

## Danger! High Voltage!

Parents play an important role in helping keep their kids safe, and that's especially true when it comes to electricity.

Warn children to never try to climb an electric pole or tower. If they do, they not only risk getting an electric shock, they also risk serious injury or even death from a fall.

Electrical substations have many potential hazards, too. These are fenced areas containing power transformers, switches and other equipment that can carry extremely high voltages. They are usually marked with signs that say "Danger! High Voltage!" Children should be warned to not even go near the fence around a substation.

If you have underground electric lines, warn children to never climb on, or play around, the green transformer cabinets, typically located on concrete pads at various locations around your neighborhood. Never poke fingers or other objects through cracks in transformer cabinets. Report any broken locks on the cabinet doors to Ameren-CILCO.



## Ameren Illinois Utilities Request New Electric and Natural Gas Delivery Rates

The Ameren Illinois utilities (AmerenCILCO, AmerenCIPS and AmerenIP) have asked the Illinois Commerce Commission (ICC) to approve new electric and natural gas delivery service rates that would allow the companies to recover present and ongoing costs and continue making infrastructure investments.

As filed with the ICC, the request would provide a total of \$247 million annually in additional revenue to be used throughout the utilities' 43,700-square-mile service territory. The proposed gas and electric rate changes are not expected to take effect before October 2008, following a thorough review by the ICC.

Customers have asked for enhanced reliability, as their demand for electricity continues to increase. To meet these expectations, the Ameren Illinois utilities plan to spend \$900 million to further improve system reliability and make other capital investments through 2010.

However, the Ameren Illinois utilities' cost of maintaining the delivery system

infrastructure has risen significantly. For example, since 2004:

- the cost of pole transformers is up approximately 75 percent;
- wooden utility pole costs are up about 45 percent;
- underground aluminum wire costs about 40 percent more;
- copper wire is up about 100 percent; and
- natural gas pipe is up about 55 percent.

"This additional revenue is essential for the Ameren Illinois utilities to maintain and improve our electric and natural gas infrastructure and fulfill our commitment to deliver energy in a safe, reliable and cost-efficient manner to our customers," said Scott A. Cisel, president and chief executive officer of the Ameren Illinois utilities.

For more information on the proposed new rates and how they could affect you, visit [www.ameren.com](http://www.ameren.com). Watch for additional details in future AmerenLines, as well.

## Did You Know?

### You Can Request Your Service to be Turned On or Off — Online!

If you're moving into or out of the AmerenCILCO service area and wish to have your service turned on or turned off at a particular address, you can make this request online through the Ameren Web site, [www.ameren.com](http://www.ameren.com). What's more, we recently improved this feature to make it easier and faster.

To use this online service, residential customers should click the My Home tab, and then, under "Manage Your Service," click either the "Turn Off Service" or "Turn On Service" link. If you are not already registered with the Ameren Web site, you will be prompted to register and create a User ID and Password.

Business customers should click the My Business tab, and then, under "Manage Your Service," click the "Turn Off Service" or "Turn On Service" link.



## This Holiday Season, Give the Gift of Energy

With Ameren gift certificates, you can help make someone's holiday a little "brighter." Whether it's for a parent or relative, neighbor, or a young college student living in an apartment, the possibilities for this unique gift are endless. You can also purchase Ameren gift certificates as charitable contributions to help the less fortunate pay their energy bills.

Certificates are available in \$10, \$25, \$50, \$75 and \$100 denominations through a vendor — CertifiChecks.com.

Anyone can purchase an Ameren gift certificate, but the recipient must be an Ameren customer to redeem it. The gift certificates can only be applied to energy charges.

Ameren gift certificates can be purchased through the Ameren Web site under the "My Home" tab. Click the "Special Programs & Services" link, select your utility and click "Gift Certificates." You may also call 1-877-770-4438.



### AmerenCILCO Customer Service Numbers

Residential: **1.888.672.5252**

Business: **1.877.677.5740**

Suspected gas leak:  
**1.888.672.5252**

TTY Illinois Relay: **711**

Underground locating (JULIE):  
**1.800.892.0123 or 811**

Speed Pay information:  
**1.866.729.2452**

## Help Your Trees Cope with Winter Weather

Trees and limbs falling on power lines are the number one cause of power outages during severe storms. Healthy trees are more resistant to storm damage and disease than trees that are not well-maintained. You can help AmerenCILCO keep your power on by taking certain steps to keep your trees strong and healthy.

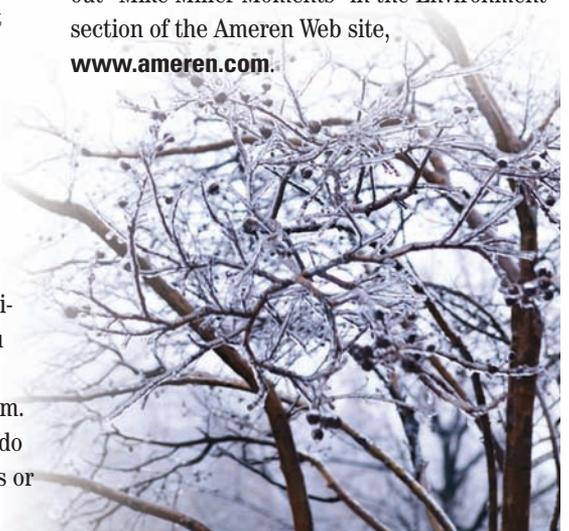
Winter is an especially stressful time for trees, but here are some things you can do to help prepare your trees for ice, snow and cold weather:

- In the fall, apply a good fall fertilizer that promotes root growth over leaf growth. Avoid fertilizers with high amounts of quick-release nitrogen.
- If you need to prune, do it only after your trees have become dormant. Pruning too soon may encourage new growth — which is vulnerable to frost damage.
- Protect your trees from ice melting chemicals. In areas where deicers are used, you can help protect your trees by creating drainage channels or barriers around them. Use only the amount of deicer needed to do the job. Also, consider using sand, cinders or

wood ash as an alternative to chemicals.

- Put a layer of mulch around the bases of your trees to moderate temperature fluctuations and moisture loss.
- Water when soil and trees are cool but not frozen and when there has been little precipitation.

Mike Miller, well-known "Neighborhood Gardener," landscape designer, author and radio show host, brings you expert tree and vegetation management advice throughout the year. Check out "Mike Miller Moments" in the Environment section of the Ameren Web site, [www.ameren.com](http://www.ameren.com).



## Make Your Holiday Season Safe and Bright

According to the U.S. Consumer Product Safety Commission, hospital emergency rooms treat about 12,500 people each year for injuries resulting from falls, cuts and shocks, and from fires caused by holiday lights, decorations and Christmas trees. Most of these injuries could be prevented with just a few simple safety precautions.

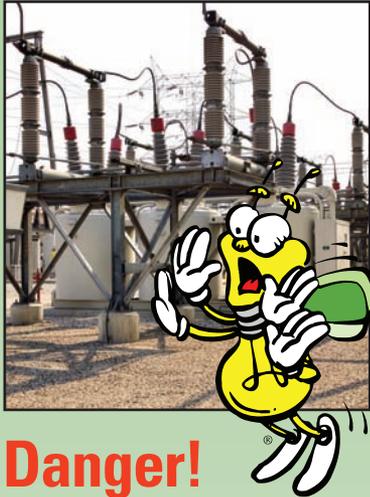


Here are some tips from the safety experts at AmerenCILCO:

- Before putting up holiday lighting, check for broken or cracked sockets, frayed or bare wires, loose connections and damaged plugs. Throw away damaged light sets.
- Never overload electrical circuits or outlets. If multiple outlets are required, use surge protector strips that are certified by Underwriters Laboratories, Inc. (UL).

- Never string together more than three light sets.
- Make sure lighting and animated decorations you plan to use outdoors are UL-certified for outdoor use. Also, use heavy-duty UL-certified outdoor extension cords, and do not run cords through door or window openings where they can be damaged.

- Plug outdoor cords into GFCI (ground fault circuit interrupter) outlets.
- Keep electrical connections off the ground and away from water. Indoors, do not run extension cords under rugs or carpets.
- Use flame-resistant ornaments and decorations around the Christmas tree, and keep the tree away from fireplaces, wood-burning stoves, radiators, heat registers and other sources of heat.



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If you have underground electric lines, warn children to never climb on, or play around, the green transformer cabinets, typically located on concrete pads at various locations around your neighborhood. Never poke fingers or other objects through cracks in transformer cabinets. Report any broken locks on the cabinet doors to AmerenCIPS.



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infrastructure has risen significantly. For example, since 2004:

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- underground aluminum wire costs about 40 percent more;
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For more information on the proposed new rates and how they could affect you, visit [www.ameren.com](http://www.ameren.com). Watch for additional details in future AmerenLines, as well.

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If you're moving into or out of the AmerenCIPS service area and wish to have your service turned on or turned off at a particular address, you can make this request online through the Ameren Web site, [www.ameren.com](http://www.ameren.com). What's more, we recently improved this feature to make it easier and faster.

To use this online service, residential customers should click the My Home tab, and then, under "Manage Your Service," click either the "Turn Off Service" or "Turn On Service" link. If you are not already registered with the Ameren Web site, you will be prompted to register and create a User ID and Password.

Business customers should click the My Business tab, and then, under "Manage Your Service," click the "Turn Off Service" or "Turn On Service" link.



## This Holiday Season, Give the Gift of Energy

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Anyone can purchase an Ameren gift certificate, but the recipient must be an Ameren customer to redeem it. The gift certificates can only be applied to energy charges.

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### AmerenCIPS Customer Service Numbers

Residential: **1.888.789.2477**

Business: **1.800.232.2477**

Suspected gas leak:  
**1.888.789.2477**

TTY Illinois Relay: **711**

Underground locating (JULIE):  
**1.800.892.0123 or 811**

Speed Pay information:  
**1.866.729.2477**

## Help Your Trees Cope with Winter Weather

Trees and limbs falling on power lines are the number one cause of power outages during severe storms. Healthy trees are more resistant to storm damage and disease than trees that are not well-maintained. You can help AmerenCIPS keep your power on by taking certain steps to keep your trees strong and healthy.

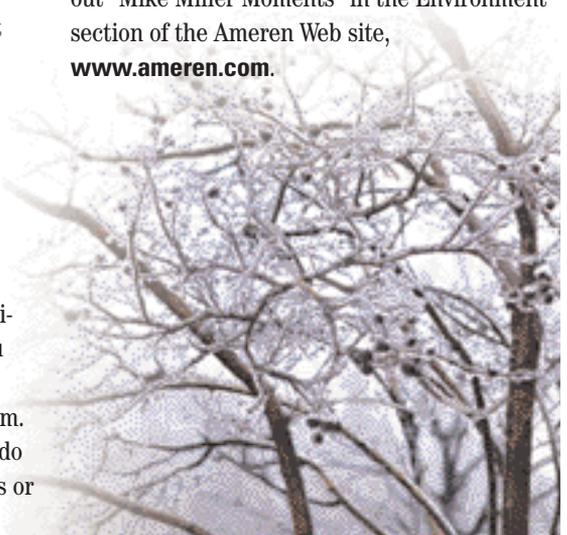
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- In the fall, apply a good fall fertilizer that promotes root growth over leaf growth. Avoid fertilizers with high amounts of quick-release nitrogen.
- If you need to prune, do it only after your trees have become dormant. Pruning too soon may encourage new growth — which is vulnerable to frost damage.
- Protect your trees from ice melting chemicals. In areas where deicers are used, you can help protect your trees by creating drainage channels or barriers around them. Use only the amount of deicer needed to do the job. Also, consider using sand, cinders or

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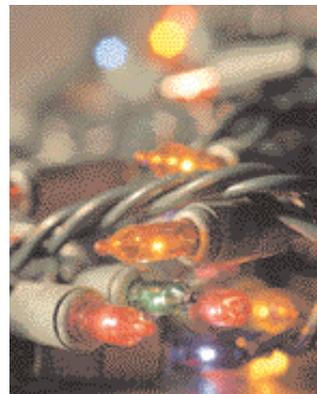
- Put a layer of mulch around the bases of your trees to moderate temperature fluctuations and moisture loss.
- Water when soil and trees are cool but not frozen and when there has been little precipitation.

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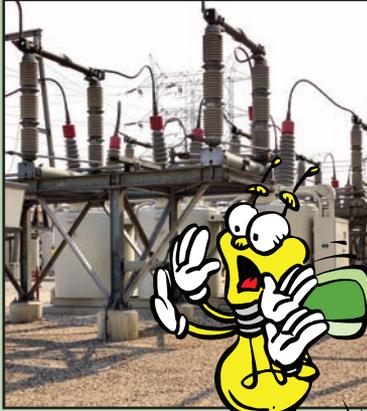


Here are some tips from the safety experts at AmerenCIPS:

- Before putting up holiday lighting, check for broken or cracked sockets, frayed or bare wires, loose connections and damaged plugs. Throw away damaged light sets.
- Never overload electrical circuits or outlets. If multiple outlets are required, use surge protector strips that are certified by Underwriters Laboratories, Inc. (UL).

- Never string together more than three light sets.
- Make sure lighting and animated decorations you plan to use outdoors are UL-certified for outdoor use. Also, use heavy-duty UL-certified outdoor extension cords, and do not run cords through door or window openings where they can be damaged.

- Plug outdoor cords into GFCI (ground fault circuit interrupter) outlets.
- Keep electrical connections off the ground and away from water. Indoors, do not run extension cords under rugs or carpets.
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### AmerenIP Customer Service Numbers

Billing/general inquiries:  
**1.800.755.5000**

Payment arrangements:  
**1.800.750.7026**

Suspected gas leak:  
**1.800.755.6000**

Power out/wires down:  
**1.800.755.7000**

TTY Illinois Relay: **711**

Underground locating (JULIE):  
**1.800.892.0123 or 811**

Speed Pay information:  
**1.866.729.2647**

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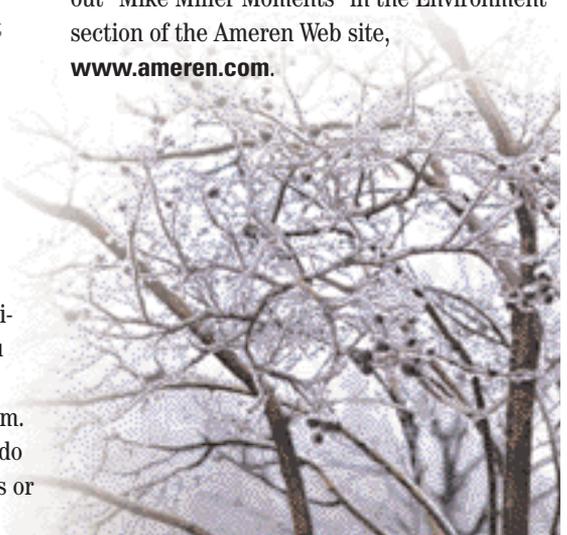
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