

The Community Action Agencies

To find out if you are eligible for **LIHEAP**, **ECIP**, **DollarMore** and/or **DollarHelp** funds, call your local Community Action Agency at the numbers below:

The Urban League of Metropolitan St. Louis (City)
St. Louis City **314-615-3600**

Community Action Agency of St. Louis County, Inc.
St. Louis County Residents (excluding Wellston) **314-863-0015**

Jefferson/Franklin Community Action Agency
Jefferson County Residents **1-636-789-2686**
Franklin County Residents **1-636-629-6193**

North East Community Action Corporation (NECAC)
St. Charles County Residents **1-800-790-7497**

East Missouri Action Agency
St. Francois County Residents **1-573-431-0103**

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:

EnergyCare **314-773-5900**
Services offered include energy assistance counseling, assistance in completing energy grant applications, emergency heating/cooling grants, home weatherization.

East Missouri Action Agency
St. Francois County **1-573-431-0103**

Home Services, Inc. (St. Louis City) **314-771-5000**
Minor Home Repairs only

Loving Hearts Outreach
Franklin County **1-636-390-8300**

Lutheran Family & Children Services **314-787-5100**

New Life Evangelistic Center
St. Louis City & St. Louis County **314-421-3020**

Salvation Army
Franklin County (Loving Hearts Outreach) **1-636-390-8300**
Jefferson County **1-636-464-0787**
O'Fallon **1-636-240-4969**
St. Charles **1-636-946-2150**
St. Louis City & County **314-646-3000**

St. Vincent de Paul Society
For referral to a local St. Vincent de Paul Society **314-531-7837**

United Way Information & Referral
Referral for financial assistance, food, clothing, other
St. Louis City/St. Louis County call **2-1-1** **(314-421-4636)**
Outside St. Louis area call **2-1-1** **(1-800-427-4626)**

Urban League
St. Louis City **314-615-3600**
St. Louis County **314-388-9840**

Special Needs Registry
City of St. Louis
Department of Human Services **314-657-1676**

Register now if you are a city resident and have a special condition that makes it difficult to assist yourself during an emergency.

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

1. During the Cold Weather Rule period (November 1-March 31), call the local community action agency about information on how to apply for a **LIHEAP** grant. See page 5.
2. If you need help with understanding or filling out the energy assistance application, call the local community action agency.
3. If your heating bill is past due, call your utility to see if a payment agreement can be made.
4. 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 disabled 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 **314-615-3600**
Community Action Agency of St. Louis County, Inc. **314-446-4436**
Festus Office **1-877-664-2726**
Poplar Bluff Office **1-573-785-9681**
Jefferson County **1-636-789-2686**
St. Charles County **1-800-790-7497**
St. Francois County **1-573-518-0291**



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Ameren Missouri & Laclede Gas Company



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.

If the customer defaults on a payment agreement under the Cold Weather Rule, the customer must pay 80% of the amount owed.

5. Registered Low Income Elderly or Low Income Disabled customers may pay a minimum of 50% of the established Cold Weather Rule payment plan amount or 50% of the actual bill for usage in that billing period.

For more information regarding the Cold Weather Rule call:

Ameren Missouri

(Monday through Friday 7:00 a.m. — 7:00 p.m.)

St. Louis City/County 314-342-1111
Outside the St. Louis Area 1-800-552-7583

Laclede Gas

(Monday through Friday 7:00 a.m. — 7:00 p.m.)

Saturday 8:00 a.m. — 4:30 p.m.) 314-621-6960

Missouri Natural Gas

City of Union 636-584-8440
636-390-2100
Franklin County and all others 1-800-675-6577

Missouri Natural Gas - St. Francois County 1-573-431-2020

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 314-340-4680
Outside the 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 for LIHEAP is determined by the community action agencies listed on page 5.

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 **Ameren Missouri** 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, disabled or persons with special needs. **DOLLAR MORE** is distributed to a network of social service agencies/churches throughout **Ameren Missouri's** territory including most of 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 \$400, 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.**