

FAQs – Start, Stop, Move

Start Service

What do I have to do before I turn on service?

Gas Service: The electricity must be turned on before Ameren can turn on your natural gas service.

Electric Service: In most cases, you do not have to do anything. For safety reasons, Ameren requests that you have your main breaker in the “off” position or your main fuse pulled prior to connection of service. Failure to do so may delay turning on service.

How do I get my power turned on?

You can apply for electric and gas service online. You will need the following information to apply for service:

- Primary account holder name
- Service address where the service is to be turned on
- Home phone number
- Alternate phone number (if applicable)
- Social Security Number
- Name of Spouse (if applicable)
- Employer
- Mailing address, if different than the service address
- Effective date you would like the service to be turned on

How do I apply for service?

We need positive identification in the form of a Social Security Number to open an Ameren Illinois account in your name online. Ameren Illinois requires this information to protect our customers from criminal acts of identification fraud.

If you do not have a Social Security Number, please call your Ameren Illinois [Customer Contact Center](#) to arrange for proof of identification to establish service.

If you have a Social Security Number, you can start services by using the [online options](#).

I was instructed to send in identification, what is acceptable?

- Two forms of notarized identification are required. We must have a Notary Seal on the copies of your IDs.
- On the copy, write a simple statement such as "The information provided is true and correct." Please do not sign the written statement until you are in the presence of the Notary.
- Copy can be faxed to 217.424.6496 or emailed to AmerenIllinois.com
- View our list of [acceptable forms of identification](#).

What happens after I send in my identification?

- After you have submitted your identification, an Ameren representative will be in contact with you either by phone or email dependent upon how you submitted your information.
- If you do not hear anything from us within 2 hours of submitting your information, please contact Ameren Illinois Customer Contact Center to confirm receipt.
- Once approved, you will need to speak with a representative to setup the new account.

Can I use the Ameren website if I want to start both electric and natural gas service at my new address?

Yes, you can start both services by using the [online options](#).

What do I need to know about how to enter a service address?

Use the following tips for entering a service address:

- Spell out all abbreviated words (e.g., Saint Louis).
- It is not necessary to use punctuation marks or apostrophes (e.g., O Fallon).
- ZIP Codes should be five digits (e.g., 63116, 63017).
- To help identify the location you are moving into, you can always enter the eight character Ameren meter number if you are not sure of the address or for rural addresses that don't have conventional street addresses.
- The United States Postal Service provides a helpful website to check service addresses: www.usps.com.

I moved in several days ago and forgot to turn on service in my name. What can I do?

Please contact your Ameren Illinois [Customer Contact Center](#).

I have a business. May I use the Ameren website to submit a request for service?

Currently, the online service request is available to residential customers only. Contact the Ameren Illinois [Customer Contact Center](#) to start service.

Schedule Service

Will I need a security deposit to have my service turned on?

Deposits are sometimes required for Ameren Illinois customers. Residential deposits are limited to one-sixth of the estimated annual service charges. Customers may have the option of paying deposits on an installment basis; however, some customers may be required to pay one-third of the total deposit within 12 days of the request. If you have additional deposit questions, contact the Ameren Illinois Customer Contact Center.

Are there any connection fees?

No, connection fees are not charged.

The meter is inside my new residence. Do I have to be at the new residence at the time the meter is scheduled to be turned on?

Yes. Please arrange for an adult (18 years or older) to be present to give us clear access to the meter(s) for service to be turned on and a reading obtained.

If I can't keep an appointment, what do I do?

You can update your order online or call the Ameren Illinois Customer Contact Center to reschedule your appointment.

Is same day service available?

Same day service is not available due to the need to schedule dates in advance.

Why are some dates not available on the scheduling calendar?

Service dates are scheduled in advance to ensure we will be able to meet customer requests. If the calendar shows a day as unavailable, there are no available appointments for that date. We ask that you select the next available date.

When will service be placed in my name?

We will make every effort to have service placed in your name on the date stated on your confirmation. Should an emergency situation occur, your service will begin as soon as possible.

Are there any circumstances that would prevent my service order from being processed?

We will do everything we can to provide you service on the date requested. However, if there should be a problem with the website, if an emergency situation occurs (e.g., such as storm outage repairs, or gas emergency), your order may be delayed.

I am requesting to start gas service with Ameren Illinois. Will you also light my pilot light?

Ameren Illinois will light the pilot light at the time of the initial connect request. However, for safety reasons, if there have been new gas appliances installed or recently repaired, Ameren Illinois will only unlock the gas and check for proper installation and the installing contractor or designee will need to light appliances.

I need to change some information on my order. What should I do?

You can update your order online, if you originally placed the order online. If you did not originally place your order online, please contact the Ameren Illinois Customer Contact Center.

Stop Service

Will the meter be physically disconnected when you turn off my service?

Ameren will attempt to read the meter(s) on the day you requested your service to stop, but we may choose to leave the electric or gas service active.

Your responsibility for the billing will stop on the day you request that the service be turned off provided we have access to the meter(s).

A new resident may have contacted us to request service be put in his/her name, so there would be no reason to physically turn off the service.

If you are moving gas appliances like a stove or clothes dryer, Ameren Illinois will physically turn off the gas service for safety reasons. Also, if the premise is scheduled for demolition, Ameren Illinois will physically turn off the services and remove the meter(s), pipes, lines, etc.

Are there special considerations I need to know about?

Customers with accounts in collections status, accounts (properties) managed with our Property Management program or those who request removal of service wires should call the Ameren Illinois Customer Contact Center to turn off service.

Is there anything I need to do with my electrical equipment when I request my service to be turned off?

Rate Zone III (formerly AmerenIP) Customers Only: Before we disconnect your electric service, you must place the main breaker in the "off" position or remove the main fuses. Failure to do so may delay disconnecting your service.

What information does Ameren Illinois need when I turn off service?

We need to know the date you want to stop service, whether you will be moving any gas appliances and a forwarding address for your final bill.

I need to change some information on my order. What should I do?

You can update your order online provided you originally placed the order online. If you did not originally place your order online, please contact the Ameren Illinois Customer Contact Center.

The meter is inside my residence. Do I have to be home at the time the meter is scheduled to be disconnected?

Yes. Please arrange for an adult (18 years or older) to be present to give us clear access to your meter for service to be disconnected. However, the meter will not be disconnected if the new occupants request service prior to the date you have scheduled for the meter to be disconnected. In this case, Ameren Illinois will simply transfer names on the requested date. Please note: If you do not allow Ameren Illinois access to an inside gas meter, you will be responsible for the usage at the residence until the gas service is transferred out of your name.

Transfer Service

Do I have to pay the bill at my present address before I can transfer service to my new address?

No. Ameren Illinois will transfer the bill from your previous location to your new location as part of the transfer process as long as you are transferring service on the same day. If there has been a break in service, the past due amounts will need to be paid in full prior to turning on service at your new location.

How do I transfer electric service to another address within Ameren Illinois' service area?

You will need the following information to request a transfer:

- The account number from your bill, the customer name (as it appears on the bill) or Social Security Number
- The effective date you would like service to be turned off at your current residence
- The address where service (power) is to be turned on
- Your home phone number
- An alternate phone number (if applicable)
- Spouse's name (if applicable)
- Mailing address (if different from the service address)
- Effective date you would like service to be turned on at the new address

I'm on some Ameren programs, such as Direct Pay and Budget Billing. Will these services transfer to my new location?

The Direct Pay program will transfer to your new account. There may, however, be a one-month delay in setting up Direct Pay on the new account. Please check the message on your first bill to make sure the transfer occurred.

Budget Billing will not transfer to your new account.

I need to change some information on my order. What should I do?

You can update your order online if you originally placed the order online. If you did not originally place your order online, please contact the Ameren Illinois Customer Contact Center.