

# Winter Power Outage Tips

## In the event of a power outage, please report the outage immediately!

Call us at Ameren Missouri at **1-800-552-7583** immediately. Be sure to include a number where we may reach you for updates.

Visit our **website**, [www.amerenmissouri.com](http://www.amerenmissouri.com), to **report an outage, check the status of an outage**, check an outage map to view the status of power restoration throughout the state, and sign up for text alerts.

Text **REG to 40401**, to register for text alerts, report an outage, estimated restoration times, and more.

## Stay Safe!

- Downed wires can be covered in tree debris and hard to see. Stay away from brush and tall grass that could be hiding a downed power wire. Be sure to keep pets away as well. Report downed wires to **1-800-552-7583** immediately, and do not go near the wire.
- Please keep all pets inside or leashed in the yard so our crews can work safely and efficiently to restore power. Crews often have to walk through backyards to access downed equipment.
- Ameren Missouri's system is designed with redundancy - duplicate systems that function in case of an outage. In many cases, we can re-route power to restore customers' service while we continue to repair affected lines.
- Prepare your Emergency supply kit: emergency phone numbers, flashlight and fresh batteries, battery-powered radio, bottled water (1 gallon per person, per day, including pets), first aid kit, blankets, non-perishable food.

## If the Power Goes Out

- Turn off lights and unplug appliances to prevent damage and overloading circuits once the power is restored.
- Keep faucets on at a drip to prevent pipes from freezing.
- Close doors to unused rooms in the house.
- Be cautious when using alternative heat sources and keep rooms properly ventilated.
- If using a generator, be sure to keep the unit outside the home.
- Ground fault circuit interrupters (GFCIs) for electrical outlets can help prevent injuries when installed in areas that may be affected by melting snow or ice. You can also purchase portable GFCIs for your emergency supply kit.

Below is a "Whom To Call" card with contacts at Ameren Missouri – In the event of an outage or downed wire, please call **1-800-552-7583!** When you call, ask for the ticket number, and be sure to leave call-back information for updates.

## WHOM TO CALL AT AMEREN MISSOURI



### Power Outages • Wires Down • Emergency Service

**1.800.552.7583** (toll free)  
24 hours/day, 7 days/week

### Before You Dig

**811 or 1.800.DIG.RITE**

to locate underground utility lines! For incomplete underground locates call USIC (United States Infrastructure Corp.) at 1.800.762.0592.

**AmerenMissouri.com**

### Street Lights

**1.800.552.7583** (toll free)  
24 hours/day, 7 days/week

Provide location and light number. Allow ten business days for repairs. Fax to **1.866.297.8054** or email at [SolutionsCenter@Ameren.com](mailto:SolutionsCenter@Ameren.com).

For street lights in the City of St. Louis, call the Citizens Service Bureau during regular business hours at **314.622.4800** and after hours at **314.647.3111**. Provide the light number and location.

**Account/Billing Information •  
Pay Bill • Report/View Outage  
Information • Enroll For Alerts**

### Vegetation Management

**1.800.552.7583**

Ameren Missouri trims in rights-of-way and easements. Trees near electric lines that run from the main power line to your home/business – called a service drop – are the customer's responsibility. Ameren does NOT trim on private property. For concern about tree growth near the service drop, contact Ameren for an appointment to have the power disconnected for trimming. Ameren recommends that you hire a professional tree-trimming service to perform the work to ensure future growth does not interfere with power lines.

**NOTE:** Ameren does NOT remove tree debris after storm clean-up.