

# Help is here

## Assistance programs

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# Let's talk about LIHEAP

The Low Income Home Energy Assistance Program, also known as LIHEAP, is a government-funded program that helps limited income households with their immediate energy needs.

Energy Assistance (EA) helps with a **one-time** payment on the primary heating bill during each program year (October 2021 through September 2022).

The maximum one-time benefit amount for Spire customers is **\$652**.

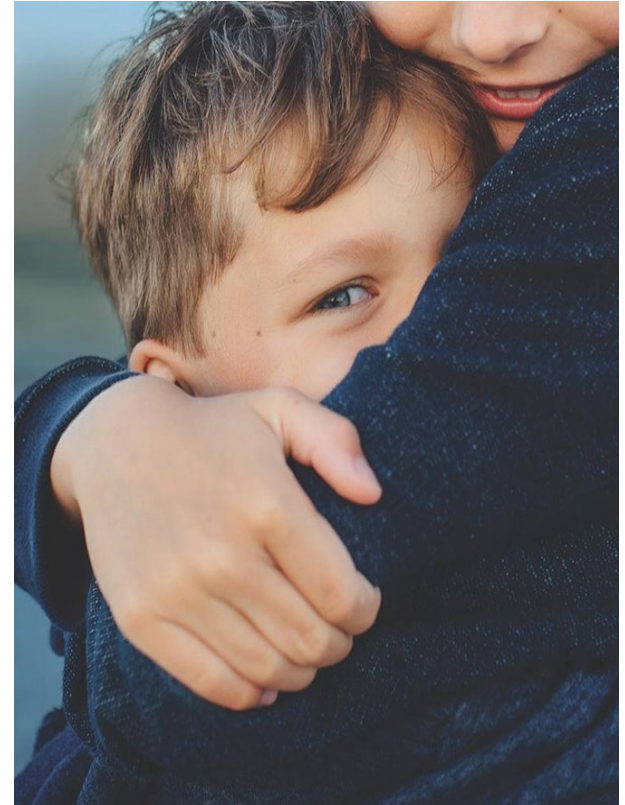
Energy Crisis Intervention Program (ECIP) helps with the heating and/or electric

- Winter ECIP up to **\$1,600** (November – May)
- Summer ECIP up to **\$1,200** (June – September)



# LIHEAP Eligibility

- The heating bill must be in the name of someone 18 or older living in the home
  - or in the landlord's name
- Applicant must be a US citizen or legal permanent resident
- \$3,000 or less in resources (bank accounts, retirement accounts, etc.)
- Monthly household income must be at or below 60% of the state median income
  - 1-person household = \$2,211 / month
  - 2-person household = \$2,891 / month
  - 3-person household = \$3,571 / month
  - 4-person household = \$4,252 / month
  - 5-person household = \$4,932 / month
  - 6-person household = \$5,612 / month



# How Do I Apply?

Paper and online application – visit [mydss.mo.gov/utility-assistance](https://mydss.mo.gov/utility-assistance)

## Who is eligible?

You may be eligible for help if you:

- Are responsible for paying the utilities for your home (including if you rent)
- Are a United States citizen (or have been legally admitted for permanent residence)
- Have \$3,000 or less in your bank accounts, retirement accounts, or investments
- Meet specific income guidelines

For more information about eligibility requirements, contact the **Contracted Agency** that provides services for your area.

## How Do I apply?

**NOTE:** You must have Adobe Reader on your computer or device to open the application. If you do not have it, you can **download it for free** . If you have any issues, you can call your **Contracted Agency** or **855-FSD-INFO (855-373-4636)** and have an application mailed to you if needed.

### Apply Online

1. Complete the **LIHEAP application** and save it to your computer or device
2. Click on the submit button at the end of the application
3. On the next screen, upload your application and any other required documents
4. Click on upload/submit

### Apply by Mail

1. Open the LIHEAP application and print it from your computer or device
2. Complete your application
3. Mail your completed application and any required documentation to your

**Contracted Agency**

Apply Now





# Rental and Utility Assistance Program (New Program)

## Eligibility Requirements:

- Renter
- Past due balances for rent and/or utilities (natural gas, electric, water, sewer)
- Financially impacted by the pandemic
- Meet income requirements

For more details and how to apply go to <https://spireenergy.com/rental-assistance>





mo.safhr@mhdcc.com  
1.833.541.1599



Home Rental Assistance Mortgage Assistance SAFHR en Español More

## Missouri SAFHR For Renters MISSOURI COVID RENTAL ASSISTANCE

### Are you a Missouri Renter financially impacted by COVID-19?

You may be eligible for rent and utility payment relief, paid directly to your landlord or utility company.

[en Español](#)

Apply now in as little as 15 minutes:

<p><b>1</b></p> <p><b>HAVE THESE READY:</b></p> <ul style="list-style-type: none"> <li>• A copy of your lease</li> <li>• Photo ID</li> <li>• Past-due rent statement(s)</li> <li>• Utility bill(s)</li> </ul>	<p><b>2</b></p> <p><b>VERIFY YOUR ELIGIBILITY</b></p> <p>Check your income with our interactive tool &gt;&gt;</p>	<p><b>3</b></p> <p><b>APPLY NOW</b></p> <p>Go to the Application Portal &gt;&gt;</p>
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# Spire programs designed to help



# Furnace Repair Program

- This Spire program is available to homeowners or renters and provides up to \$1,000 in repairs
  - Up to \$700 for furnace repairs
  - Up to \$450 in piping or other gas appliance repairs
- Income must be at or below 185% of the federal poverty level monthly
  - 1-person household = \$1,967/month
  - 2-person = \$2,658/month
  - 3-person = \$3,349/month
  - 4-person = \$4,039/month
- To participate, contact your local LIHEAP or Community Action Agency to confirm income eligibility





# Registered Customer Program

This program provides extra protection during the months of November through March to avoid being disconnected for non-payment for households with a household member who is 65+ years old or has a disability.

## Part A - Elderly or disabled person living in the household

Name \_\_\_\_\_ Telephone \_\_\_\_\_

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

\_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Date of Birth \_\_\_\_\_

**Part B - contact person** - Name of the person aged 16 or older that Spire should contact if your service is to be discontinued.

Name \_\_\_\_\_ Telephone \_\_\_\_\_

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

\_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

## Part C - low-income eligibility information

Annual Household Income: \_\_\_\_\_ Family Size: \_\_\_\_\_

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

Signature: \_\_\_\_\_ Date: \_\_\_\_\_



# Extended Payment Date Program

This program provides a longer period to make a payment before late fees are accessed, up to 14 days, and is for customers that are on a fixed income such as SSI and/or Social Security.

## Extended Payment Date Program

If your gas bill is due before your or your spouse's Social Security check arrives, we offer an Extended Payment Date Program to help make sure you don't miss a payment.

This program will not change your present billing schedule. However, the due date on your bill will be extended by as much as one additional week.

To enroll in the Extended Payment Date Program, please complete the application below and mail it to: Spire, Drawer 9, St. Louis, MO 63166. If you have any questions, please don't hesitate to call us at 800-582-1234.

### Application for Extended Payment Date Program

Name: \_\_\_\_\_  
(As it appears on your monthly Spire bill)

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

City, State: \_\_\_\_\_ ZIP: \_\_\_\_\_

Spire account number: \_\_\_\_\_  
(Located in the upper right corner of your bill)

Telephone number: (\_\_\_\_) \_\_\_\_\_

I certify that I am a current Social Security benefit recipient. I understand that in order for me to remain eligible for the program, I must be receiving Social Security benefits, and I hereby authorize Spire to verify that I am a Social Security benefit recipient.

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Date

#### Office use only:

Date completed application received by Spire: \_\_\_\_ / \_\_\_\_ / \_\_\_\_ \_\_\_\_\_  
Spire Representative Signature



# Medical Emergency Certification Program

This program is for customers who are in threat of disconnection and experiencing a medical crisis. We'll then cancel the disconnection. The customer will receive an extra 21 days before a payment is required. We review the account for LIHEAP assistance and refer to the LIHEAP agency for consideration of additional assistance.

Note: Program not reconnect a disconnected customer.

## Medical Emergency Certification Form

If a service disconnection will aggravate an existing medical emergency of the customer, family member or other permanent resident of the premises, we can help. When you fill out the form below, we'll delay a service disconnection for up to 21 days.

In order to report a medical emergency, this form must be filled out and signed by the account holder and then certified by a Medical Doctor (M.D.) or Doctor of Osteopathy (D.O.) licensed by the State of Missouri, Illinois or Kansas. Once the form is completed, please fax it to 816-360-5594, or mail it to Spire, Drawer 9, St. Louis, MO 63166 within nine calendar days of the date shown below in order to continue to postpone a natural gas service disconnection.

If you have any questions while filling out the form, don't hesitate to reach out to us at 800-582-1234.

### Notification of medical emergency

Date applicant notified Spire of a medical emergency: \_\_\_\_\_

Name of the Spire representative applicant notified: \_\_\_\_\_

### Customer information

Name of Spire customer: \_\_\_\_\_ Telephone: (\_\_\_\_) \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ ZIP: \_\_\_\_\_

Name of person with medical emergency: \_\_\_\_\_

Relationship of person with medical emergency to Spire customer: \_\_\_\_\_

Nature of medical emergency: \_\_\_\_\_

I represent that a medical emergency exists at my residence and that discontinuance of gas service will aggravate this medical emergency.

Signature of Spire customer: \_\_\_\_\_

### Certifying authority *(To be completed by a licensed Medical Doctor or Doctor of Osteopathy)*

I hereby certify that, in my medical opinion, discontinuance of gas service to the address specified will aggravate an existing medical emergency of the person named above. \_\_\_\_\_ M.D. \_\_\_\_\_ O.D. *(select one)*

Name: \_\_\_\_\_ Telephone: (\_\_\_\_) \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ ZIP: \_\_\_\_\_

\_\_\_\_\_  
Certifying Authority Signature

### Office use only:

Date completed application received by Spire: \_\_\_\_ / \_\_\_\_ / \_\_\_\_ \_\_\_\_\_

\_\_\_\_\_  
Spire Representative Signature



# Critical Medical Needs

## Pilot Program – Launching in April/May

- Pilot limited to St. Louis City and County
  - » Expected to expand statewide and include more utilities
- Spire rapid response to address customer account (stop a disconnection, restore service, etc.)
- Partner with medical professionals to identify customers with a critical medical need who need bill assistance
  - » Potential Examples: Hospital social workers, Nurses for Newborns, dialysis centers, etc.
- Identify volunteers to assist identified customers with applying for LIHEAP and/or other assistance programs
  - » Potential Examples: Saint Vincent de Paul, etc.



# Level Pay Programs

- **Budget Billing**

- average of past 12 months of usage
- reevaluates amount on anniversary date
- no fluctuations in billing

- **Cold Weather Rule (CWR)**

- Offered between 11/1 through 3/31
- Customer may call customer service to establish
- Down payment required
- Customer placed on budget billing and the unpaid balance is divided over 12 months

- **Payment Partner Program (formerly FCAP)**

- 1 year program
- auto-enrollment for LIHEAP recipients who meet eligibility criteria
- \$35 bill credit each month for 1 year
- 1/24<sup>th</sup> of the unpaid balance is billed each month for 1 year
- Spire payment match towards payments made on unpaid balance





# Outreach

- **In Person Events**
  - LIHEAP application assistance, Spire programs
  - Currently postponed
- **Webinars**
  - LIHEAP, ERAP, Spire programs
  - Once a week, 50-60 registrations per event
- **Facebook Live**
  - LIHEAP changes
  - 360+ views
- **Radio Interviews**
  - LIHEAP, ERAP, [SpireEnergy.com/Assistance](https://www.spireenergy.com/Assistance)
- **Organization Presentations**
  - LIHEAP, ERAP, Spire programs
  - Over 160 unique organizations participated
- **Virtual Collaborations**





## We're here to help

Our dedicated team of community support specialists is here to guide you to the assistance you need

No two households face the same challenges or have the same needs. That's why there are multiple programs to help you pay your natural gas bill—when you need it the most.

Learn more about LIHEAP and other assistance programs.  
[SpireEnergy.com/Assistance](https://SpireEnergy.com/Assistance)

