

St. Louis Tornado Relief:

REESTABLISHING ELECTRIC SERVICE AND ENERGY ASSISTANCE OPTIONS

We know the **severe weather** that occurred on **May 16, 2025**, had a devastating impact on our community, and we are here to help. Ameren Missouri is offering a variety of program updates to help customers in the impacted areas maintain service and access energy assistance.

How to Reestablish Electric Service

After receiving approval from the City of St. Louis to reestablish service, please call Ameren Missouri's customer service team at **800.552.7583**. There is no activation fee for reconnecting electric service, and Ameren Missouri will reconnect customers as quickly as possible. Customers must arrange for an adult (18 years or older) to be present to give us clear access to the meter.

Temporary Process Changes

Ameren Missouri recently announced a series of updates to temporary process changes aimed at assisting customers directly impacted by the severe weather.

- **Paused disconnects for nonpayment for 60 days** (through July 2025) in heavily impacted areas.
- **No upfront deposits for new service for 90 days** (through August 2025) for customers impacted by storm damage.

Available Energy Assistance

For customers who have a past due balance and need financial assistance, there are multiple programs available:

- **New Start Energy Relief program**, which provides up to \$1,000 to reestablish service for those homeless due to the storm.
- **Ameren Missouri's Weatherization program** allows for certain storm repairs.
- **Ameren Missouri's Dollar More Disaster Relief program**, which provides up to \$500 for customers up to 300% of the Federal Poverty Level (FPL) with active service.
- **Access to a special payment arrangement** requiring only 20% down, available for 90 days (through August 2025), for customers impacted by storm damage.

For more information, visit **[Ameren.com/MayTornadoRelief](https://www.ameren.com/MayTornadoRelief)**.

