

Ameren Warns Customers of Scams

☎ On the Phone



We never demand personal, account or financial information for immediate payment.

NEVER give cash, purchase a pre-paid credit card or share credit card numbers with someone who is threatening to disconnect your power claiming your utility bill is unpaid.

🏠 At Your Home



We never demand or accept payments at a customer's home or business.

NEVER let anyone into your home claiming to be from the utility unless they show proper Ameren badge identification. (Logo on a shirt does not qualify.)

💻 On the Internet



We never send emails that include attachments, unless you've contacted us to specifically request the information.

NEVER open attachments unless you've contacted your utility for information.

What We Do

- Offer various payment options. ([more](#))
- Take payments over the phone using third party vendor Western Union Speedpay.
- Notify you prior to a disconnection through mail, text and email alerts. Field representatives may also contact you by phone or in person to inform you of a disconnection.
- Work with vendors to conduct surveys on our behalf.
- Initiate payment arrangements by phone with an Ameren representative.
- Mail (or email) information periodically to increase awareness of new programs, products and services that may affect your account.

What We Do Not Do

- Send emails that include attachments, unless you've contacted us to specifically request the information.
- Contact you to offer gift cards or other promotional items.
- Demand personal, account or financial information for immediate payment.
- Come to your home without a scheduled appointment for reported outages or gas leak orders.

Have a question? Contact us.

- Ameren Illinois: 800.755.5000
- Ameren Missouri: 800.552.7583
- [Follow us](#) on social media to receive the latest updates on scams.