

AmerenCIPS Introduces Virtual Hold

To improve service when you call, AmerenCIPS has added a “virtual hold” feature to its automated voice response unit (VRU). Now, when you’re placed on “hold” for non-emergency calls, the VRU informs you of the expected wait time. You can choose to wait on the line for a customer service representative or be called back—without losing your place in line!

When you choose the virtual hold feature, it records a call-back number and a name. It later dials the number and connects you with an available representative—all within the expected wait time.

Virtual Hold Technology is available during core business hours, weekdays, when estimated wait times are longer than two minutes. Customers can use this technology for billing, start/stop service and other calls. Customer calls about an electric or natural gas emergency remain a priority and are connected immediately to a representative.



New Payment Plan Could Help Customers Ease Into Higher Electric Rates!

January marks the end of a 10-year rate freeze and the beginning of new electricity and delivery rates. That will mean higher electricity costs for all customers.

The Customer Elect Payment Plan could ease the impact of rising power prices. This plan would be open to residential customers, eligible schools, local governments and small commercial customers.

Check it out on www.ameren.com, or call us for more information!

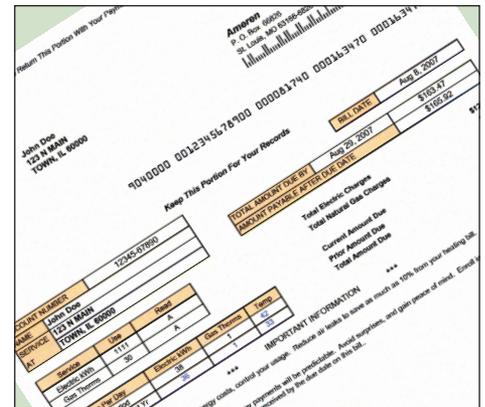
New Year—New Bill

We’ve made some changes to your bill. Look closely, and you’ll see that we’ve reorganized the content to make it easier for you to find important information about your monthly energy use.

With the new rate structure for Illinois customers in effect beginning this month, the portion of your bill that previously included your bundled electric rate now includes two core components—delivery and energy. The **delivery** component covers the entire cost of bringing electricity, regardless of who supplies it, to the customer. This component not only covers the cost of delivery but provides a reasonable return on investment to the utility to encourage investment in facilities and equipment required to maintain reliable delivery service. The **energy** component covers the actual cost of power. Ameren Illinois utilities pass the energy costs on to you—based on your energy usage each billing cycle—dollar-for-dollar, with no mark up.

Other changes you’ll notice:

- Your usage summary is now on the first page of your bill, instead of on the last



page. The following pages of the bill include the details. The summary page will also highlight important messages.

- An explanation of more billing terms will be included on the back of your bill.
- Enclosed with this month’s mailing is a brochure on how to read your new bill. Information about your previous 12 months bills is always available on our Web site, www.ameren.com, and you can call us with your billing questions.



Be Prepared for Emergencies

Tips to Prepare Your Family During Storms

Severe storms can be very destructive. You can take measures now to keep your family safe and warm in the future:

- If your electric service is interrupted or you see a downed power line, call Ameren. Warn others to stay away from downed power lines.
- Keep a battery-powered radio or TV, flashlights and a supply of fresh batteries.
- Store drinking water, canned/no-cook food and a non-electric can opener.
- Keep an auto recharger for your cell phone to keep it charged during an outage. Consider having a regular or standard telephone since cordless phones require electricity to operate.
- Stay in one room, wear layers of clothing and wrap up in blankets.

Visit www.ameren.com for more outage tips.

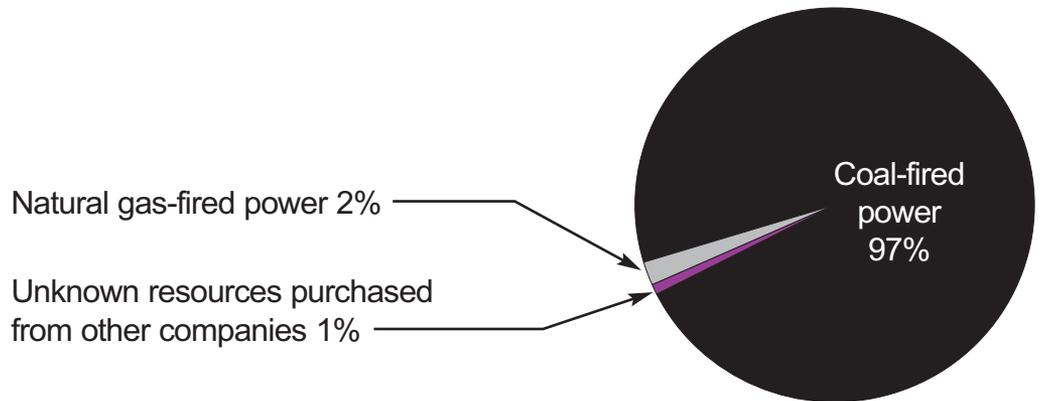
On Dec. 13, Ameren held a media conference call and webcast to discuss the Nov. 30 ice storm and restoration process. Visit our Outage Information page at www.ameren.com



to view Ameren Chairman and CEO Gary Rainwater's opening remarks and listen to the question-and-answer session.

While at the site, you can also view outage tips and other useful information.

Sources of electricity supplied for the 12 months ending September 30, 2006



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Percentage of total

Sources of electricity supplied for the 12 months ending September 30, 2006	Percentage of total
Biomass power	0%
Coal-fired power	97%
Hydro power	0%
Natural gas-fired power	2%
Nuclear power	0%
Oil-fired power	0%
Solar power	0%
Wind power	0%
Other resources	0%
Unknown resources purchased from other companies	1%
TOTAL	100%

AVERAGE AMOUNTS OF EMISSIONS and AMOUNT OF NUCLEAR WASTE per 1000 kilowatt-hours (kWhs) PRODUCED from KNOWN¹ sources for the 12 months ending September 30, 2006

Carbon Dioxide	1,962 lbs
Nitrogen Oxides	2.07 lbs
Sulfur Dioxide	7.29 lbs
High-Level Nuclear Waste	0 lbs
Low-Level Nuclear Waste	0 ft ³

Footnote

¹ 1% of the total electricity supplied was purchased from other suppliers and the amounts of emissions and amount of nuclear waste attributable to producing this electricity is not known and is not included in this table.

Additional information on companies selling electrical power in Illinois may be found at the Illinois Commerce Commission's Web site (www.icc.illinois.gov).

AmerenCIPS Customer Service Numbers

Residential: **1.888.789.2477**

Former AmerenUE Customers: **1.800.346.2477**

Business: **1.800.232.2477**

Suspected gas leak: **1.888.789.2477**

TTY Illinois Relay: **711**

Underground locating (JULIE): **1.800.892.0123**

Speed Pay information: **1.866.729.2477**