate selection. For customers currently enrolled in Budget Billing, the chart above is based on your actual energy usage and not the budget bill amount shown on your bill. We cannot make adjustments to your energy bills that have already been issued.

Your next step is simple.

To stay on your current Anytime Users rate option, just fill out this card and return it in the envelope provided or go to AmerenMissouri.com/RateOptions. Please allow seven business days for processing.

OR

If we don't hear from you, you'll automatically start on the Evening/Morning Savers rate option after. To make your choice online, go to AmerenMissouri.com/RateOptions before that date.

Check this box to stay on your current Anytime Users rate option.

Signature _____

Date _____

Email _____

To explore all of our expanded rate options and make your choice online, go to AmerenMissouri.com/RateOptions.

Month 5 Rate Comparison and Business Reply Card Part 2

ADDITIONAL DETAILS ABOUT YOUR BASIC RATE OPTIONS



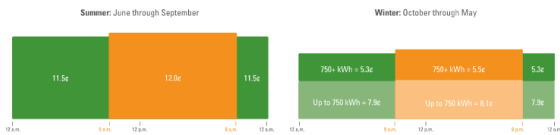
Evening/Morning Savers Rate Option

Is this rate a good fit for you?

Are you out of the house by 9 a.m.? Do you spend most of the day at work? Do you run a few errands before coming home? To save on this rate option, you need to change when you use energy.

How it works.

You'll pay a discounted rate on the energy you use between 9 p.m. and 9 a.m., so you can save if you shift some of your usage to that time window. For example, set the delay function on your dishwasher and other appliances to run at night. You'll be charged a rate that's slightly lower than what you pay if you use energy from 9 a.m. to 9 p.m.



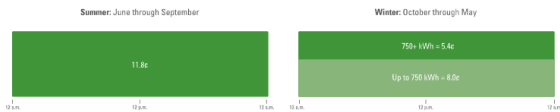
Anytime Users Rate Option

Is this rate a good fit for you?

Do you want to keep things as simple as possible and keep using energy the way you do today? This is the rate option you're familiar with. You are charged one rate for energy no matter when you use it.

How it works.

You'll pay the same rate for all of the energy you use. You can still save on this rate by using less energy.



To explore even more savings potential with our advanced rate options, visit [AmerenMissouri.com/RateOptions](https://www.AmerenMissouri.com/RateOptions).

**YOUR RATE IS CHANGING ON YOUR NEXT BILL.
TAKE ACTION NOW TO KEEP YOUR CURRENT RATE!**



On your next bill, you'll start on our new Evening/Morning Savers rate option. Designed to suit typical energy users, this rate option features off-peak and on-peak pricing to help you control energy costs based on **when** you use energy.

To stay on your current rate, go to [AmerenMissouri.com/RateOptions](https://www.AmerenMissouri.com/RateOptions).



Off-peak times | 9 p.m. – 9 a.m.

Energy demand is lower, so you're charged less.



On-peak times | 9 a.m. – 9 p.m.

Energy demand is higher, so you're charged more.

STILL TRYING TO DECIDE WHICH RATE OPTION IS RIGHT FOR YOU?



HERE'S HOW TO SELECT THE RATE THAT'S RIGHT FOR YOU:

- 1 GO ONLINE** - Visit AmerenMissouri.com/RateOptions
- 2 SIGN IN** - Log in or create a new online account
- 3 COMPARE** - Review Anytime Users and Evening/Morning Savers
- 4 CHOOSE** - Select the best rate for your lifestyle



Visit AmerenMissouri.com/RateOptions
now to select your rate.