



Dear Ameren Missouri Customer,

In our continuing effort to provide you with safe, reliable power, crews working for Ameren Missouri will continue to make tree trimming a priority. This helps us improve service reliability for you, especially when severe weather damages trees causing a power outage. We have determined the cause of a majority of the outages in your area were due to vegetation issues or tree damage.

Ameren Missouri routinely maintains trees and vegetation to reduce the chance of outages during severe weather or on blue sky days when overgrown trees impede the power lines to your home. We also do so to help keep you and your family safe. These services, at no charge to you as an Ameren Missouri customer, can include trimming, removal and/or herbicide application. We perform these activities both on a regular maintenance schedule and in response to more urgent situations.

In urgent situations, we focus on safely restoring electric service. Once power is safely restored, home owners are responsible to remove and dispose of the tree debris. Property owners are also responsible for regularly trimming the trees they own and disposing of debris from fallen and/or broken limbs or trees. Ameren Missouri trimming can include removal of branches cut by our tree trimming crews during our regular maintenance schedule.

All of Ameren Missouri's Vegetation Supervisors on staff are Certified Arborists with the International Society of Arboriculture and make every effort to manage the Utility Right of Way with consideration of the most current recommended guidelines. We also aggressively inspect power lines and equipment as part of our ongoing effort to provide you with safe and dependable service.

We value your business. If you have any questions or concerns regarding your trees or our electric services in your neighborhood, please contact us at AmerenMissouritreetrimming@ameren.com or call 1.800.552.7583. You can also go to AmerenMissouri.com/Reliability for additional tree trimming information.

Sincerely,

A handwritten signature in black ink, appearing to read "P. E. Smith, Sr.", written in a cursive style.

Patrick E. Smith, Sr.
Vice President, Economic, Community, & Business Development