Start, Stop & Transfer — Digital Future State

Overall Move Experience

PRE-MOVE

Where should I move?

$299,900 3 bd, 2 ba
1,540 sq ft
Average Utilities $195

View average utility bill on Zillow

House hunting
Researching schools
Getting pre-approved

Buying/Selling
Negotiation
Inspection

MOVING

Who is my electric/gas company?

Packing
Hiring movers
Getting your keys

Heavy lifting
Broken fragile items
Saying goodbye

How do I establish service?

POST-MOVE

How can Ameren improve my new home?

Unpack
Arranging furniture
Meet the neighbors

Decorate/paint
Housewarming
First bills

Establishing Service on Ameren.com

START

Guest

Address Look up

Congrats on your new home!

It looks like this is an Ameren address and service is on.

If not an Ameren address..

List of utilities for service area

Contact info, SSN, State ID

Secure Deposit Check "We're checking your credit information"

When are you moving in? (date picker, time if needed)

CONFIRMATION

Verify Connect

SUBMIT

Confirmation

(If guest, add password to complete registration)

FOLLOW UP

Confirmation email of services digital welcome kit

(If guest, prompt to complete registration)

STOP

Select Account

Login

Address/ Meter Status

Guest

When are you moving out? (date picker. time if needed)

If needed: Moving gas appliances?

Pet policy.

Where should we send your final bill?

If not an Ameren address..

TRANSFER

It looks like this is an Ameren address and service is on. Would you like to start service in your name?

Congrats on your new home! When are you moving in? (date picker, time if needed)

CONFIRMATION

Verify Connect/Disconnect Transfer all programs, new account becomes default

SUBMIT

Confirmation

(If guest, add password to complete registration)

Verify Disconnect

SUBMIT

Confirmation of Disconnect

Your Ameren technician, Alex, is on his way. He'll be arriving around 2:15pm.

Technician Arrival Notifications

Confirmation email of services final bill information

(If guest, prompt to complete registration)