

Ameren Warns Customers of Scams

Ameren customers should be aware of telephone, mail, email, door-to-door, and other in-person scams that involve criminals posing as Ameren representatives and demanding immediate payment or personal information.

Scammers are:



Impersonating Ameren representatives (over the phone and in-person), targeting vulnerable demographics such as senior citizens and non-native English-speaking persons.



Using advanced tactics, such as playing a telephone recording that sounds like Ameren's phone system message or displaying Ameren's name or logo in person.



Threatening to disconnect or suspend utility service if immediate payment is not received.

UTILITIES UNITED
AGAINST SCAMS

Ameren has joined nearly 100 utilities nationwide to raise awareness of scam tactics and educate customers before they become victims. In coordination with this effort, the third Wednesday in November has been designated as [Utilities United Against Scams Day](#).

[Follow us](#) on social media to receive the latest updates on scams.

If you have been contacted by someone impersonating Ameren:

- Hang up the phone, or close the door, and call Ameren Illinois at **800.755.5000** or Ameren Missouri at **800.552.7583**.
- Do not give the caller or visitor a prepaid card, such as a Green Dot card, a wire transfer, or any other form of payment that may be difficult for law enforcement officials to trace.
- Ignore suspicious requests for personal information such as bank account numbers, user names and passwords, credit card numbers or Social Security numbers.
- Delete and block any emails from utilities that are not your service provider.
- Delete all suspicious emails that require immediate action to verify or demand personal information.