

With inclement weather coming, please share with your residents that if a power outage does occur they can report it by calling 1.800.552.7583 or through our Ameren Missouri mobile app, which can be downloaded for free in the App Store on your smart phone, or at [www.AmerenMissouri.com](http://www.AmerenMissouri.com).

## WHAT CUSTOMERS CAN DO BEFORE AND DURING AN OUTAGE

- **Update your contact info with Ameren Missouri.** To ensure we can provide you with the latest outage update, we must have your correct phone number and email address. Please log in to your Ameren account to ensure your contact information is correct.
- Check circuit breakers or fuses – the service outage might be the result of a **household problem**. Once checked, [report your outage](#) to Ameren Missouri.
- Customers can **check on the status of their restoration on the outage map at [Ameren.com](http://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](http://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.

## SAFETY

- Safety is the first and foremost concern during any weather event. **Stay clear of any downed power lines** or poles.
- Always **assume a downed wire is live**. Be careful around pools of water. Stay clear of brush, shrubs and downed trees that may hide downed power lines.
- Report downed power lines by calling **Ameren Missouri customer service: 800.552.7583**.
- Avoid any risk of electrical shock and do not enter any flooded areas.
- **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.