



ST. LOUIS AREA

ENERGY
ASSISTANCE
GUIDE

A community service provided by



Introduction

This directory provides residential customers in St. Louis city and county and the counties of Franklin, Jefferson, St. Charles, and St. Francois with information about Missouri's Cold Weather Rule.

The provisions of the Cold Weather Rule are described in brief as well as the agencies and programs that are available to assist customers with their utility bills during the Cold Weather Rule period.

The Cold Weather Rule

The Missouri Public Service Commission's Cold Weather Rule prohibits disconnection of residential service during the time period November 1 to March 31 provided:

1. The customer contacts the utility if unable to pay in full.
2. The customer contacts the utility as soon as possible if service has been disconnected to determine if he/she is eligible for a Cold Weather Rule payment plan.
3. The customer applies for energy assistance from any public assistance heating program (federal, state, or local) for which he/she may be eligible.
4. The customer makes an initial payment (or the utility receives a pledge if the customer is eligible for energy assistance) and the customer enters into and maintains a payment agreement for arrears.

A 12-month payment agreement is available for arrears, but upon mutual agreement the customer may enter into a payment plan that exceeds 12 months or is fewer than 12 months.

If the customer defaults on a payment agreement under the Cold Weather Rule, the customer must pay an amount equal to the total of the delinquent installments, unless the utility and the customer agree to a different amount.

5. The customer maintains a payment agreement for the current bill.
6. The customer contacts the utility to discuss whether he/she is eligible for the Registered or the Deferred Pay Date Programs if elderly or handicapped.

Customers who follow the steps and keep their payment agreements up to date will not be required to pay a security deposit.

For more information regarding the Cold Weather Rule call:

AmerenUE

(M-F 6:00 a.m.-10:00 p.m. Sat. 7:00 a.m.-5:00 p.m.)

St. Louis City/County **314-342-1111**

Outside St. Louis Area **1-800-552-7583**

Laclede Gas **314-621-6960**

Missouri Natural Gas - Franklin County and

the City of Washington **636-390-2100**

All Others **1-800-675-6577**

Missouri Natural Gas - St. Francois County **573-431-2020**

Missouri Public Service Commission (PSC)

If a customer has a complaint about a utility bill or service, the customer should first try to solve the problem with the utility. If that fails, the customer has the right to file an informal complaint with the PSC. Contact the PSC by calling the following numbers:

St. Louis City/County **636-207-8001**

Outside St. Louis area **1-800-392-4211**

The Assistance Programs

LOW INCOME HOME ENERGY ASSISTANCE

PROGRAM (LIHEAP) is a federally-funded program which assists low-income households once each winter (November 1-March 31) with home heating costs as long as funds are available.

The customer's heating bill does not have to be in arrears.

Benefits are based on the number of people in the household, household income, and the type of fuel used to heat the home.

Payment is made to the primary heating vendor. The last day to apply for a grant is March 31 of each year unless funds are depleted before that date.

Missouri households that received a **LIHEAP** grant during the last program year will automatically be mailed an application for the current year's program by early November.

Eligibility is determined by the Missouri Department of Social Services, Division of Family Services.

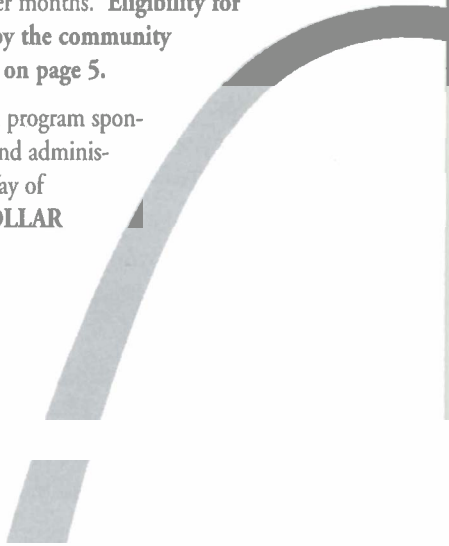
For information on how to apply or for help filling out the application call:

St. Louis City	314-340-7600
St. Louis County	314-890-7340
Outside St. Louis Area	1-800-392-1261

ENERGY CRISIS INTERVENTION PROGRAM (ECIP)

ECIP provides direct assistance once each winter to Missouri residential clients whose utility services are off or in threat of disconnection. When the utility company agrees to accept an **ECIP** grant to restore service or to prevent disconnection of service, the utility will also offer a payment agreement to the customer under the Cold Weather Rule. Limited **ECIP** funds are also available during the summer months. **Eligibility for ECIP is determined by the community action agencies listed on page 5.**

DOLLAR MORE is a program sponsored by **AmerenUE** and administered by the United Way of Greater St. Louis. **DOLLAR**



MORE provides assistance with utility bill payments to prevent cut-off or to restore energy service as a supplement to a federal or state grant. Priority recipients are low-income, elderly, handicapped or persons with special needs. **DOLLAR MORE** is distributed to a network of social service agencies/churches throughout AmerenUE's territory including the community action agencies listed on page 5. **Eligibility for DOLLAR MORE is determined by each agency.**

DOLLAR-HELP is a not-for-profit corporation supported by Laclede Gas Company that provides private funds to low-income, elderly and disabled households which have received a **LIHEAP** grant, but need additional help. **DOLLAR-HELP** grants are used to restore or to prevent the disconnection of the household's heating source during the Cold Weather Rule period. Grants of up to \$300 are normally provided. Crisis grants, up to an additional \$300, are also available to households faced with a financial, housing or medical emergency.

DOLLAR-HELP funds are available to **LIHEAP** qualified households as a direct payment to the supplier of the primary source of home heating energy.

Eligibility for DOLLAR HELP is determined by the community action agencies listed on page 5.

The Community Action Agencies

To find out if you are eligible for **ECIP**, **DOLLAR MORE** and/or **DOLLAR-HELP** funds, call your local Community Action Agency at the numbers below:

St. Louis City & Wellston Residents Human Development Corporation (HDC)	314-535-7607
St. Louis County Residents (excluding Wellston) STEP, Inc.	314-863-0015
Jefferson County Residents	636-789-2686
Franklin County Residents	636-742-0808
Jefferson/Franklin Community Action	
St. Charles County Residents North East Community Action Corporation (NECAC)	636-723-3470
St. Francois County Residents East Missouri Action Agency	573-431-5191

For Other Assistance

To help prevent disconnection of service, obtain warm clothing, food and emergency housing, contact the following agencies for all or some of these services:

Catholic Charities Dial Help	314-371-4357
For referral to local Catholic Church or outreach center	
EnergyCare	314-773-5900
Services offered include energy assistance counseling, assistance in completing energy grant applications, emergency heating/cooling grants, home weatherization.	
Home Services	314-531-9779
Loving Hearts Outreach	
Franklin County	636-390-8300
Lutheran Family & Children Services	314-787-5100
New Life Evangelistic Center	
St. Louis City & County	314-421-3020
St. Francois County	573-431-3043

Salvation Army

Franklin County	636-390-8300
Jefferson County	636-464-0787
O'Fallon	636-240-4969
St. Charles	636-946-2150
St. Louis City & County	314-534-1250

St. Vincent de Paul Society

314-531-2183

For referral to a local St. Vincent de Paul Society

United Way Information & Referral

Referral for financial assistance, food, clothing, other

St. Louis City/County	314-421-4636
Outside St. Louis area	1-800-427-4626

Urban League Outreach Center

St. Louis City & County 314-652-6954 or 314-652-8228

Where To Start If You Need Help With Your Heating Bill:

1. During the Cold Weather Rule period (November 1-March 31), call the Missouri Division of Family Services about information on how to apply for a **LIHEAP** grant. See page 3.
2. If you need help with understanding or filling out the energy assistance application, call the Missouri Division of Family Services. See page 3.
3. If your heating bill is past due, call your utility to see if a payment agreement can be made.
4. If you have already applied for a **LIHEAP** grant with the Division of Family Services and you are in need of additional assistance, call your local Community Action Agency. See page 5.
5. If you do not qualify for a **LIHEAP** grant, but need heating assistance, refer to the agencies under **FOR OTHER ASSISTANCE**. See pages 5 & 6.

What To Do If You Need Help With A Non-Heating Or Cooling Bill:

1. If your household is in threat of disconnection or your service is already disconnected, contact the utility company to obtain the necessary amount to prevent disconnection of service or to restore service.
2. If you are in need of assistance, call your local Community Action Agency. See page 5.
3. If you do not qualify for federal or state programs, contact the agencies listed under **FOR OTHER ASSISTANCE**. See pages 5 & 6.

Weatherization Information

Qualifying low-income homeowners and renters within the area are eligible to receive assistance in the form of weatherization improvements to their homes through local agencies. Elderly and handicapped persons are given preference. The improvements include caulking, water heater jackets, weatherstripping, and insulation. The maximum assistance including labor and materials varies depending on the project.

For information call:

Urban League Outreach Center	314-652-6954
STEP, Inc.	314-863-0015
Franklin County	636-451-0344
Jefferson County	636-789-2686
St. Charles County	636-723-3470
St. Francois County	573-431-5191



*Produced and Funded by:
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