

INCOME-ELIGIBLE STATUS APPLICATION

REQUEST FOR WAIVER OF DEPOSITS & LATE PAYMENT CHARGES

Ameren Illinois residential customers who meet the requirements of an income-eligible customer under Sections 8-201.7 and 8-201.8 of the Illinois Public Utilities Act, will have deposits and late payment charges waived. Deposits will be waived under all circumstances except tampering. If you do not automatically qualify as an income-eligible customer, you can expect these protections after your request is approved.

Residential Customers Who Automatically Qualify

Ameren Illinois residential customers receiving LIHEAP (Low Income Home Energy Assistance Program) or PIPP (Percent of Income Payment Plan) benefits under the Energy Assistance Act have been automatically approved for waiver of deposit and late payment charges and do not need to submit a request.

Qualification Criteria

For residential customers to qualify, your household income must be 80% or less of Area Median Income (AMI) for your county of residence, or you must be eligible for or currently enrolled in a federal Lifeline program. Please complete the Income Verification Form and provide the income-eligibility documentation described in this brochure.

What if I have an existing deposit? If you meet the eligibility requirements and have an existing deposit, your deposit will be canceled and then either applied to the balance or refunded.

- The deposit will first be applied to any outstanding balance on your account. If there are any remaining funds, they will automatically be returned to you by check.
- If your account is current, the deposit will automatically be returned to you by check.

How do I keep my Income-Eligible Status and maintain the provisions outlined above? Each year you will be required to recertify your household income to remain eligible for the provisions outlined above.

- Eligibility established before September 1 is effective through December 31 of that same year.
- Eligibility established after September 1 is effective through December 31 of the following year.

Ameren Illinois will include a message on your bill prior to your designation expiring. If you do not re-certify, your income-eligible designation will terminate, and you will lose these additional provisions.

DIRECTIONS:

Submit the completed application and supporting documentation by mail, email or fax. **DO NOT SEND** original documents or original IDs.

Mail: TSI ATTN:
Ameren Waiver Program
PO Box 467429
Atlanta, GA 31146-9801

Email: IncomeEligible@tsico.com

Fax: 1.855.750.3259

Missing documents will delay your application.

Copies of your supporting documentation
must be included with your application.



INCOME-ELIGIBLE STATUS Application



PROOF OF INCOME DOCUMENTATION Please provide a copy of your most recent Ameren energy bill or activity statement. Additionally, include proof of income documentation to demonstrate income eligibility.

Income-Eligibility Documents:

- Most recent IRS 1040 form (pg. 1-2) or 1040-SR form (pg. 1-3)
- Social Security statement of benefits
- Veterans Administration statement of benefits
- Retirement or pension statement of benefits
- Unemployment or Worker's Compensation statement of benefits
- Divorce decree, child support income, or similar official document showing household income (summary and signature pages only)
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Medicaid
- Disability
- Lifeline program enrollment (FCC.gov)
- Temporary Assistance for Needy Families (TANF)
- Veterans Pension and Survivors Benefit Programs

Loss of Income Documents (dated within the last 3 months):

- Layoff/furlough notice
- Unemployment application, approval letter, or benefit statement
- Unemployment or Workers' Compensation benefit statement

**Please submit COPIES of your supporting documentation and retain your originals.
DO NOT SEND original documents or original IDs.**

Important: Completion of this application for these waivers and return of deposit does not qualify you for the Illinois Low Income Home Energy Assistance Program (LIHEAP), The Percentage of Income Payment Plan (PIPP), or any other utility financial assistance program. Learn more about financial assistance eligibility at AmerenIllinois.com/EnergyAssistance.

INCOME VERIFICATION FORM REQUEST FOR WAIVER OF DEPOSITS & LATE PAYMENT CHARGES

Ameren Illinois Account Number: _____

First Name: _____ Last Name: _____

Is this the name on the account? Yes No

Email: _____ Phone: _____

Service Address: _____ City: _____ County: _____ Zip: _____

Please include the following information:

Number of Household Members (Adults & Children): _____ Does your household have zero (\$0) income? Yes No

Total Household Income for Individuals 18 and Older: _____ If yes, please describe your household's current income situation: _____

\$ _____ Annual Monthly _____

Are you eligible for or currently enrolled in a federal Lifeline program? Yes No _____

Please provide your initials in acknowledgement for each item below:

_____ All the answers and documentation that I provided on this form are true and correct to the best of my knowledge.

_____ I know that willingly giving false or fraudulent information to get these waivers can result in immediate disqualifications from these protections.

_____ I understand that I must respond by the renewal deadline; if I do not timely respond, deposits and late payment charges could be assessed.

_____ I agree that all of the information I provided on this form and in any supporting documents that I provide, if any, may be collected, used, shared, and retained by Ameren Illinois and its affiliates and vendors for the purposes of implementing and applying the provisions of the Public Utilities Act on waivers of deposits and late payment charges, energy efficiency measures or programs for income qualifying residential customers, and programs for deferred payment arrangements.

Signature: _____ Date: _____

Your request will be reviewed and you will be notified of your eligibility within 5 to 7 business days.