

WHAT CUSTOMERS CAN DO

- Customers should report any downed power lines to the Ameren Missouri customer line: **800.552.7583**.
 - To ensure we can provide you with the latest outage update, we must have your correct phone number or email address. Please create or log in to your Ameren account online to ensure your contact information is correct.
 - **Customers can check the status of their restoration at Ameren.com or download the free Ameren app for updates as they become available. Sign up for alerts. Text REG to AMEREN (263736) to start, or visit Ameren.com/Alerts.**
 - When reporting an outage, please use the phone number associated with the account. Entering a number that is not associated with the account will create an error message.
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- Customers can follow Ameren Missouri on Facebook and Twitter to get the latest information on what's happening with restoration efforts.
 - Be aware of scammers asking for payment to restore your utility service. If something feels off, hang up or close the door and call us. If you have questions about your account balance, please call Ameren directly. We are here to help.
 - Allow electric company workers and contractors to make repairs. They follow strict safety guidelines, so please keep your distance to allow them to complete their work.

WINTER STORM SAFETY TIPS

- Avoid going outside and be aware of downed lines and poles if you must be outdoors.
- Keep trees trimmed to prevent limbs and branches from falling on power lines.
- Use a broom to keep natural gas meters and piping clear during the winter. Never use a shovel, ice chipper, pole or similar tool or even hit your natural gas meter or piping as this may damage equipment.
- Make sure your home is properly insulated to keep temperatures warm inside.
- Be sure to check on elderly and disabled friends and neighbors.
- Prepare an emergency kit with supplies (flashlights, radios, batteries, non-perishable foods, water, medicines, blankets, warm clothes, etc.) to use in the event of a storm.
- If you do lose power during a winter storm, remember the following:
 - Turn off lights and unplug electronic or large appliances to prevent damage and overloading circuits once the power is restored.
 - Keep faucets on at a drip to prevent pipes from freezing.
 - Dress warm and in layers.
 - Close doors to unused rooms in the house.
 - Be cautious when using alternative heat sources, follow manufacture safety instructions, and keep rooms properly ventilated.
 - Ground fault circuit interrupters (GFCIs) for electrical outlets can help prevent injuries and electrocutions when installed in areas that may be affected by melting snow or ice. You can also purchase portable GFCIs for your emergency supply kits.
- Keep phones and electronics charged when storms are in the forecast.
- Follow all recommended precautions if using a personal generator. Never use a generator inside your home, garage, crawl space, other enclosed areas, or anywhere exhaust fumes can enter enclosed spaces. Never connect a generator to your home's circuits. Plug appliances directly into the generator.

HOW POWER IS RESTORED AFTER A STORM

- While you may not see personnel working in your neighborhood, the energy grid is heavily interconnected, and crews are working throughout the system to restore power safely and as efficiently as possible.
- When prioritizing restoration work, Ameren Missouri works to restore power to equipment that serves the greatest number of customers and to critical facilities.
- **Learn more about how we restore power:** [Power Restoration - Ameren.com](https://www.ameren.com/power-restoration)