

Don't Fall For Scammers Pretending to be Utilities

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, through email, and in-person), targeting senior citizens and non-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 utility service if payment is not received within an hour or two. Often they state a utility service person is on the way.

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**.
- Do not purchase a prepaid card, such as a Green Dot card, or provide any other form of payment that the caller or visitor is demanding.
- Never give out 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.

For more information, visit AmerenIllinois.com.