



**NEWSLETTER / NEWS RELEASE
From the Office of the Mayor**

FOR IMMEDIATE RELEASE

AUGUST 8, 2022

**Ameren Missouri is voluntarily suspending disconnects
for non-payment in affected areas through Labor Day**

Today, Mayor Lowery received the below information from Ameren Missouri:

At Ameren, we are committed to supporting the communities we serve. As restoration and recovery efforts from the recent historic flooding continues, we have been working with numerous agencies, municipalities, and external stakeholders to determine the best way to support our impacted customers and communities.

As a result, Ameren Missouri is **voluntarily suspending disconnects for non-payment in affected areas through Labor Day**. We are also working closely with our community service partners to expand **access to our \$1M Clean Slate energy assistance program to impacted customers**. These items are in addition to the **\$25,000 donation that Ameren recently made to the Red Cross** to assist with flood relief efforts.

Additional Details:

- Expanded assistance is available for eligible customers through our [Clean Slate program](#). We have made the following adjustments to help families impacted by the recent flooding:
 - The 10% down payment requirement is waived for customers impacted by the flood.
 - Those affected are still eligible for assistance even if they have previously received Clean Slate funding.
 - We are adjusting the income eligibility requirement on a case-by-case basis, raising it from 300% to 400% of the federal poverty level in some instances.
- Temporary Suspension of Disconnections:
 - This includes customers in areas hit hardest by the flooding damage, including but not limited to St. Charles, West St. Louis County, North St. Louis City, North St. Louis County, and Affton.
 - We will also make exceptions on a case-by-case basis in other areas that may have single customers affected by flooding.
- Ameren recently donated \$25,000 to the American Red Cross to assist in flood relief efforts for those impacted by the unprecedented flooding and storms.
 - This donation will help the Red Cross provide relief and assistance including shelter, food, health and mental health services, as well as bulk distribution of needed items to meet the basic human needs of those affected.