

MISSOURI COLD WEATHER RULE INFORMATION

The Cold Weather Rule (CWR) is in effect from November 1, 2012 through March 31, 2013. During this time, you can make arrangements to make it easier for you to pay your utility bill each month and prevent an interruption in service.

If you have not entered into a CWR payment plan since 11/01/2012, and **did not default** on a CWR payment plan during the 2011 CWR period, you can avoid disconnection, or have your service restored:

- By making an initial payment of 12% of your total account balance, plus one month's average bill amount; and
- By agreeing to, and maintaining a monthly payment plan for the balance owed. In addition to the payment plan, you must continue to pay for current service by paying your monthly budget billing amount or your current monthly bill.

If you have not entered into a CWR payment plan since 11/01/2012, and **did default** on a CWR payment plan during the 2011 CWR period, you can avoid disconnection, or have your service restored:

- By making an initial payment of 50% of your total account balance; and
- By agreeing to, and maintaining a monthly payment plan for the balance owed. In addition to the payment plan, you must continue to pay for current service by paying your monthly budget billing amount or your current monthly bill.



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Ameren Missouri Exh. 4

LOW INCOME HOME ENERGY PROGRAM ASSISTANCE (LIHEAP)

Eligibility for LIHEAP is based on household size and monthly income. The grant is paid to your primary heating provider. To access LIHEAP funds in St. Louis City call the Urban League: 314.615.3640; in St. Louis County call the Community Action Agency of St. Louis County; in other

areas throughout Missouri, call your Community Action Agency or visit www.communityaction.org. You can also contact Ameren Missouri at 1.800.552.7583 to discuss payment arrangements on your bill.



Form 4425NS Rev.9/11/12 Fiserv 13362

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