GOVERNMENT AGGREGATION

A HANDBOOK FOR
MUNICIPALITIES, TOWNSHIPS
AND COUNTIES

REV 11/16
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## PURPOSE

Ameren Illinois has created this handbook to support the successful implementation of Government Aggregation programs. A thorough review and understanding of this handbook will help the Government Aggregator (GA) understand the process, how to use customer data lists, understand rate information and ensure a successful result for customers. For the most up to date information be sure to visit our website at [Ameren.com/Illinois/Government-Support](http://Ameren.com/Illinois/Government-Support).

### ACRONYMS/ABBREVIATIONS

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ARP</td>
<td>Arrearage Reduction Program</td>
</tr>
<tr>
<td>BGS</td>
<td>Basic Generation Supply Service (Ameren Illinois)</td>
</tr>
<tr>
<td>CSS</td>
<td>Customer Service System (Ameren Illinois)</td>
</tr>
<tr>
<td>DCEO</td>
<td>Illinois Department of Commerce and Economic Opportunity</td>
</tr>
<tr>
<td>GA</td>
<td>Government Aggregator</td>
</tr>
<tr>
<td>GST</td>
<td>Government Support Team (Ameren Illinois)</td>
</tr>
<tr>
<td>HSS</td>
<td>Hourly Supply Service (Ameren Illinois)</td>
</tr>
<tr>
<td>ICC</td>
<td>Illinois Commerce Commission</td>
</tr>
<tr>
<td>IPA</td>
<td>Illinois Power Agency</td>
</tr>
<tr>
<td>LAA</td>
<td>Local Administering Agency (for LIHEAP)</td>
</tr>
<tr>
<td>LIHEAP</td>
<td>Low Income Home Energy Assistance Program</td>
</tr>
<tr>
<td>MISO</td>
<td>Midwest Independent Transmission System Operator</td>
</tr>
<tr>
<td>PIPP</td>
<td>Percent of Income Payment Plan (Ameren Illinois)</td>
</tr>
<tr>
<td>PSP</td>
<td>Power Smart Pricing Supply Service (Ameren Illinois)</td>
</tr>
<tr>
<td>PTR</td>
<td>Peak Time Rewards</td>
</tr>
<tr>
<td>RTP</td>
<td>Real Time Pricing Supply Service (Ameren Illinois)</td>
</tr>
<tr>
<td>SBO</td>
<td>Single Bill Option</td>
</tr>
<tr>
<td>STARS</td>
<td>DCEO Single Tracking and Reporting System</td>
</tr>
<tr>
<td>UCB/POR</td>
<td>Utilities Consolidated Billing/Purchase of Receivables</td>
</tr>
</tbody>
</table>
YOUR ELECTRICITY: WHO IS INVOLVED?

- **Ameren Illinois**: An energy delivery company that delivers electricity and natural gas to Illinois homes and businesses in its service territory. Ameren Illinois does not generate electricity.

- **Illinois Commerce Commission (ICC)**: A state government agency that certifies Retail Electric Suppliers and licenses agents, brokers, and consultants.

- **Illinois Power Agency (IPA)**: A state government agency that secures electric supply on behalf of Ameren Illinois customers electing to remain on utility provided fixed price service. Ameren Illinois is the default supplier for customers who do not want to shop around for another supplier. The IPA supply cost is passed on to customers with no mark-up.

- **Retail Electric Suppliers (RES)**: Companies that market electricity directly to residents and businesses. The RES may generate the electricity itself or purchase it from the market.
  - The RES must be certified with the Illinois Commerce Commission (ICC) to serve residential and small commercial retail customers in accordance with Government Aggregation legislation.
  - The RES must also register with Ameren Illinois to serve residential and/or small commercial retail customers where such registration includes electronic data interchange (EDI) systems testing.

- **Government Aggregator (GA)**: A municipality, township, city, village or incorporated town) or county that chooses a Retail Electric Supplier to provide electricity to residential and small commercial retail customers within its geographic boundaries.

- **GA Consultant**: Assists GA with town, township, or county Aggregation program implementation and/or RES selection.

- **Government Support Team (GST)**: The Ameren Illinois team that helps the GA implement aggregation by coordinating registration, non-disclosure agreements, and requests for and dissemination of Ameren Illinois customer data. The team can be contacted via email at GovernmentSupportTeam@AmerenIllinois.com

- **Residential and Small Commercial Retail Customers**: A residential customer is any customer taking service under the Ameren Illinois residential electric service tariff (DS-1) and a small commercial retail customer is a non-residential customer using less than 15,000 kWh annually on a calendar basis.

HOW DOES AMEREN ILLINOIS FEEL ABOUT CUSTOMER ELECTRIC CHOICE?

We’re OK with aggregation and other forms of supply choice because we are a delivery company, not an energy supply company. Ameren Illinois is neutral regarding customer’s electric supply choice and encourages customers to explore their options. If a government authority elects Government Aggregation, we want to help the GA understand the process to make the transition to a new supplier as smooth as possible.

We’ll Still Deliver! No matter who a customer, city, township, or county chooses as an electric supplier, Ameren Illinois will continue to deliver safe, reliable energy to all those in our service territory.

AGGREGATION OVERVIEW

- **The Law**

  Section 1-92 of the Illinois Power Agency Act ("IPA Act") (20 ILCS 3855) states the following:
  
  - “The corporate authorities of a municipality, township, or county board of a county may adopt an ordinance under which it may aggregate in accordance with this section (Section 1-92 (a)) residential and small commercial retail electric service to facilitate for those loads the sale and purchase of electricity and related services and equipment.”
  
  - “Notwithstanding Section 16-122 of the Public Utilities Act and Section 2HH of the Consumer Fraud and Deceptive Business Practices Act, an electric utility that provides residential and small commercial retail electric service in the aggregate area must, upon request of the corporate authorities or the county board in the aggregate area, submit to the requesting party, in an electronic format, those account numbers, names, and addresses of residential and small commercial retail customers in the aggregate area that are reflected in the electric utility's records at the time of the request.”
WHAT IS A GOVERNMENT AGGREGATOR?

- Many types of electric supply “aggregators” exist, so we refer to municipalities, townships and county boards who choose to offer aggregation of electric supply as “Government Aggregators” or “GA”.
- GAs can be municipalities, townships, county boards, or a combination of two or more authorized municipal, township, and county board acting under an intergovernmental agreement.
  - Municipality means a city, village or incorporated town.
  - GAs are not agents, third parties, or RES.

OPT-IN AND OPT-OUT COMPARISON

The GA must determine if it will implement an opt-in or opt-out program, as described below:

Opt-In

- GA or its authorized agent/RES communicates program to its customer base through meetings, website, and print media.
- GA sends its constituents opt-in materials, on GAs letterhead, in a GA logo envelope, including terms and conditions of the electric supply choice option.
- Customers must take action (“opt-in”) to participate in the aggregation program.

Opt-Out

- GA or its authorized agent/RES communicates program to its customer base through meetings, website, and print media.
- GA sends its constituents opt-out materials, on GA's letterhead and in a GA logo envelope, including terms and conditions of the electric supply choice option.
- Unless customers take action to not participate in the program (“opt-out”), they will be included in the aggregation program.

ELIGIBLE CUSTOMERS

Customers who are located within the municipality’s, township’s, or county’s geographical boundaries and are either:

- Residential customers receiving electric service from Ameren Illinois on electric delivery service rate Delivery Service (DS-1).
- Small commercial retail customers consuming 15,000 kilowatt-hours (kWh) or less annually (220 ILCS 5/16 -102) on a calendar basis.

ONLINE GA REGISTRATION AND NON-DISCLOSURE AGREEMENT

A GA must complete the Ameren Illinois Government Aggregation Registration, Non-Disclosure Agreement and Customer Information Request form (GA Registration) through the Ameren Illinois Government Support Web Portal (GP) before Ameren Illinois will release any data to the GA.

- Note: The primary contact must be an authorized elected official or authorized GA employee, not an Agent, Broker, or Consultant.
- See GA Training material, separate document, for step-by-step instructions to register and use the government web portal.

- Upon completing the online GA Registration and NDA, the GA will receive an email advising that online access has been granted and a temporary password to sign into the portal.
- Once Ameren Illinois approves and activates the GA Registration and NDA, the GA can obtain the following information from Ameren Illinois:
  - Premises Authentication Worksheet
  - Electric Aggregation Summary Report
  - Electric Aggregation Detailed Report

PREMISES AUTHENTICATION WORKSHEET

Premises Authentication Worksheet: Prior to receiving Customer Detailed Service Point Data, each GA is required to verify the premises addresses within its jurisdiction to ensure privacy of customer data and compliance with Section 1-92 of the IPA Act. Municipal GAs will be accountable for the incorporated premises within their jurisdiction before Township or County board GAs are accountable for unincorporated premises within their jurisdictions and outside of incorporated areas.

- A Premises Authentication Worksheet contains all premises addresses within the GA’s jurisdiction, as shown in the Ameren Illinois system.
  - To protect privacy of customer data, the GA will review this Premises Authentication Worksheet to ensure Ameren Illinois only releases data for customers who reside in premises within the GA’s geographic limits. Therefore, the GA will need to indicate premises addresses that need to be added or removed from the list. This would be similar to the process used to authenticate premises when a GA implements a municipal electric or gas tax.
The Premises Authentication Worksheet will include both active, vacant, and removed electric and gas service premises.

This Premises Authentication Worksheet needs to be completed and returned to the Ameren Illinois Government Support Team before the post-referendum account number Aggregation Detail Report can be released.

- The worksheet is provided electronically by entering the Government Portal, going to the Downloads tab to the Request part of that tab and clicking on Aggregation Premises Authentication worksheet. Then select download next to the new worksheet on the Retrieve part of the tab to view the worksheet.

- The worksheet includes all active and vacant premises. If a GA needs to make a correction to remove a premises from the GA area, please enter corrections through the Government Portal.

- After authenticating the premises addresses within the GAs area, please log into the Government Portal and enter any add premises, update premises, or remove premises on the Premises Authentication tab. Once complete select “Lock & Submit” For additional Help in the Data Maintenance follow the link below:
  
  **Municipality** - https://www.ameren.com/illinois/government-support/municipality-resources

  **County** - https://ameren.com/illinois/government-support/county-resources

  **Township** - https://ameren.com/illinois/government-support/township-resources

Select the link labeled: Government Portal Data Management Guide

The GA is required to authenticate the Premises Authentication Worksheet before Ameren Illinois will provide the Aggregation Detail Report with account numbers. Ameren Illinois recommends that GAs periodically request the Premises Authentication Worksheet and verify premises within the GA jurisdiction.

Please note: To avoid complications, the GA should make sure the taxation boundaries submitted to Ameren Illinois match the boundaries it submits as part of its aggregation program. If any information is inconsistent between the Premises Authentication Worksheet and previous tax area submittals, Ameren Illinois reserves the right to use the most current information provided. Any adjustments to premises addresses made by the GA are done by Ameren Illinois on a prospective basis and changes to a municipality’s tax are the municipality’s responsibility.

**ELECTRIC AGGREGATION SUMMARY REPORT**

Along with the Premises Authentication Worksheet, Ameren Illinois will provide an Electric Aggregation Summary Report for the GA. This list is in a standard format provided to all registered GAs working with Ameren Illinois. Summary data is available throughout the process, after registration is complete.

The Electric Aggregation Summary Report is consolidated load data that will include counts and kWh usage by service point. The list will include:

- All residential rate classifications by Delivery Service (DS) rate class and supply types (Basic Generation Service (BGS), Real-Time Pricing (RTP), Power Smart Pricing (PSP), and Retail Electric Service (RES), etc.).

- All small commercial loads by DS rate class and supply types (BGS, RTP/HSS, RES, etc.). Note that Ameren Illinois defines “small commercial customer” for this data as those service points with use of 15,000 kWh or less on an annual calendar basis.

- All lighting rate classes and supply types (BGS, RES).

- Space heat indicator. Ameren Illinois would like to stress that this load type is a major item that bidders on the GAs Request for Proposal (RFP) should understand and which cannot be totally captured separately in the Electric Aggregation Summary Report. Ameren Illinois has listed in the Electric Aggregation Summary Report any known space heat consolidated loads; however NOT all space heat loads are flagged in Ameren Illinois systems.

Supply types mentioned above are Basic Generation Service (BGS), Real-Time Pricing (RTP), Hourly Supply Service (HSS), Power Smart Pricing (PSP), and Retail Electric Supplier (RES).

- Data contained on the Electric Aggregation Summary Report is accurate as of the time it was created and is subject to change.

- Data for each supply type listed stands on its own.

- Data for Ameren Illinois company use or municipal franchise agreement service points will not be included.
ELECTRIC AGGREGATION DETAIL REPORT

An Electric Aggregation Detail Report for each active service point within the GA's jurisdiction may be requested, in addition to the Premises Authentication and Electric Aggregation Summary Reports.

The default Electric Aggregation Detail Report will contain account numbers following verification of the ordinance or referendum results. However, no account numbers will be provided for service points receiving service from Ameren Illinois under Power Smart Pricing (PSP), Hourly Supply Service (HSS), or Real Time Pricing (RTP); or service points served by a Retail Electric Supplier (RES), unless the GA specifically requests that account numbers be included for these supply types.

The Electric Aggregation Detail Report will include:

- All residential rate classifications by Delivery Service (DS) rate class and supply types (BGS, RTP/PSP, RES, etc.).
- All small commercial retail loads by delivery service rate class and supply types (BGS, RTP/HSS, RES, etc.). (Note that Ameren Illinois defines “small commercial customer” for this data as those service points with 15,000 kWh or less on an annual calendar basis.)
- All lighting rate classes and supply types (BGS, RES).
- Space heat indicator. Ameren Illinois would like to stress that this load type is a major item that bidders on the GA's Request for Proposal (RFP) should understand. Ameren Illinois includes in this list any known space heat service points; however NOT all space heat loads are flagged in the Ameren Illinois systems.
- A second tier kWh use indicator for Ameren Illinois residential customers receiving lower charges in non-summer months for use over 800 kWh/month in at least four non-summer months.

Ameren Illinois power supply rates are addressed in the “Understanding Electric Supply Rate Impacts” section of this handbook. Ameren Illinois encourages the GA to review this section with bidders to minimize unintended impacts to customer bills.

Once the updates to the Premises Authentication Worksheet are completed by Ameren Illinois and the GA has approved the changes, you are welcome to request new Electric Aggregation Summary and Electric Aggregation Detail Reports. Updates to these lists occur every weekend. GAs should consider obtaining updated Summary and Customer Detailed Service Point Data Lists prior to sending customer opt-out offers or enrollment.

Example: Approval is completed Tuesday; the lists will not reflect the changes until the following week.

COMMUNICATIONS

Ameren Illinois Communications:

Customers who call Ameren Illinois Customer Service with questions about a local Government Aggregation program will be advised to contact the local government authorities who are sponsoring aggregation.

Customers asking about Ameren Illinois’ view of GA programs will be advised that Ameren Illinois is neutral regarding electric supply choice and that we encourage all customers to explore their electric supply options.

Ameren Illinois has Community Relations Coordinators available to attend meetings and public forums. We emphasize we are okay with Choice and Aggregation. To support our communities, we have developed the following resources:

Ameren Illinois Print Materials:
- Your Electric Supply Choice
- Electric Supply Aggregation Brochure
- In Your Neighborhood
- Retail Electric Supplier List (Residential or Business)

Websites:
- PlugInIllinois.org (Illinois Commerce Commission site)
- Ameren.com/Illinois/Government-Support

Videos:
- Electric Supply Options
- Government Aggregation
- Choose Your Electric Supplier

Videos available on DVD and at Ameren.com/Illinois/Government-Support
SUGGESTIONS FOR GA COMMUNICATION

GA Mail Guidelines: Ameren Illinois strongly recommends that customers be informed of their right to opt-out of the aggregation program by the GA, and not by some other business. Some customers may not read a letter from a private company such as the RES, believing it to be promotional materials or “junk mail.”

Ameren Illinois recommends correspondence to customers be printed on a GA — Municipal, Township or County — letterhead and delivered in a GA logo envelope.

For additional clarity, Ameren Illinois recommends that the GA provide a sample of the Ameren Illinois’ electric switch letter and education about such letter so that the customer knows what to expect. Please communicate to your constituents that they should contact your GA or RES/consultant regarding any supply questions.

Customer Rate and Billing Review Requirements: Customers taking service under a special space heat rate, real-time pricing rate, or similar electricity supply pricing, may be adversely affected by the loss of such a rate. The GA is encouraged to proactively inform customers of this risk and discuss these rate options with the bidding RES. Information in Ameren Illinois’ Electric Aggregation Summary and Electric Aggregation Detail Reports can help the GA and the bidding RES identify customers that may be adversely impacted.

Low Income Home Energy Assistance Program (LIHEAP): Also note that Ameren Illinois provides service to low-income residents through the Percentage of Payment Plan (PIPP) program. Currently, PIPP program eligibility could be affected unless a participant is served by a RES through Ameren Illinois’ Utility Consolidated Billing/Purchase of Receivables (UCB/POR) program. UCB/POR is a consolidated billing program whereby the RES’s electric supply charges appear on Ameren Illinois bills. Local governments are encouraged to coordinate with their consultants and/or RES concerning this issue. Additional information on LIHEAP-eligible customers and choice can be found later in this handbook, beginning on page 11.

Non-Disclosure and Customer Data Precautions: To protect customer privacy, any corporate authorities of a municipality, township, or county board who receive customer information from Ameren Illinois are subject to the limitations on disclosure of the information described in Section 16-122 of the Public Utilities Act and Section 2HH of the Consumer Fraud and Deceptive Business Practices Act. Ameren Illinois recommends the GA require the execution of Non-Disclosure Agreements with any outside parties assisting with the aggregation process.

Switching Requirements: The actual switch of customers’ supply to an aggregation program will be conducted by the RES chosen by the GA. The RES switches are subject to all applicable Ameren Illinois electric tariffs and procedures. The RES is required to use electronic data interchange (EDI) protocols to complete all switches. We strongly encourage all RES to participate in the Illinois Commerce Commission Communication Protocols Working Group (CPWG) to promote best practices and seamless processes. Additional information can be found at Ameren.com/BusinessPartners/CPWG.

Municipal Utility Tax is not affected by the choice of supply. The tax is based on delivered kWh.

Ameren Illinois remains the local delivery company and will continue to be responsible for:

- Reliability of the system
- Reading meters
- Responding to outage conditions
- Service turn on/off
- Disconnecting for non-payment

Customers will continue to call Ameren Illinois when their power is out or if they move.
TIPS FOR SUCCESS

Ameren Illinois wants all GAs to have successful programs. To that end, here are several suggestions to follow in order to achieve success:

- Study the Electric Aggregation Detail Report and understand how it relates to current Ameren Illinois rates.
  - Non-residential Ameren Illinois rates can be found at [Ameren.com/Illinois/Rates/NonResidential](http://Ameren.com/Illinois/Rates/NonResidential)
- If a Government Aggregation Program objective is to reduce customer costs:
  - Compare the Ameren Illinois rate zone and supply type data for each service point in the Electric Aggregation Detail Report and apply the rate information discussed previously.
  - Take a second look at those service points indicating “second tier use”. Second tier use refers to residential accounts with kWh usage over 800 during a non-summer month in which a lower cost per kWh may apply.
  - Before processing an enrollment, compare a participating customer’s supply cost to the supply cost under Ameren Illinois rates to identify potential unintended bill impacts.
  - RES have access to Ameren Illinois tools to compare monthly use so that they can compare Ameren Illinois charges and planned GA program charges.
- Communicate with potential customers on GA letterhead and using GA logo envelope.
- Determine the process for handling customer inquiries.
- Prepare GA staff to address customer calls or other inquiries about the GA program.
- Ensure that the customer knows how to contact the GA or your representative for additional questions.
- Do not include Ameren Illinois phone numbers on customer education materials related to the GA program. Customer inquiries should be directed to the GA or their representative.
- Allow enough time for customers to respond to opt-in or opt-out notices.
- Determine if the GA program will have fees or other charges. If so, be clear what the charges are and when they will apply. Explain these to customers up-front.
- Since Ameren Illinois will direct GA program customers back to the GA and its chosen RES with questions, determine what the process will be for handling complaints and questions from customers.
- During the RFP process and subsequent RES selection, pay attention to and choose the customer bill method provided by the RES that best serves the needs of the GA’s customers.
- Keep a secured list of participants in the GA’s aggregation program, including the account numbers.
- After the initial GA contract term with the RES expires, the GA may wish to know who is participating in the GA’s program to move forward with future cycles of aggregation. However, since Ameren Illinois cannot track this information via the selected RES, the GA will need to maintain its own database of program participants for subsequent enrollment efforts.
- Understand that Ameren Illinois is part of the Midwest Independent Transmission System Operator (MISO), one of many system operators throughout the country.
UNDERSTANDING BILL METHODS

All bill methods are elected by the RES, not the customer; so, when selecting a RES, be sure to consider the bill method the RES offers to customers. The customer may in part, base their choice of RES on the bill method the RES offers in addition to price or any other contract terms the customer finds desirable.

**Single Bill Option (SBO)** — A billing option in which the RES bills the customer for both the electric supply it provides and the electric delivery service provided by Ameren Illinois. (Note: Customers with gas or non-service charges may still receive an Ameren Illinois bill for these charges.)

<table>
<thead>
<tr>
<th>Single Bill Option (SBO)</th>
<th>Electric Supply</th>
<th>Electric Delivery</th>
<th>Gas</th>
</tr>
</thead>
<tbody>
<tr>
<td>Who issues the bill?</td>
<td>RES</td>
<td>RES</td>
<td>Ameren Illinois</td>
</tr>
<tr>
<td>Are charges seen in Ameren Illinois’ billing system?</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Charges can be collected by Ameren Illinois?</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Who does the customer pay?</td>
<td>RES</td>
<td>RES</td>
<td>Ameren Illinois</td>
</tr>
</tbody>
</table>

**Dual Billing** — A billing option in which the customer receives two separate bills. The RES bills for its own electric supply charges and Ameren Illinois bills for its own electric delivery service charges. (Note: Non-residential gas supply transportation customers will receive a third bill from Ameren Illinois bill for these charges.)

<table>
<thead>
<tr>
<th>Dual Bill Option</th>
<th>Electric Supply</th>
<th>Electric Delivery</th>
<th>Gas</th>
</tr>
</thead>
<tbody>
<tr>
<td>Who issues the bill?</td>
<td>RES</td>
<td>Ameren Illinois</td>
<td>Ameren Illinois</td>
</tr>
<tr>
<td>Are charges seen in Ameren Illinois’ billing system?</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Charges can be collected by Ameren Illinois?</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Who does the customer pay?</td>
<td>RES</td>
<td>Ameren Illinois</td>
<td>Ameren Illinois</td>
</tr>
</tbody>
</table>

**Utility Consolidated Billing/Purchase of Receivables (UCB/POR)** — Ameren Illinois bills the customer for both Ameren Illinois electric delivery service charges and the RES electric supply charges which the RES electronically sends to the utility for inclusion on the Ameren Illinois bill. Ameren Illinois also purchases the electric supply charges from the RES on the bill due date and treats those as its own receivables for credit purposes. Ameren Illinois retains the ability to disconnect for non-payment of RES electric supply charges.

<table>
<thead>
<tr>
<th>UCB/POR</th>
<th>Electric Supply</th>
<th>Electric Delivery</th>
<th>Gas</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are charges seen in Ameren Illinois’ billing system?</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Charges can be collected by Ameren Illinois?</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

UNDERSTANDING ELECTRIC SUPPLY RATE IMPACTS

**Ameren Illinois Rates**

- Ameren Illinois bills show electric charges grouped into three main categories (please see sample bill on next page)
  1. DS (Delivery Service)
  2. Electricity Supply
  3. Taxes
- Electric supply category is subject to competition
  - For customers switching to a Retail Electric Supplier (RES), RES charges will replace Ameren Illinois supply charges
  - Delivery service and tax charges are unaffected by supply choice.
SAMPLE RESIDENTIAL BILL WITH BASIC GENERATION SERVICE

<table>
<thead>
<tr>
<th>Electric Service Residential Billing Detail - Rate Zone I</th>
<th>03/09/2016 - 04/08/2016 (30 days)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Electric Meter Read for 03/09/2016 - 04/08/2016 (30 days)</strong></td>
<td></td>
</tr>
<tr>
<td>READ TYPE</td>
<td>METER NUMBER</td>
</tr>
<tr>
<td>Total kWh</td>
<td>12345678</td>
</tr>
</tbody>
</table>

**Usage Summary**

<table>
<thead>
<tr>
<th>Total kWh</th>
<th>608.0000</th>
<th>Non-Summer kWh</th>
<th>608.0000</th>
</tr>
</thead>
</table>

**Electric Delivery**

- Ameren Illinois
- DS-1 Residential Delivery Service

<table>
<thead>
<tr>
<th>CHARGE DESCRIPTION</th>
<th>USAGE</th>
<th>UNIT</th>
<th>RATE</th>
<th>CHARGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Charge</td>
<td>608.00 kWh</td>
<td>@</td>
<td>$ 0.02770000</td>
<td>$ 16.84</td>
</tr>
<tr>
<td>Meter Charge</td>
<td>608.00 kWh</td>
<td>@</td>
<td>$ 0.00017050</td>
<td>$ 0.10</td>
</tr>
<tr>
<td>Distribution Delivery Charge Non-Summer</td>
<td>608.00 kWh</td>
<td>@</td>
<td>$ 0.00410000</td>
<td>$ 2.49</td>
</tr>
<tr>
<td>Electric Environmental Adjustment</td>
<td>608.00 kWh</td>
<td>@</td>
<td>$ 0.00244874</td>
<td>$-1.49</td>
</tr>
<tr>
<td>Energy Efficiency Demand Response</td>
<td>608.00 kWh</td>
<td>@</td>
<td>$ 0.00772000</td>
<td>$ 4.69</td>
</tr>
<tr>
<td><strong>Electric Delivery</strong></td>
<td></td>
<td></td>
<td></td>
<td>$ 37.04</td>
</tr>
</tbody>
</table>

**Electric Supply**

- Ameren Illinois
- BGS-1 Basic Generation Service

<table>
<thead>
<tr>
<th>CHARGE DESCRIPTION</th>
<th>USAGE</th>
<th>UNIT</th>
<th>RATE</th>
<th>CHARGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purchased Elec Non-Summer 0-800 kWh</td>
<td>608.00 kWh</td>
<td>@</td>
<td>$ 0.05836000</td>
<td>$ 35.48</td>
</tr>
<tr>
<td>Purchased Electricity Adjustment</td>
<td>608.00 kWh</td>
<td>@-$ 0.00244874</td>
<td>$-1.49</td>
<td></td>
</tr>
<tr>
<td>Supply Cost Adjustment</td>
<td>608.00 kWh</td>
<td>@</td>
<td>$ 0.00163000</td>
<td>$ 0.99</td>
</tr>
<tr>
<td>Transmission Service Charge</td>
<td>608.00 kWh</td>
<td>@</td>
<td>$ 0.00772000</td>
<td>$ 4.69</td>
</tr>
<tr>
<td><strong>Electric Supply</strong></td>
<td></td>
<td></td>
<td></td>
<td>$ 39.67</td>
</tr>
</tbody>
</table>

As shown in the above sample bill, delivery and supply charges are shown separately on Ameren Illinois bills. If the supply is with a RES, the RES name would appear above the Electric Supply BGS-1 Basic Generation Service line is in the sample.

Municipal Utility Tax is unaffected by the choice of supply. The tax is based on delivered kilowatt-hours (kWhs).

**ELECTRIC SUPPLY FROM AMEREN ILLINOIS**

*Note: Customers with demands over 150 kW may take Rider HSS - Hourly Supply Service. Rider RTP is for customers with demands less than 150 kW. Pricing for RTP originates within the HSS tariff.*

**BASIC GENERATION SERVICE**

- Showed on bills:
  - Purchased Elec Non-Summer
  - Purchased Elec Summer
  - Purchased Electricity Adjustment

- Charges updated each June 1 and October 1 to reflect new Ameren Illinois procurement agreements determined by the Illinois Power Agency.

- Seasonally differentiated charges:
  - Summer (June - September) and non-summer (October - May)
  - Non-summer may contain a declining block (i.e., lower price for use over an initial amount, specifically Residential BGS-1 block at 800 kWh

- To view data for Ameren Illinois’ current supply rate structure, visit: [PlugInIllinois.org/FixedRateBreakdownAmeren.aspx](http://PlugInIllinois.org/FixedRateBreakdownAmeren.aspx)
BGS -1 OBSERVATIONS
• Each individual customer’s average price could differ from their neighbors due to:
  – Different summer/non-summer usage mix
  – Different non-summer pricing, and/or different non-summer use
• Because an individual’s BGS-1 price is variable (see previous table), comparisons to a RES flat rate offer will produce different percentage savings (or costs) for each individual customer. Savings cannot be guaranteed for an individual, even though savings could be guaranteed against an average cost.
• One way to allow all customers to benefit is to shadow the BGS-1 price with a % or fixed cents/kWh discount. This can be accommodated through our UCB/POR billing option.

BGS - TIMING OF CHANGES
• BGS prices are updated bi-annually, effective June 1 and October 1 of every year.
• The Illinois Power Agency (IPA) works in conjunction with the Illinois Commerce Commission (ICC) to secure supply each year.
• Updated results are filed within two business days of ICC approval of procurement contracts.
• Changes to BGS prices are not typically known by Ameren Illinois until late May and late September.

REAL-TIME PRICING
• Hourly day-ahead prices at the MISO hub, averaged for the month.
• Excludes costs for capacity, energy-based ancillary services from MISO, renewable energy adder, market settlement costs, and distribution energy losses.

PEAK TIME REWARDS (PTR) PROGRAM
• When demand for electricity is high, you can earn a bill credit simply by responding to the notification to reduce your energy usage during peak demand times.
• The Ameren Illinois Peak Time Rewards (PTR) Program is for residential electric customers with an advanced meter billed wirelessly over the advanced two-way communications network.

REAL-TIME PRICING OBSERVATIONS
• Ameren Illinois does not endorse RTP. Many customers do not want to be subjected to price volatility.
• Hourly prices are provided in the above chart to give a reference point for how customers who have been on RTP may perceive a fixed price offering from a RES.
• RTP customers have made a switch from BGS.
• They accept the volatility of hourly market prices, and have been receiving lower overall prices over the past few years.
• For customers unaware of Government Aggregation, a switch from RTP to a RES may be perceived negatively since they already have been receiving the benefits of lower prices and they have already made a switch from BGS.
• Residential RTP includes customers on PSP.

BGS-2 (SMALL GENERAL SERVICE)
• Most small commercial customers using less than 15,000 kWh annually will fall under BGS-2.

OTHER SUPPLY-RELATED CHARGES
• In addition to the BGS-1 and BGS-2 or RTP supply charges*, customers also pay the following supply-related charges (shown in the supply section of the bill):
  – Purchased Electricity Adjustment
  – Supply Cost Adjustment
  – Transmission Service Charge
Ameren Illinois does not assess the above charges for customers served by a RES.
Note: The base BGS supply charges are shown on bills as the “Purchased Elec Non-Summer” or “Purchased Elec Summer”, as applicable. Base RTP supply charges are shown on two lines as “Day Ahead Energy Chg” and “RTP Supplier Charge.”
• Purchased Electricity Adjustment
  – This item is a mechanism that allows Ameren Illinois to true-up actual supply costs to revenue.
• Supply Cost Adjustment consists of four rolled-up components:
  – Procurement Adjustment
  – Working Capital Adjustment
  – Uncollectibles Adjustment
  – Uncollectibles Adjustment True-up (Rider EUA)
Transmission Service
- Charge that passes through Ameren Illinois cost of providing bulk power transmission service to its supply service customers, at prices approved by the Federal Energy Regulatory Commission.

Note: A RES serving an Ameren Illinois delivery service customer is billed directly for Transmission Service and then in turn presumably recovers the cost from customers it serves.

APPLYING RATE INFORMATION
- For a GA to successfully achieve program objectives:
  - Compare the supply type data for each service point in the Electric Aggregation Detail Report and apply the rate information discussed previously.
  - Verify that the customer would receive an actual decrease in supply costs prior to processing an enrollment.

FRANCHISE IMPACTS & OPTIONS
Some municipalities may have older franchise agreements that allowed for free service, such as free street lighting or free electricity. If the franchise had free services, then the accounts associated with the free service would be impacted when switching to a RES.

Municipalities have three options to consider:
1. Do nothing – With this option, any accounts previously receiving discounts or free electricity would be enrolled with others in the aggregation program and the discounts/free service would cease on the supply portion of the bill.
2. Opt-out - Choose to opt-out those municipal accounts that receive discounts or free service and continue with current electric supply.
3. Cash compensation - Request alternative municipal compensation where the municipality may enroll all municipal accounts with the RES and receive an annual cash payment from Ameren Illinois equal to the current value of the free service.

CASH COMPENSATION/ALTERNATIVE MUNICIPAL COMPENSATION POLICY
- A written letter is required from the municipality requesting this method of compensation.
- An ordinance is required by the municipality – terms of franchise agreement are not changed except for the compensation section.
- Free service or discounts would be stopped and replaced with an annual cash compensation for the duration of the franchise.
- Ameren Illinois would pay cash compensation based on the current annual value of the free service/discounts to the municipality.
- If eligible for a cash compensation method, Ameren Illinois can provide an estimate based on the current value of the free service/discounts.
- Cash compensation would continue for the remaining term of the franchise agreement.
- The cash compensation method is irreversible – no going back to free or discounted service.

Regardless of supply choice, all new and renewed franchise agreements use a standard formula for cash compensation and no longer contain free services.

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM
- The Low Income Home Energy Assistance Program (LIHEAP) is a federal energy assistance program that is offered to help eligible customers pay their utility bills.
- The Percent of Income Payment Plan (PIPP) is a State of Illinois legislative mandate that provides LIHEAP-eligible customers monthly payments at a fraction of the amount owed and a potential arrearage reduction program (ARP).
- The Illinois Department of Commerce and Economic Opportunity (DCEO) administers both programs.
  - DCEO mandates that utilities participating in PIPP, along with Retail Electric Suppliers (RES) and Retail Gas Suppliers (RGS), be electronically connected to DCEO’s STARS system.
LIHEAP PIPP & RES

LIHEAP-eligible customers can select one of two LIHEAP programs; Direct Vendor Payment (DVP) or the Percent of Income Payment Plan (PIPP):

- **LIHEAP (DVP)**—The customer receives a one-time credit annually on their utility bill. The amount of the credit is based on the customer’s heating source and number of occupants in the household.

- **Percent of Income Payment Plan (PIPP)** – A State of Illinois legislative mandate that provides monthly payments based on a percentage of the customer’s income. The State of Illinois then pays a benefit amount on a customer’s utility bill and the customer, if they entered the PIPP with a pre-program arrears, earns a potential Arrearage Reduction Program (ARP) amount if they pay their portion in full by due date.
  - DCEO requires that utilities participating in PIPP, along with Retail Electric Suppliers (RES) and Retail Gas Suppliers (RGS), be electronically connected to DCEO’s STARS system.

When the customer seeks LIHEAP assistance, the local administrating agency (LAA) will identify the type of supply the customer is receiving based on the bill statement provided. Is the customer receiving supply from Ameren Illinois or a RES? What type of bill method is used?

- Also, the LAA is informed of the bill method in the STARS system based on information in the Ameren Illinois Customer Service System.
  - The LAA will provide the customer with the available LIHEAP options based on the bill method.

### OVERVIEW OF BILL METHODS & LIHEAP OPTIONS

<table>
<thead>
<tr>
<th>Billing Method</th>
<th>LIHEAP Option</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ameren Supply (Default)</td>
<td>DVP &amp; PIPP</td>
</tr>
<tr>
<td>UCB/POR</td>
<td>DVP &amp; PIPP</td>
</tr>
<tr>
<td>Single Billing Option (SBO)</td>
<td>DVP for gas charges only</td>
</tr>
<tr>
<td>Dual Billing</td>
<td>DVP for gas charges only</td>
</tr>
</tbody>
</table>

**What if the customer is currently enrolled on PIPP and elects to receive electric supply from a RES?**

Once the customer elects to switch to a RES, the change is effective with the next billing statement. Ameren Illinois will receive electronic notification of the RES name and bill method.

- Ameren Illinois’ Customer Service System will send an intervention message to the state’s STARS system which includes the RES name and future bill option.
- STARS advises the LAA to contact the customer in an effort to educate them on the impacts to the PIPP benefit.

<table>
<thead>
<tr>
<th>Billing Method</th>
<th>Effect on PIPP benefit</th>
</tr>
</thead>
<tbody>
<tr>
<td>UCB/POR</td>
<td>No effect &amp; No customer contact necessary</td>
</tr>
<tr>
<td>Single Bill Option (SBO)</td>
<td>Customer will loose PIPP benefit effective with the next bill</td>
</tr>
<tr>
<td>Dual Billing</td>
<td>Customer will loose PIPP benefit effective with the next bill</td>
</tr>
</tbody>
</table>

Once the customer is removed from the PIPP program, he/she is no longer eligible for LIHEAP benefits for the remaining program year.
ACCOUNT, SERVICE POINT, AND METER HIERARCHY

The diagram below depicts the hierarchy of an Ameren Illinois account. This particular account has two service points associated with the account, and each service point has two meters associated with each service point. Note that each service point in this example is supplied by a different RES.

CHECK LIST

- GA verifies premises within the GA’s jurisdiction based on Premises Authentication Worksheet obtained from Ameren Illinois
- GA approves the Premises Authentication Worksheet or submits edits through the Government Portal, which will notify the Government Support Team
- Ameren Illinois provides Electric Aggregation Summary and Electric Aggregation Detail Reports to the GA
- GA reviews the Electric Aggregation Report and compares it to Ameren Illinois rates for customer impacts
- GA provides the approved ordinance or referendum to Ameren Illinois Government Support Team
- Ameren Illinois makes eligible customer data available to the GA
- GA determines what bill method the RES will use for the GA Program
- GA develops Customer Communication Plan
- GA and RES review individual customer impacts prior to processing enrollments
# GOVERNMENT AGGREGATION EVENTS SUMMARY CHART

<table>
<thead>
<tr>
<th>Events</th>
<th>Conditions</th>
<th>GA</th>
<th>GST</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government Aggregator (GA) submits Government Aggregation Registration, Non-Disclosure Agreement and Customer Information to Ameren Illinois via the GST.</td>
<td>Primary contact/signatory must be a Government Aggregator authority and not an agent.</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Ameren Illinois verifies registration form and NDA for accuracy and completeness.</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Ameren Illinois provides GA with the Premises Authentication Worksheet, Electric Aggregation Summary Report and Electric Aggregation Detail Report.</td>
<td>Electric Aggregation Summary and Electric Aggregation Detail Reports requested prior to the completion of a premises authentication are estimated based on premises before premises authentication is complete. Ameren Illinois provides the GA with the ability to download the originally requested Premises Authentication Worksheet as often as needed; however, the GA must complete one worksheet before another is provided.</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>GA submits premises edits through the Government Portal.</td>
<td>Account numbers are not included in these preliminary lists.</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Ameren Illinois uses GA’s authenticated files to update Ameren Illinois system data.</td>
<td>This premises authentication updates the data/city “boundaries” for both Government Aggregation and Municipal Tax purposes.</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>GA places referendum on the ballot and holds election.</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>GA holds post-referendum public hearings.</td>
<td>GA may request that Ameren Illinois attend, but only to indicate to constituents that we are “OK” with Aggregation.</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>GA determines results, verifies them, and notifies Ameren Illinois of the results by submitting a copy of the ordinance and a signed affidavit.</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>After the results are verified, Ameren Illinois provides the final Electric Aggregation Summary Report and Electric Aggregation Detail Report to the GA.</td>
<td>The default Electric Aggregation Detail Report will not include account numbers for RTP/PSP, HSS, or RES supply type service points. However the GA can request that they be included.</td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>
June 15, 2015

ELECTRIC SUPPLIER CHOICE CONFIRMATION

Dear Customer,

This notification confirms that your account is being switched to a new electric supplier. You are receiving this notification for one of the following reasons: 1.) you have affirmatively chosen a new electric supplier; 2.) you are a resident located within an opt-out government aggregation program area established pursuant to Illinois law and you have chosen not to opt-out of the aggregation program; or 3.) you are a resident located within an opt-in government aggregation program area and you have chosen to opt-in to the aggregation program. This change in suppliers will take effect within two business days of your account’s scheduled meter reading date, JULY 24, 2015. Your new supplier is...

If you have any questions regarding your electric supply, please call...

If you currently participate in the Ameren Illinois Net Metering program (Rider NM), you will need to contact your new electric supplier to inform them you would like to participate in their net metering program.

No matter which electric supply choice you make, Ameren Illinois will continue to deliver your energy services in a safe and reliable way. If you have any questions on your delivery services—such as power outages, metering or service requests—please contact Ameren Illinois Customer Service at 1.800.755.5000.

For detailed information on energy choice, please visit the “Supply Choice” page at AmerenIllinois.com and the Illinois Commerce Commission’s information at PlugInIllinois.org.

If you did not authorize this change or if you are not part of a government aggregation program, please contact...

immediately, but no later than JUNE 26, 2015. Customers should consult their supply agreements regarding early termination as fees may apply.

Sincerely,

Customer Service
1.800.755.5000

Ameren Illinois
300 Liberty St.
Peoria IL 61602

DC1140
OUR COMMITMENT TO COMMUNITIES

Communities that choose Government Aggregation can continue to count on Ameren Illinois to deliver safe, reliable energy. As your local energy delivery company, Ameren Illinois will continue to be responsible for:

- Building and maintaining a reliable electrical distribution system.
- Reading meters.
- Responding to outages and emergencies.

In addition, our Community Relations Coordinators will continue to be available as a resource to your community.

Our Government Support Team is also available to you to respond to your questions and requests related to Government Aggregation. Contact us via email at GovernmentSupportTeam@AmerenIllinois.com.

Ameren Illinois encourages all customers to explore their supply options, including Government Aggregation. Our commitment to your delivery service will be the same, regardless of your power supplier.