



FOR OFFICE USE ONLY		
Received:	Pin:	Initials

## ENERGY ASSISTANCE AGENCY PORTAL ACCESS REGISTRATION FORM

Return completed form to:

Ameren Missouri  
 Attn: Energy Assistance, MC. 310  
 P.O. Box 66881  
 St. Louis, MO 63166  
 Fax: 314.612.2844  
 Email: [eassistance@ameren.com](mailto:eassistance@ameren.com)

Ameren Missouri provides a special portal for Energy Assistance ("EA") Agencies to access EA clients' Ameren Missouri customer account information in order to determine the type, amount, and eligibility for pledges by the EA Agency, and the portal allows EA Agencies to post pledges toward Ameren Missouri customer accounts. Each EA Agency is required to obtain written authorization from its EA clients for the EA Agency to access each EA client's customer account information prior to the EA Agency attempting to access the EA client's Ameren Missouri customer account information through the portal. This Form is used by an EA Agency to register with Ameren Missouri as an EA Agency, obtain a Personalize Identification Number ("PIN") to access the portal and make pledges on behalf of its clients, and affirm it has read and agrees to comply with the Portal Access Terms & Conditions.

Name of Energy Assistance Agency (hereinafter "Agency") requesting portal access registration:

\_\_\_\_\_

Telephone Number: ( ) \_\_\_\_\_

Fax Number: ( ) \_\_\_\_\_

Street Address: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Representatives of the Agency who are authorized by the clients of the Agency to access **Ameren Missouri** customer account information and make pledges to customer accounts on behalf of this Agency ("Representatives"):

_____	_____
_____	_____
_____	_____
_____	_____

By signing below, I certify each of the following: a) I have authority to complete this Form on behalf of the Agency; b) the Representatives identified above are authorized to receive and provide information to **Ameren Missouri** for the purpose of providing energy assistance to clients served by the Agency; c) I will notify **Ameren Missouri** immediately in writing if any of the Agency or Representatives information as set out on this Form changes; d) I understand that a confidential PIN will be issued to an EA agency by **Ameren Missouri** upon **Ameren Missouri's** receipt of this completed and signed form, and I will make the PIN available to only the Representatives as listed above; e) the Agency has obtained or will obtain written authorization from its EA clients to access each client's Ameren Missouri customer account information before accessing a client's Ameren Missouri customer account information via the portal; f) I understand that any client account information I receive from **Ameren Missouri** is confidential as to the client, the Agency, and **Ameren Missouri**, and I will take all reasonable safeguards, on behalf of the Agency, to prevent further disclosure of this information without consent of the client; and g) I have read and agree that I, the Agency, and the Representatives will comply with all Portal Access Terms & Conditions, even as modified from time to time.

Would your agency like customer referrals from Ameren? Yes No (Please Circle One)

If yes, please list the zip codes of the cities Agency serves. \_\_\_\_\_

\_\_\_\_\_

Signature Title Date

\_\_\_\_\_

E-mail Address

# **PORTAL ACCESS TERMS & CONDITIONS**

## **ACCOUNT ACCESS**

Agency and Representatives of Agency understand and agree that they are solely responsible for maintaining the integrity of the Agency's portal PIN. The Agency PIN will only be used to access a client's Ameren Missouri customer account information if Agency has obtained written authorization from each of its Energy Assistance ("EA") clients to access the client's Ameren Missouri customer account information before accessing the client's Ameren Missouri customer account information via the portal. Any client account information received from **Ameren Missouri** and through the portal is confidential as to the client, the Agency, and **Ameren Missouri**, and Agency will take all reasonable safeguards to prevent further disclosure of this information without consent of the client. Agency and Representatives understand and agree to notify Ameren Missouri immediately if they believe the Agency's PIN has been compromised.

## **TRAINING ON USE OF PORTAL**

Ameren Missouri will offer Agency and Representatives training on how to access Ameren Missouri customer account information and make pledges via the portal. Agency and Representatives agree to participate in such training at least annually.

## **PLEDGES AND PAYMENTS**

A "pledge" is a promise by the EA Agency to pay the pledged amount toward a client's Ameren Missouri customer account, and may cause a client's Ameren Missouri customer account to be removed from the disconnection queue. Pledges are entered by Agency and Representatives through Ameren Missouri's EA Agency portal. Agency is responsible for securing any third-party funding for pledges it enters into the portal. Partial payments of pledges will not be accepted.

Actual payment of the pledged amount should be received by Ameren Missouri within 30 calendar days of the pledge being entered in the portal. Payment of a pledge via Electronic Funds Transfer ("EFT") is encouraged to meet the pledge/payment timeframes, but EFT is not required. If actual payment of the full pledged amount is not received by Ameren Missouri within 45 days of the pledge being entered in the portal, a notification of late payment will appear in the portal for the Agency and Representatives. If actual payment of the pledged amount is not received by Ameren Missouri within 60 days of the pledge being entered in the portal, Ameren Missouri's EA outreach team will reach out to the Agency and Representatives to discuss the outstanding payment and work out a payment plan. If actual payment of the pledged amount is not received by Ameren Missouri within 90 days of the pledge being entered in the portal, and Ameren Missouri has received a payment plan from the Agency, the Agency's portal PIN may be deactivated.

If a payment is submitted for multiple pledges and/or customers, the Agency will submit a spreadsheet identifying each pledge/customer and corresponding amount of payment to be applied to the customer's account.

## **NO WARRANTIES AND LIMITATION OF LIABILITY**

Ameren Missouri strives to ensure the accuracy of the information presented in the portal. However, due to various circumstances including, but not limited to, delays caused by postal handling, upgrades and/or changes to Ameren's bill and payment processing system, there may be variances between the information available on the portal and customer bill, payment, or other customer account information. For this reason, the accuracy, truthfulness or reliability of any information provided on or by means of the portal is not guaranteed.

AMEREN MISSOURI, ON BEHALF OF ITSELF AND ALL OF ITS AFFILIATES, SUBSIDIARIES, BUSINESS UNITS, CONTENT PROVIDERS, AGENTS AND THE LIKE, HEREBY EXPRESSLY DISCLAIMS ANY AND ALL WARRANTIES AND/OR REPRESENTATIONS, WHETHER EXPRESS OR IMPLIED, ORAL OR WRITTEN, INCLUDING, WITHOUT LIMITATION, ANY AND ALL IMPLIED WARRANTIES OF MERCHANTABILITY, REASONABLE CARE, COMPATIBILITY, SECURITY, RELIABILITY, ACCURACY, AND/OR FITNESS FOR A PARTICULAR PURPOSE (WHETHER OR NOT AMEREN KNOWS, HAS REASON TO KNOW, HAS BEEN ADVISED, OR IS OTHERWISE IN FACT AWARE OF ANY SUCH PURPOSE), IN EACH INSTANCE IN RESPECT OF THE PORTAL. FURTHERMORE, AMEREN, ON BEHALF OF ITSELF AND ALL OF ITS AFFILIATES, SUBSIDIARIES, BUSINESS UNITS, CONTENT PROVIDERS, AGENTS AND THE LIKE, HEREBY EXPRESSLY DISCLAIMS ANY AND ALL WARRANTIES OF TITLE AND/OR NON-INFRINGEMENT IN RESPECT OF THE PORTAL.

## **MODIFICATION**

Ameren Missouri may at any time modify these Terms & Conditions, and Agency's continued use of the portal will indicate your agreement to be governed by the terms and conditions in force at the time of your use.

## **SEVERABILITY**

These Terms and Conditions shall be deemed severable. In the event that any provision is determined to be unenforceable or invalid, such provision shall nonetheless be enforced to the fullest extent permitted by applicable law, and such determination shall not affect the validity and enforceability of any other remaining provisions.