



# RESPONSE TO COVID-19 CRISIS

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APRIL 14, 2020

***AmerenIllinoisSavings.com***

# Agenda

## COVID-19 Crisis management

- Ameren Illinois
- EE team

## Program response

- Program allies & implementation contractors
- Residential
- Market development initiative
- Business

## Next steps

# Crisis Management

## Crisis response evolving

- Information shared is preliminary and subject to change
- Evaluation continues with only four weeks of preliminary information
  - March 18 - Ameren Illinois office staff transition to working from home
  - March 20 - Implementation contractor stops face to face interaction
  - March 21 - Illinois shelter in place order

## Safety First

- The safety of community partners, customers, employees, implementers and program allies is our highest priority
- EE office staff transitioned to work from home and will continue until it is deemed safe to return to the office

# Ameren Illinois Response

<https://www.ameren.com/account/customer-service/covid-19>

## We're Here for You

At Ameren, we never compromise on safety. You will continue to see us in the community responding to service calls, working on critical infrastructure projects and maintaining our facilities. We are practicing social distancing, limiting face-to-face contact and taking other preventative measures as advised by the [Centers for Disease Control](#) and state and local authorities. You can help by maintaining a distance of six feet or more from work areas.

We also recognize that many of you may face financial hardships during these extraordinary times, and we want to help.

## If you need financial assistance or help paying your bill

- **For Missouri customers, please visit our** [Missouri payment assistance page](#) to learn about your options, including our new [Coronavirus Income Relief Program](#) and other energy assistance programs.
- **For Illinois customers, please visit our** [Illinois payment assistance page](#) and our [Illinois energy assistance page](#) to learn more about the options available to you.

## If you have a scheduled appointment

If you have an upcoming Ameren appointment that requires access inside your home or business, and you are sick or beginning to show symptoms of illness or are on an ordered or self-imposed quarantine for COVID-19, we ask that you please reschedule.

## New Updates

Ameren has temporarily suspended all disconnections for non-payment and we are forgiving any late payment fees for residential and business customers. Normal billing for customers' usage will continue.

## Illinois Residents

### Customer Service:

Residential: 800.755.5000

Business: 800.232.2477

### If you have a scheduled appointment:

Residential: 800.755.5000

Business: 800.232.2477

### For assistance paying your bill:

[Payment Assistance](#)

[Energy Assistance](#)

[Payment Agreements](#)

[Customer Service Center](#)



# EE Team Response

## Established a COVID-19 response team

- Internal to our department
- Vets proposals and manages requests for information and feedback
- Multi-disciplinary
- Keeps communications open and flowing

## Outreach differently

- Radio
- Webinars
- More phone calls
- Social media and emails

# Program Ally and Vendor Impact

## Program ally network

- Multiple allies have reported work stopped due to COVID-19
- Ameren Illinois is working with the allies and customers to reschedule projects

## Implementation contractors (vendors)

- Where possible, shifting resources to offer virtual support with field staff providing support to customers and allies through virtual methods
- Administrative functions continue with all applications/reservations and incentive checks being processed
- Appliance recycling implementation contractor unable to continue pickup at this time

# Residential Program Response

## All initiatives

- Most work shifted to virtual with few exceptions (emergencies, exterior inspections)

## IQ channels

- Shifting to virtual where possible including assessments, inspections and outreach
- Exploring Single-family kit with long measure life distribution

## Administrative efforts continue

- CAA channel accepting applications over the phone or online
- Single-family and Multi-family eligibility applications continue processing as usual
- Multi-family (IQ, MR, PHA) installation appointments have been tentatively rescheduled to May or beyond depending on customer comfort level
- Ensure programs continue once field work restrictions lifted and safe

# Residential Program Response

## Appliance recycling

- All field work is currently on hold including pickups and inspections until further notice
- Pickup requests are still being scheduled over the phone or online
- 7 field staff displaced
- All kit distribution on hold until pickups begin again
- Anticipate gradual ramp up once shelter in place restrictions lifted with pickup limited to street/garage

## School kits

- Presentation staff will not visit schools this semester but are otherwise not affected
- A portion of student will receive online presentations (virtual) while others without virtual delivery capability will have their presentations pushed to the fall semester

# Residential Program Response

## Heating and cooling

- Program allies continue to complete installations at their own discretion, most are emergency only
- QAQC efforts where possible (exterior)

## Retail products

- Field staff have shifted to completing training and QAQC efforts virtually
- Increased incentives and free shipping with no minimum order requirements for online marketplace

# Residential Program Response

## Smart savers

- Launching with self install option only
- No face to face interaction will be required for continuation
- All installation support will be offered virtually
- Working towards expanding virtual support

## Home efficiency specialist team

- All staff have been shifted to work from home and are able to assist customers via telephone and through email
- No staffing disruption expected at this time

# MDI Program Response

**Face to face interactions suspended until May 15 or further notice including**

- Outreach events
- Booths or presence at community events
- Individual appointments
- Direct install measures

## **Communication shift**

- Social media content
- Client email newsletters
- Webinars
- Phone or video appointments

# MDI Program Response

## Community partners

- Still great partners and will reach people in need
- Most are restructuring to accommodate shelter in place order and prioritize client health and safety

## Working with community partners to explore program alternatives, including

- Energy efficiency kit mailing
- Coupons for EE online marketplace

# MDI Program Response

## Community Partner - SSP

- SSP has suspended in-person programs apart from Meals on Wheels and homemaker program, which are serving 2,000 clients daily (up from 1,550 daily pre COVID-19)
  - Also delivering 150 box lunches to 3 large senior apartment complexes daily
- Handyman program has ceased in-person appointments, and instead focusing on a “Handyman Hotline” to help seniors with home maintenance questions, and energy efficiency, as well as short tutorial videos
  - Ameren Illinois connecting SSP with woman-owned vendor, to coach them on shooting their own education videos for energy efficiency tutorial videos for the 2,000+ clients they are in contact with daily



# MDI Program Response

## Community Partner - SEDAC

- Smart Energy Design Assistance Center (SEDAC) has adapted their workforce development research project
- Expanding their literature review of energy efficiency workforce in Illinois to include research into workforce development and resiliency after crises and major environmental disasters
- Working on this new research piece through Summer 2020
- Still plan to conduct stakeholder outreach and share findings, but timing and format to be determined based on COVID-19 situation/shelter in place order

# Business Program Response

## Standard, Custom, Retro-Commissioning, Small Business

- Initiatives still being offered with an emphasis on virtual communication
- Guidance provided to program allies regarding COVID-19 safety and high risk facilities

## Street lighting

- Initiative still being offered with an emphasis on virtual communication when possible
- Contractors continue to complete installations at their own discretion
- Ameren Illinois operations team provided field work safety protocol to contractor

# Next Steps

- Situation remains very dynamic
- We are attempting to track performance on our programs that deliver the larger amounts of savings:
  - Business Standard
  - SBDI
  - Retail Products
  - Business Custom
- Attempting to track impact of situation on offerings for low/moderate income customer programs
- Seeking opportunities to support local small businesses
- Looking to SAG to explore
  - Policy considerations
  - Evaluation considerations
  - Discuss EE priorities in this time



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