

# CARING CONTACT PROGRAM



**The City of Independence Caring Contact Program is a free service that provides extra peace of mind for elderly and/or customers with a disability who face discontinuance of utility services.**

**If you are elderly, have a disability, long-term illness, mobility challenges, or are away from home often, it is possible to overlook a utility bill or shut-off notice. This program can help protect our customers from unnecessary disruptions in utility services.**

## How it Works:

- You designate anyone you like- a relative, friend, clergy member, or social service agency to be your third party “Caring Contact.”
- In the event we must notify you that service will be discontinued because of past-due bills, your Caring Contact will be notified by phone and email.
- They can then bring the problem to your attention and perhaps offer aid or advice.
- The contact person or agency is not financially responsible for the overdue bill, nor will this notification by itself prevent disconnection of service.
- If you would like to take advantage of this program, simply fill out the application, sign, and mail it back to us. The return envelope is provided for your convenience.
- Please let your designated Caring Contact know that you have named them.
- The program will remain in effect for as long as we serve you or until we receive a request to discontinue it.
- Please notify us of any changes or new choice of designated contact.

## How to get started:

You can download a Caring Contact Program form at [indep.us/caringcontact](http://indep.us/caringcontact) or request one be mailed to you by calling (816) 325-7930.

Completed forms can be returned in the following ways:

### Mailed to:

City of Independence Utilities, c/o Customer Service  
17221 E. 23rd St. S.  
Independence, MO 64057

### Dropped-off at any of the City's overnight drop boxes:

City Hall, 111 E. Maple Ave  
Independence Utilities Center, 17221 E. 23rd St. S.

or **delivered to the Utilities Center in person.**





# INDEPENDENCE

★ UTILITIES ★

## CARING CONTACT CUSTOMER APPLICATION

To reduce the chance of disconnection of utility services the City of Independence gives you the opportunity to register a third party, such as a relative, friend, clergy member, or supportive social services agency, as a Caring Contact. This program is specifically for our customers that may be elderly, have a disability, long-term illnesses or mobility challenges. The person you select will be notified in the event of a pending disconnection or other crucial billing alert, so they can help you manage your utility account. The Caring Contact program is voluntary and can help you if you are hospitalized, away from home for extended periods of time, or homebound.

The person(s) you select is not financially responsible for paying your utility bill and this program will not prevent shut off if the bill remains unpaid. They do not have the ability to make a payment arrangement for you, but we can help them understand the options available to prevent disconnection.

**Please note that the Caring Contact program does NOT guarantee continuous electrical service or shield customers from disconnection for non-payment of utility bills.**

**To sign up, please complete and sign the form below:**

### Customer Information

Name: \_\_\_\_\_

Customer/Account Number: \_\_\_\_\_

Last four digits of SSN: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

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

Telephone: \_\_\_\_\_

**Caring Contact Program Information:** Individual or social services agency that can be contacted by City of Independence Utilities prior to discontinuance of service

Name of Contact or Agency: \_\_\_\_\_

Telephone: \_\_\_\_\_

Email: \_\_\_\_\_

Relationship: \_\_\_\_\_

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

Signature:

Date: