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From: Suggett, Gaye L
Sent: Monday, May 2, 2022 9:21 AM
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Cc: Wood, Warren; Byrne, Thomas M; Krcmar, Aubrey M
Subject: Press Release: Clean Slate program now available for gas customers
Attachments: Final_Clean_Slate_Gas_Release_04.29.22.pdf

Good morning,

Please find below and attached a press release announcing that Ameren Missouri is expanding the Clean Slate program to include natural gas customers; \$250,000 has been pledged specifically to help natural gas customers get back on track after a winter season with higher wholesale natural gas prices. Income-eligible customers are now required to pay just 10% of the past-due balance and Missouri (via Clean Slate) covers the remaining balance.

Please let me know if you have any questions or concerns.

Have a great day!
Gaye

For Immediate Release

Ameren Missouri expands Clean Slate energy assistance program for natural gas customers

Impactful program pledges \$250,000 to help natural gas customers clean the slate of overdue balances

COLUMBIA, Mo. (May 2, 2022) – Natural gas customers struggling to keep up with their energy statements have access to new funding from Ameren Missouri. Eligible natural gas customers can now receive assistance through Ameren Missouri's [Clean Slate program](#). This funding will help local families after a winter season with significantly higher wholesale natural gas prices, which has led to higher energy statements for some customers.

"This winter we've had an influx of clients who have never needed energy assistance before and expanding the Clean Slate program will answer a critical need in our community," said **Keri McCrorey**, executive director of East Missouri Action Agency, Inc. (EMAA), a community action agency serving southeast Missouri. "Although the weather may be warming up, some families are still paying off their heating bills, and this support from Ameren Missouri will offer the relief they need to avoid a crisis."

"Our natural gas customers can now benefit from Clean Slate, which offers a fresh start for overdue utility bills," said **Mark Birk**, chairman and president of Ameren Missouri. "We realize the last few years have been financially challenging for some families, and we want to help those customers get back on track."

Clean Slate is designed to help moderate-income customers who do not qualify for state or federal programs serving families with lower incomes. This month, Ameren Missouri expanded the eligibility requirements to support more

Missouri families. With just 10% of the past-due balance paid, the [Clean Slate program](#) will cover the remaining overdue balance.

“We work closely with our community partners to identify the most effective way to help our customers who are facing financial hardship,” said **Tara Oglesby**, vice president of customer experience for Ameren Missouri. “The Clean Slate program has successfully helped thousands of families get back on track. We’re thrilled to not only expand eligibility for electric customers but also dedicate \$250,000 to support natural gas customers as well.”

Ameren Missouri has previously pledged \$5 million to the Clean Slate electric program, which helped thousands of customers pay off their past-due utility bills.

To be eligible for Clean Slate, customers must meet the following requirements:

- Household income up to 300% of the federal poverty level.
 - For example, customers in a four-person household making up to \$79,500 annually are eligible to apply.
- Pay 10% of the past-due balance.
- Experiencing financial hardship.
- Have an active Ameren Missouri natural gas account that is past due on a payment agreement or in need of reconnection.

Community action agencies administer the Clean Slate program and determine eligibility. Customers are encouraged to apply as soon as possible.

Learn more about eligibility requirements at AmerenMissouri.com/CleanSlate or by calling Ameren Missouri at 800.552.7583.

Energy assistance is also available for customers with lower incomes. Missouri's Low Income Home Energy Assistance Program ([LIHEAP](#)) is currently accepting applications from customers with an income at or below 60% of the state median income level. How to apply for LIHEAP:

- Contact your local Community Action Agency.
- Call 855-FSD-INFO (855.373.4636) to request an application.
- Apply via the online portal at MyDSS.MO.gov/energy-assistance.

Ameren Missouri has been providing electric and gas service for more than 100 years, and the company's electric rates are among the lowest in the nation. Ameren Missouri's mission is to power the quality of life for its 1.2 million electric and 135,000 natural gas customers in central and eastern Missouri. The company's service area covers 64 counties and more than 500 communities, including the greater St. Louis area. For more information, visit Ameren.com/Missouri or follow us on Twitter at [@AmerenMissouri](https://twitter.com/AmerenMissouri) or [Facebook.com/AmerenMissouri](https://facebook.com/AmerenMissouri).

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