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## **Ameren Expands Relationship with Fiserv to Enhance Both Online and Paper-Based Billing**

**Outsourced billing operations agreement helps Ameren streamline bill production and delivery, providing a cohesive user experience regardless of the consumer's point of preference**

BROOKFIELD, Wis., Apr 06, 2009 (BUSINESS WIRE) -- [Fiserv](#), Inc. (NASDAQ:FISV), the leading global provider of financial services technology solutions, today announced that [Ameren](#) (NYSE:AEE), a Midwestern, investor-owned utility that serves 2.4 million electric and nearly one million natural gas customers, has expanded its relationship with Fiserv to streamline the generation and delivery of personalized, printed bills, and to optimize electronic billing and payment. The outsourced deal brings together two industry-leading capabilities from Fiserv to allow Ameren's utility companies to enhance their customer's billing and payment experience.

"We are committed to providing a high quality and convenient billing experience, whether our customers prefer to make their payments online or through the mail," said Chuck Bremer, chief information officer, Ameren. "Fiserv's expertise across both channels helps us successfully target customer billing communications to each individual in a cohesive manner. The partnership allows us to deliver a consistently branded message across both mail and electronic channels, without the cost and resources associated with handling these functions in-house."

Ameren's utility companies already rely on Fiserv for payment remittance and the distribution of electronic bills. With Fiserv as their technology provider, Ameren's utility companies can focus on the important content of their bill - whether delivered by mail or electronically - while Fiserv handles the complex back-end delivery and payment processes. Once the new services are implemented, Ameren's approximately 2.4 million electric and almost one million natural gas customers will be able to choose to receive and pay bills by mail, at Ameren's website or at one of the [more than 3,000 financial institutions](#) within Fiserv's electronic bill distribution network. Furthermore, the partnership reinforces Ameren's stewardship efforts to balance the [needs of the environment](#) with the preferences of the consumer by providing the ability to stop receiving paper bills upon e-bill activation.

"For many companies, the monthly bill is the most frequent customer communication. Our mission is to provide a comprehensive, unified set of billing and payment solutions to billing organizations like Ameren's utility companies, helping them to reduce costs and provide better service to their customers," said Steve Olsen, Group President, Depository Institution Services, Fiserv. "Fiserv enables billing organizations to meet their customers' preferences regarding bill delivery and payment, whether this is by mail, in-person, by phone or online. A partner since 1998, Ameren is leading the way in giving its customers a personalized and information-rich billing experience."

[Output Solutions](#) along with The Web Client Control Center™ offers Ameren the flexibility to tailor bill messages and images to different customer segments while meeting unique regulatory requirements. [Biller Direct HV](#)(TM) provides full control over online bill presentment and the ability to integrate electronic billing and payment into the Ameren website. This branded electronic billing and payment (EBP) experience, delivered via a consumer-friendly, centralized online console, helps improve customer satisfaction and increase electronic billing and payment adoption.

### **About Ameren**

With assets of approximately \$21 billion, Ameren serves approximately 2.4 million electric customers and almost one million natural gas customers in a 64,000 square mile area of Missouri and Illinois. Ameren owns a diverse mix of electric generating plants strategically located in its Midwest market with a generating capacity of more than 16,400 megawatts.

### **About Fiserv**

Fiserv, Inc. (NASDAQ: FISV) is the leading global provider of information management and electronic commerce systems for the financial services industry, driving innovation that transforms experiences for financial institutions and their customers. Ranked No. 1 on the FinTech 100 survey of top technology partners to the financial services industry, Fiserv celebrates its

25<sup>th</sup> year in 2009. For more information, visit [www.fiserv.com](http://www.fiserv.com).

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**Media Relations:**

Ann Cave

Senior Public Relations Manager

Electronic Banking Services

Fiserv, Inc.

678-375-4039

[ann.cave@fiserv.com](mailto:ann.cave@fiserv.com)

or

**Additional Fiserv Contact:**

Lori Stafford-Thomas

Assistant Vice President

Corporate Communications

Fiserv, Inc.

262-879-5130

[lori.stafford@fiserv.com](mailto:lori.stafford@fiserv.com)

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