

Caring Contact Program



This form is used to apply to register as an elderly or disabled customer and designate someone else, such as a family member, friend or supportive social services agency, as a Caring Contact. This means the Caring Contact will receive an additional copy of a disconnection notice or other crucial billing alerts, so they can help you keep track of your utility bills at critical times. For any questions, contact us at HealthAndSafety@Ameren.com.

CUSTOMER INFORMATION

Customer Name: _____ Telephone: _____

Address: _____ Account #: _____

I am registering with Ameren Missouri as (check all that apply):

- An elderly customer** (65 years of age or above)
- A disabled customer** (as defined below)
- A low-income elderly customer** (household income less than 150% of the federal poverty guidelines)
Annual household income \$ _____ # of occupants in household _____
- A low-income disabled customer** (household income less than 150% of the federal poverty guidelines)
Annual household income \$ _____ # of occupants in household _____

CARING CONTACT PROGRAM INFORMATION

(Individual or social services agency that can be contacted by Ameren Missouri prior to discontinuance of service)

Caring Contact or Agency: _____ Telephone: _____

Address: _____ Email: _____

Consenting Caring Contact or Agency Signature : _____

- Check here if you wish to have your Caring Contact receive bill alerts.**

REFERENCE INFORMATION

(Physician, health care provider or social services agency who can attest to your status as an elderly or disabled person)

Reference Name: _____

Address: _____

Name of Agency: _____

- I have read and understand the information on this form and will attest to the accuracy of the information provided.**

Name: _____ Date: _____

Missouri Public Service Commission rule 20 CSR 4240-13.055 prescribes conditions under which service can be terminated between November 1 and March 31 of each year. The rule requires a utility to make contact with a registered elderly or disabled customer, or a member of that customer's family above the age of 15, before service can be discontinued for nonpayment of utility bills. An elderly person is defined as a person who is 65 years or older. A disabled customer is defined as a person who has filed with their utility a medical form submitted by a medical physician attesting that such customer's household must have natural gas or electric utility service provided in the home to maintain life or health, or a customer who has a formal award letter issued from the federal government of disability benefits.

The above rule also provides that any customer registering with the utility as elderly or disabled identify an individual or social services agency to act as a contact for any disconnection notices. If you wish to register as an elderly or disabled customer with Ameren Missouri, please complete this form and return it to Ameren Missouri, P.O. Box 66881, St. Louis, MO 63166, or by fax to 1.314.259.3116.

FOR OFFICE USE ONLY

Date received: _____ Follow up: _____