

Notice to our Customers,

As part of our continual effort to improve service reliability to your home, AmerenUE crews work year-round trimming trees. Even with these efforts, outages can occur. That's why we're asking you to help us reduce occurrences through your landscaping efforts.

What AmerenUE is doing for you.

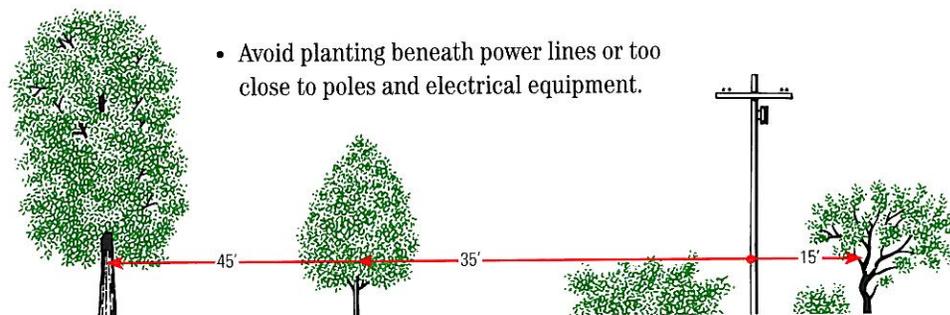
UE trims trees on a cycle – every four years in urban areas and every six years in rural communities. Crews focus on trimming to protect power lines and service to your community. Trees are trimmed to direct future growth away from power lines and to make them less susceptible to high winds and ice. During non-emergencies, crews may remove debris, unless other arrangements are made.

What you can do to help prevent outages.

Trees growing near the electric service line that runs from the main power line to your home are the property owner's responsibility. *Always make sure power is turned off before trimming trees near power lines. Call 1-800-552-7583* to have your service temporarily disconnected. UE recommends hiring a qualified tree-trimming professional to do this work.

You can also help prevent future outages with simple landscaping choices. Trees are a great addition to any yard and can help save on energy bills by providing shade in the summer. But planted in the wrong place, trees can leave your home and your neighbors without power during a storm.

When planting a tree, keep these tips in mind:



- Avoid planting beneath power lines or too close to poles and electrical equipment.

- Considering planting slower growing trees or limited height varieties, such as crab apples, hawthorns, ornamental pears or cherries.
- Always check for overhead and underground utility lines before working on a tree or digging in the yard. **Call 811** so crews can mark you underground service lines.

To learn more about our planting guidelines and vegetation management plan, go to www.AmerenUE.com/reliability

We recognize that reliability is a top priority. Our vegetation management plan is just one way to ensure that we continue to provide you with safe, reliable power.

At AmerenUE, We Listen, We Respond, We Deliver.

