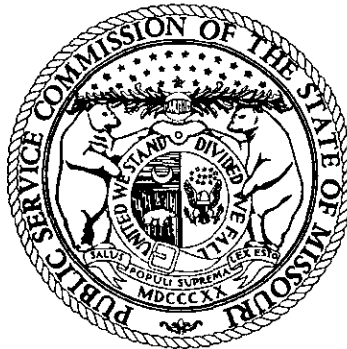


**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**



The Staff of the Missouri Public
Service Commission,

Complainant,

v.

Missouri Gas Energy, a Division of
Southern Union Company, a Delaware
Corporation,

Respondent.

Case No. GC-97-33

REPORT AND ORDER

Issue Date: September 18, 1997

Effective Date: September 30, 1997

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI

The Staff of the Missouri Public)	
Service Commission,)	
)	
Complainant,)	
)	
v.)	<u>Case No. GC-97-33</u>
)	
Missouri Gas Energy, a Division of)	
Southern Union Company, a Delaware)	
Corporation,)	
)	
Respondent.)	

APPEARANCES

Gary W. Duffy, Attorney, Brydon, Swearengen & England, P.C., 312 East Capitol Avenue, Post Office Box 456, Jefferson City, Missouri 65102, for Missouri Gas Energy.

Douglas E. Micheel, Senior Public Counsel, Office of the Public Counsel, Post Office Box 7800, Jefferson City, Missouri 65102, for the Office of the Public Counsel and the public.

Thomas R. Schwarz, Jr., Deputy General Counsel, Post Box 360, Jefferson City, Missouri 65102, for the Staff of the Missouri Public Service Commission.

ADMINISTRATIVE

LAW JUDGE: Thomas H. Luckenbill, Deputy Chief.

REPORT AND ORDER

Procedural History

This docket was opened on July 22, 1996, as a result of a seven-count complaint filed by the Staff of the Missouri Public Service

Commission (Staff) alleging that Missouri Gas Energy (MGE)¹ unlawfully billed certain residential customers and engaged in numerous billing practices inconsistent with Commission rules and MGE's tariff.

On May 15, 1997, the Commission held an evidentiary hearing where the parties conducted cross-examination and evidence was received into the record. On July 24, 1997, the parties, including MGE, the Staff, and the Office of the Public Counsel (OPC) filed a Unanimous Stipulation and Agreement for Commission approval, purporting to settle all issues specified in the Staff complaint. An on-the-record presentation of that Stipulation and Agreement was held by the Commission on August 14, 1997.

On August 27, the Commission issued an Order Rejecting the Stipulation and Agreement. The Commission stated that the Stipulation and Agreement was deficient because it purported to bar the Commission from pursuing certain complaints against MGE, it did not specify how the \$100,000 contribution would be administered, and MGE had not assured the Commission that the \$100,000 contribution was above its normal level of charitable contributions.

On September 9, 1997, Staff, OPC, and MGE filed another Stipulation and Agreement. The September 9 Stipulation and Agreement supersedes the July 24 Stipulation and Agreement².

Findings of Fact

The September 9 Stipulation and Agreement remedies the Commission's concerns. It states that MGE shall make a cash contribution of \$100,000 to the Mid America Assistance Coalition, for the specific

¹Missouri Gas Energy is a division of Southern Union Company, is a public utility regulated by this Commission, and is engaged in providing natural gas service to the general public in Missouri.

²Stipulation and Agreement filed on September 9, 1997 in Case No. GC-97-33, p. 2, para. 3.

purpose of assisting customers in MGE's service territory who have difficulty paying their gas bills³.

The September 9 Stipulation and Agreement does not purport to restrict the Commission's obligation to investigate or otherwise pursue certain complaints⁴. Further, the footnote on page 4 of the September 9 Stipulation and Agreement shows that for fiscal year 1996-1997, MGE made \$112,107.92 in charitable contributions while \$71,895 had been budgeted; and for fiscal year 1997-1998, MGE has budgeted \$50,500 for charitable contributions which does not include the contribution provided for in this agreement. This clarifies the commitment of MGE with respect to the cash contribution of \$100,000.

The Stipulation and Agreement further provides that MGE will take certain steps to rectify billing errors and prevent future billing errors. The Agreement provides that the Staff may review the report, and supporting work papers to be prepared by the BASIC⁵ Team and the Company's consultant, Theodore Barry & Associates (TBA). The BASIC Team and TBA shall meet with the Staff and OPC to discuss the contents of the report. The Agreement provides that MGE shall prepare a cost/benefit analysis for each recommendation of the BASIC Team and TBA and develop an implementation schedule based on prioritization and cost/benefit analysis.

Conclusions of Law

The Missouri Public Service Commission has arrived at the following conclusions of law.

³Stipulation and Agreement filed on September 9, 1997 in Case No. GC-97-33, p. 4, para. 4.B.1.

⁴Stipulation and Agreement, p. 6. para. 4.C.1.

⁵BASIC means billing accuracy and service improvement commitment.

Missouri Gas Energy is a regulated public utility over which the Commission has jurisdiction in accordance with Chapters 386 and 393, RSMo 1994.

The standard for Commission approval of a stipulation and agreement is whether the agreement is just, reasonable, and in the public interest.

The Commission finds the proposed Stipulation and Agreement to be just, reasonable and in the public interest. The Commission will approve the Agreement as set out in Attachment A to this Report and Order and order the compliance of the parties.

IT IS THEREFORE ORDERED:

1. That the proposed Stipulation and Agreement, filed by the parties on September 9, 1997, is hereby approved.
2. That late-filed Exhibits 3, 4, 5, and the supplement to late-filed Exhibit 5 are received into the record.
3. That this Report And Order shall become effective on September 30, 1997.

BY THE COMMISSION



**Cecil I. Wright
Executive Secretary**

(S E A L)

Lumpe, Ch., Crumpton, Murray,
and Drainer, CC., concur.

Dated at Jefferson City, Missouri,
on this 18th day of September, 1997.

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

The Staff of the Missouri Public Service)
Commission,)
)
Complainant,)
)
vs.)
)
Missouri Gas Energy, a division of)
Southern Union Company,)
)
Respondent.)

FILED
SEP 09 1997
MISSOURI
PUBLIC SERVICE COMMISSION

Case No. GC-97-33

UNANIMOUS STIPULATION AND AGREEMENT

COME NOW Complainant the Staff of the Missouri Public Service Commission ("Staff"), the Office of the Public Counsel ("Public Counsel"), and Respondent Missouri Gas Energy ("MGE" or "Company"), by and through their respective counsel, and submit the following stipulation and agreement which, if approved by the Commission, will dispose of all issues in this proceeding.

Procedural History

1. On July 22, 1996, the Staff filed a Complaint against MGE. The Staff alleged that MGE unlawfully billed certain customers unauthorized late payment charges during the month of April 1996, that MGE performed certain unauthorized local adjustments, that MGE failed to observe the requirements of the Cold Weather Rule and that MGE failed to observe requirements regarding estimated billings. On August 22, 1996, MGE filed an Answer to the Complaint and also moved to dismiss the Complaint.

2. A Protective Order was issued on December 5, 1996. The Direct Testimony of Staff witnesses Hoerschgen and Meyer was filed on December 5, 1996. The Rebuttal Testimony of Company witnesses Stewart, Gillmore and Rethman-Huber was filed on April 4, 1997. The Surrebuttal Testimony of Staff witnesses Hoerschgen and Meyer was filed on April 25, 1997. An evidentiary hearing was held on May 15, 1997. The briefing schedule was suspended until August 1, 1997, pending the conduct of settlement discussions.

3. On August 14, 1997, a hearing was convened for the presentation of a stipulation and agreement that had been filed on July 24, 1997. On or about August 28, 1997, the Commission issued an Order Rejecting Stipulation And Agreement in which it took issue with two specific items addressed in that stipulation and agreement: 1) the complaint moratorium and 2) the lack of detail regarding the proposed \$100,000 contribution to assist MGE customers who need help paying their gas bills. This stipulation and agreement supersedes the stipulation and agreement which was filed on July 24, 1997, and is intended to address the Commission's concerns in those two areas (specifically, see paragraphs 4.B.1. and C.1. and Attachment 1).

Agreed Upon Terms and Conditions

4. As a result of settlement negotiations, MGE, the Staff and Public Counsel hereby settle, contingent upon the Commission's approval, this Complaint upon consideration of the following:

A. MGE has undertaken the following actions since the filing of this complaint:

1. Constituted the BASIC (billing accuracy and service improvement commitment) Team, a multi-disciplinary group drawn from the various segments of the Company which has as its mission: to provide input into the billing process, to identify billing problems, to develop and implement corrective action, to establish short-term measures to minimize the recurrence of such events and to assist in the development and implementation of long-term changes to the Company's billing systems and processes to ensure the accurate billing of customers in the future.
2. Made short-term changes recommended by the BASIC Team which have dramatically reduced the incidence of PGA/COG billing irregularities since February 1997. These changes include: a) limiting initiation of the implementation of all PGA/EGCIM rate changes to billing cycle 9; b) providing

clear instructions on, and closely monitoring, the scheduling and reading of meters at and around the time of a PGA/EGCIM rate change; and c) entering new PGA/EGCIM rates into the computerized billing system no earlier than the date on which the rate change becomes effective.

3. Hired and trained more than 20 additional customer service representatives to provide quicker and more responsive service to customers calling MGE's phone center.
4. Added additional meter readers to help ensure that the reading of meters stays on schedule and does not contribute to additional PGA/COG billing mistakes.
5. Opened a public business office at 39th and Main in Kansas City, Missouri, where customers can pay their gas bills in person and receive information face-to-face from MGE representatives.
6. Initiated the installation of automated meter reading equipment. This roughly \$30 million project, which is scheduled for completion before the summer of 1998, promises to improve the accuracy of meter reads and reduce the number of estimated bills.
7. Issued a request for proposal in April of 1997 seeking external assistance in an overall review of the Company's billing systems and processes. In May 1997, Theodore Barry & Associates (TBA) was awarded the contract to assist in this endeavor. TBA began working with the BASIC Team in May and is scheduled to complete its work by early August 1997. One possible result of this process review is the appointment of a billing "czar" with overarching responsibility for the billing process.

8. Implemented "Relief Now" in February 1997, which offers interest-free extended payment plans of up to 30 months to help customers maintain gas service while paying off arrears resulting from the high gas costs experienced this past winter. In conjunction with this program, MGE continued until July 1, 1997, the "moratorium" on service disconnections that began last winter.

B. After the Commission's order approving this Stipulation and Agreement becomes final and non-appealable, MGE shall:

1. Make a cash contribution of \$100,000¹ to the Mid America Assistance Coalition, for the specific purpose of assisting customers in MGE's service territory who have difficulty paying their gas bills. See Attachment 1 for details regarding the distribution of this assistance.
2. Continue to verify the accuracy of customer bills prospectively, identify billing errors and make corrections as necessary, and credit customer accounts for over billings, if any. In any month in which the Company discovers a significant number of billing errors, the Company shall report to the Staff and Public Counsel the nature and scope of such billing errors.
3. Implement as a standard process sufficient sampling tests to ensure customer bills are accurate in advance of mailing bills to customers and shall advise the Staff and Public Counsel when this process is in operation.

¹For fiscal year 1996-1997, MGE made \$112,107.92 in charitable contributions (\$71,895.00 had been budgeted). For fiscal year 1997-1998, MGE has budgeted \$50,500.00 for charitable contributions which does not include the contribution provided for in this agreement.

4. Implement routine summary reports for management's attention to identify billing errors which require corrective action and shall advise the Staff and Public Counsel when these reports are implemented.
5. Allow the Staff the opportunity to review the report, and supporting work papers and documentation, which is to be prepared by the BASIC Team and the Company's consultant, Theodore Barry & Associates (TBA) detailing their findings, conclusions and recommendations resulting from the review of the Company's billing processes. The BASIC Team and TBA shall meet with the Staff and with Public Counsel to discuss the contents of the report. MGE shall continue to cooperate with the Staff in monitoring the Company's progress in implementing the recommended changes.
6. Prepare a cost/benefit analysis for each recommendation presented in the report of the BASIC Team and TBA which entail significant costs to implement and prioritize each recommendation based on the cost/benefit analysis.
7. Develop an implementation plan and time schedule for implementing those recommendations based on prioritization and cost/benefit analyses where appropriate.
8. Redesign its bill presentation to describe the effect of proration of the PGA/COG rate with a target effective date coincident with implementation of proration pursuant to the Stipulation in Case GO-97-409.
9. Form a customer billing advisory group that will provide assistance and insight, from the customers' perspective, on issues related to billing and service quality that are currently being examined by the BASIC Team in conjunction with TBA.

10. Conduct customer outreach sessions. MGE will contact by mail those residential customers who were over billed on the PGA, who testified at the rate case local hearings, or who wrote complaint letters to MGE since January 1, 1996. The Company will invite these customers to meetings, where it will provide information to them and receive information from them.
11. Organize "town hall" meetings by which MGE will go out to communities in its service territory and communicate directly with customers.

C. After the Commission's order approving this Stipulation and Agreement becomes final and non-appealable:

1. The Office of the Public Counsel shall not initiate, support or otherwise assist in complaints or petitions seeking penalties against, or damages from, MGE in any forum regarding billing or meter reading issues arising, or that may arise, out of facts, events and circumstances occurring prior to August 1, 1997, except as required by the Sunshine Law (Chapter 610 RSMo). The Commission Staff shall not initiate, support or otherwise assist in complaints or petitions seeking penalties against, or damages from, MGE in any forum regarding billing or meter reading issues arising, or that may arise, out of facts, events and circumstances occurring prior to August 1, 1997, unless so ordered by the Commission. The signatories agree to notify MGE promptly should such requests be made under the Sunshine Law. This provision is intended as an absolute period of repose for the time period covered, consistent with the terms of the Stipulation and Agreement in Case No. GC-97-497.

2. The Staff shall dismiss, with prejudice, Case No. GC-97-33.
3. The Staff shall continue to monitor the Company's progress to review its billing processes and to implement changes to the billing processes. Neither the Staff nor Public Counsel shall be precluded from bringing an action to enforce the terms of this agreement.

General Provisions

5. The parties further agree that none of them shall have been deemed to have approved or acquiesced in any ratemaking or procedural principle, any method of cost determination or cost allocation, or any service or payment standard, as a result of entering into this document, and none of the parties shall be prejudiced or bound in any manner by the terms of this Stipulation and Agreement in this or any other proceeding, except as otherwise expressly specified herein.

6. The parties further agree that this Stipulation and Agreement has resulted from extensive negotiations among the parties. The terms of this Stipulation and Agreement are interdependent. In the event the Commission does not approve and adopt the entirety of this Stipulation and Agreement, then this Stipulation and Agreement shall be void and no signatory shall be bound by any of the agreements or provisions hereof.

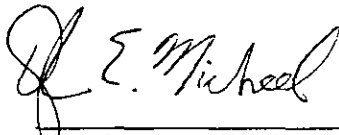
7. To the extent the Commission approves and adopts this Stipulation and Agreement, the parties waive their respective rights pursuant to Section 536.080.1 RSMo 1994 to present testimony, to cross-examine witnesses, and to present oral argument and written briefs; their respective rights to the reading of the transcript by the Commission pursuant to Section 536.080.2 RSMo 1994; and their respective rights to judicial review pursuant to Section 386.510 RSMo 1994.

8. The parties agree that the Staff may submit to the Commission a memorandum explaining its rationale for entering into this Stipulation and Agreement. Each party of record shall be served with a copy of any memorandum and shall be entitled to submit to the Commission, within five (5) days of receipt of Staff's memorandum, a responsive memorandum which shall also be served on all parties. All memoranda submitted by the parties shall be considered privileged in the same manner as are settlement discussions under the Commission's rules, shall be maintained on a confidential basis by all parties, and shall not become a part of the record of this proceeding or bind or prejudice the party submitting such memorandum in this or any future proceeding, whether or not the Commission approves this Stipulation and Agreement.

9. The Staff shall also have the right to provide, at any agenda meeting at which this Stipulation and Agreement is noticed to be considered by the Commission, whatever oral explanation the Commission requests, provided that the Staff shall, to the extent reasonably practicable, promptly provide other parties with advance notice of when the Staff shall respond to the Commission's request for such explanation once such explanation is requested from Staff. Staff's oral explanation shall be subject to public disclosure, except to the extent it refers to matters that are privileged or protected from disclosure pursuant to the Protective Order issued in this case.

10. To assist the Commission in its review of this Stipulation and Agreement, the parties also request that the Commission advise them of any additional information that the Commission may desire from the parties relating to the matters addressed in the Stipulation and Agreement, including any procedures for furnishing such information to the Commission.

WHEREFORE, the undersigned parties respectfully request that the Commission issue its Order approving all of the terms and conditions of this Unanimous Stipulation and Agreement.

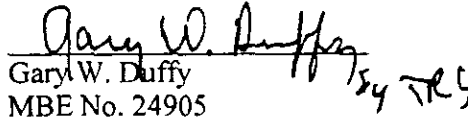


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Attorney for the Office of the
Public Counsel

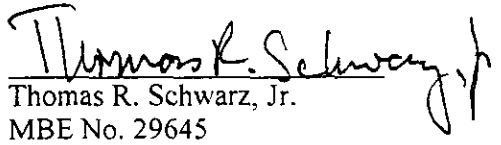
Respectfully submitted,



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Attorney for Missouri Gas Energy



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Attorney for the Staff of the
Missouri Public Service Commission

ADDENDUM TO STIPULATION AND AGREEMENT
Case Nos. GC-97-33 and GC-97-497

Plan for Distribution of Funds through Charitable or Social Services Agencies

Following the hearing in the above-referenced case, MGE, the Office of Public Counsel (OPC), and Commission Staff (the parties) discussed the method by which to distribute the monies to be paid by MGE for the benefit of its eligible customers in need of assistance. The parties propose to engage the services of the Mid America Assistance Coalition (MAAC) to administer and oversee the distribution of the funds, at the direction of the parties. After initially deciding upon this, the parties consulted with MAAC; United Services of Kansas City; and the Missouri Department of Social Services, Division of Family Services.

MAAC is a not-for-profit corporation based in Kansas City, Missouri. Its mission is "to meet the immediate needs of people who are poor, hungry, and homeless today, and to support programs that guide them toward self-sufficiency tomorrow." The organization serves three distinct constituencies: individuals in need; service agencies; and policy makers.

The parties propose to utilize the expertise that MAAC has developed in assisting service agencies. MAAC has developed a standard intake form (SIF) now used by more than 140 agencies, and has built a state-of-the-art information network that has brought Kansas City the capability of a seamless service delivery system. In so doing, it works with public, civic, and charitable organizations to plan the allocation and prioritization of the community's emergency assistance resources.

MAAC programs are performed by eight full-time and one part-time staff, led by Executive Director Jan Marcason. MAAC is governed by an 18 member board of directors representative of the entire Kansas City area. MAAC's 1997 operating budget is \$397,500. Particularly useful to the parties are three of MAAC's core programs, the Information and Referral Hotline, Project Link/Data Collection, and Utility Fund Management.

Through the Information and Referral Hotline MAAC serves as one of the first places that persons in crisis seek help. Last year MAAC referred more than 25,000 individuals to local agencies who could provide emergency food, utility assistance, shelter, transportation, medicine or other basic services. Agencies call MAAC for referral information when they have exhausted their own resources, or when they do not provide the type of assistance a client needs. The parties appreciate that MAAC is a line agency, as well as an administrator.

Project Link is an on-line computer/telecommunications system which connects participating agencies with MAAC's database of social service recipients. Today, 69 local agencies have online connections to Project Link, which permits those agencies' staffs to search and add to a database containing records of more than 95,000 individuals and 580,000 assists. Agencies use Project Link to determine if other organizations are currently aiding their clients, to reduce service duplication, to respond appropriately for families becoming dependent on emergency assistance, and to improve efficiency by replacing paper record keeping with electronic data entry. This program will permit MAAC to distribute the settlement funds in a timely, efficient and effective manner, at the direction of the parties.

MAAC currently oversees disbursement of nearly \$570,000 annually in privately donated utility assistance funds. An independent Allocations Committee, chaired by a MAAC board member, identifies needs throughout MAAC's service area and allocates, proportionally, utility aid funds for distribution through social service agencies. Project Link offers participating agencies on-line account information and client eligibility verification. These functions streamline the utility assistance process and allow agencies to maintain current resource information. These funds are audited annually by an outside, independent auditor. MAAC thus has available the resources, controls, and accountability that the parties require in the distribution of settlement funds.

If approved by the Commission, the terms of the distribution arrangements shall be:

1. MAAC shall be the clearing house agency which administers the distribution of the funds.

2. The contract between MGE and MAAC shall be developed in conjunction with the Staff and OPC, and shall be submitted to the Commission for approval.

3. MAAC shall employ its allocation formula, as revised in September, 1997, in distributing funds to participating agencies. *The thirty-two agencies are listed in Exhibit 1, attached hereto.*

4. The funds will be used to assist eligible MGE customers with payment of natural gas bills.

5. In order to be eligible for assistance from the funds, an agency client must:

- have an active MGE account, or be seeking to activate an MGE account;
- have a disconnect or shut off notice (if currently active);
- have an income at or below 150% of the federal poverty level;
- not receive assistance more than twice, nor in an amount totaling more than \$500;*
- have a name and address on the SIF which matches utility records;
- establish the amount owed for service by a bill within 30 days of the date on the SIF, a final bill dated not earlier than March 31, 1997, or a billing history provided by MGE
- submit the SIF to MAAC for approval within 45 days of completing the form.

6. MAAC will advise each of the participating agencies of the client eligibility criteria for assistance from the funds, and will monitor and supervise participating agencies to insure that all funds are disbursed in accord with the conditions set forth herein. *MAAC will advise participating agencies that the funds may be used in conjunction with other resources to assist clients, but that client needs should first be met with LIHEAP and/or ECIP funds, if available. MAAC will also advise agencies that \$50 is the minimum assistance level, with a maximum level of \$500. MAAC will also advise participating agencies that assistance (in the aggregate) between \$300 and \$500 shall be approved only after direct consultation with, and authorization by, MAAC.*

7. MGE shall provide \$550,000 to MAAC (the total amount to be provided by MGE if the Commission approves the Stipulations and Agreements in both Case No. GC-97-33 and Case No. GC-97-497) on or before November 1, 1997. *MAAC shall maintain this money in its trust account, and shall account for this money separately from any other such monies it may maintain in its trust account.*

8. On November 3, 1997, MAAC will allocate 50% of the \$550,000 MGE Extra Help Fund, less the MAAC administrative reimbursement fee, to the 32 participating agencies serving MGE customers using the geographic formula of need approved by MAAC's Independent Allocations Committee. *The other 50% will be retained in an "equal access" pool of money to be used on an as-needed basis by participating agencies that have depleted their original allocation. This will assure that the money is distributed based on the pre-determined geographic needs formula, while still giving some flexibility to those sites that experience unusually high levels of need during this period of time. After six months, any of the initial allocation which remains unspent will be returned to the "equal access" pool to be used by any of the participating agencies until the entire fund balance is distributed.*

9. *As conditions for receiving payment for eligible customers under this program, MGE agrees;*

- To restore and/or continue service to any customer for whom MGE has agreed to accept payment, pursuant to Commission rules and MGE's tariff;*
- To waive deposit for customers whom MGE agrees to accept payment from the fund;*
- To provide service on the same terms or conditions of sale as it does to its other residential customers.*

10. Twice monthly, MAAC will provide MGE with its reports which state the assistance provided by each participating agency. *These reports shall provide the individual client assisted, the amount pledged from the fund, the client's MGE account number, and the client's service address. MAAC will tender MGE a check for the total amount of all participating agency authorized commitments shown on the report.*

11. All client/customer information contained in any records or reports shall be considered confidential pursuant to §386.480 RSMo. The Staff and OPC shall have access to such records in possession of MGE for purposes of monitoring and enforcing the stipulation and agreement.

12. MAAC shall receive a fee of \$20,600, to be paid from the fund, for providing its services in disbursement of the funds. The funds available for distribution shall be reduced by this amount. MAAC shall provide MGE, the Staff, and OPC with a copy of the report of its outside auditor on all monies received and disbursed.

MGE EXTRA HELP

AGENCY	SERVICE AREA	FUNDS	PHONE	CONTACT
Bishop Sullivan Center	Northeast Kansas City, Mo	\$15,200	231-0984	Mary McNeil
Community Assistance Council	Hickman Mills (South Kansas City)	10,000	763-3277	Carol Bird-Owsley
Community Services League	Independence, Mo & Eastern Jackson Co.	22,500	254-4100	Judy Drummond
Della C. Lamb	Northeast Kansas City, Mo.	7,100	842-8040	Sharon Loomis
Don Bosco Center	Northeast Kansas City, Mo.	8,000	691-2900	Ed Franz
Economic Opportunity of St. Joe	St. Joseph, Mo. & surrounding area	6,000	816-233-8281	Pat Miller
Economic Security Corp of SW	Joplin, Mo. & surrounding area	7,100	417-781-0352	Debbie Markman
Grandview Assistance Program	Grandview, Mo.	4,000	761-1919	Chris Hoskins
Guadalupe Center	Westside Kansas City, Mo.	8,000	561-6885	Diane Tyler
Housing Information Center	Metropolitan Kansas City, Mo.	6,500	931-0443	Pat Gilmore
Howard County Human Resources	Fayette, Mo. & surrounding area	4,600	248-3505	Virginia Williams
Lee's Summit Social Services	Lee's Summit, Mo.	4,600	525-4357	Geneva High/Linda Shapiro
Lutheran Mission of the Good Shepherd	Westside Kansas City, Mo.	4,600	474-9094	Rev. Jim Mueller
Metropolitan Lutheran Ministry, Holmes	Central Kansas City, Mo.	17,500	931-0039	Mary Sloan
Metropolitan Lutheran Ministry, Benton	Central Kansas City, Mo.	3,500	923-6331	Laura Bolder
Metropolitan Lutheran Ministry, Clay Co.	Clay County, Missouri	10,000	454-5295	Jeanni Wells
Missouri Valley Human Resources	Lafayette County & surrounding area	27,000	886-7476	Betty Liese
Ozark Area CAA	Springfield, Mo. & surrounding area	4,000	417-864-3476	Tommie Trammel
Raytown Emergency Assistance Program	Raytown, Missouri	5,000	356-0054	Al Brown
Redemptorist Center	Central Kansas City, Mo.	2,500	931-9942	Loring Henderson/Trish Duffy
Salvation Army, Bellefontaine	Northeast Kansas City, Mo.	11,500	241-2526	Rick Harris
Salvation Army, Blue Springs	Blue Springs, Missouri	1,100	229-6718	John Harsh
Salvation Army, Blue Valley	Eastern Jackson County, Mo.	600	241-6485	Kelly Uptegrove
Salvation Army, Grandview	Grandview, Mo.	600	763-3244	Lisa Cable
Salvation Army, Independence	Independence, Mo.	5,000	252-3200	Cheryl Peters
Salvation Army, Westport	Central Kansas City, Mo.	600	753-6040	Eva Jenkins
Selon Center	East Central Kansas City, Mo.	13,000	923-3602	Beverly Brown
Share	Southeast Kansas City, Mo.	11,500	221-6268	Gladys Berridge
United Services CAA	Metropolitan Kansas City, Mo.	14,000	358-6868	Angie Porter
United Services, Clay	Clay County, Missouri	10,000	630-0037	Lorraine Hightower
United Services, Platte	Platte County, Missouri	7,500	858-5153	Carolyn Horseman
West Central Mo. CAA	Appleton City, Sedalia & surrounding area	11,500	816-476-2147	Sue Ridenour/Faye Weisenburger
	Geographic Allocation	\$264,600		
	Balance in "Equal Access" Pool	\$264,800		

Approximate Fund Allocation