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Natural Gas Center

Here are three simple things you can do to help control your natural gas bills this winter:

- Enroll in [Budget Billing](#) or [Levelized Payment](#) (AmerenIP customers) to make your payments more predictable
- Weatherize your home (See our "[Cut Your Home Utility Bills—Conserve!](#)" Poster to get started!)
- Turn down your thermostat (See our [Energy Saving Tips](#) for more!)

Missouri Energy Efficient Natural Gas Equipment Rebate Program (AmerenUE Natural Gas Customers Only)

For a limited time, AmerenUE natural gas customers may be eligible for rebates when they purchase qualified natural gas fueled appliances or invest in low-cost energy-saving measures. Find out more about the [Missouri Energy Efficient Natural Gas Equipment Rebate Program](#)

Help for Families with Special Needs

Ameren's [Dollar More](#) and [Warm Neighbors](#) (AmerenIP) programs help Missouri and Illinois families stay warm in the winter.

The Low Income Home Energy Assistance Program (LIHEAP) is designed to assist eligible low-income households, elderly persons and people with disabilities pay for energy services. LIHEAP is administered by state agencies. Grants are based on the number of persons in the household, total income and the type of fuel used to heat the home. Find out more about LIHEAP:

[LIHEAP in Illinois](#)

[LIHEAP Missouri](#)

Remember: [Contact us](#) if you are having trouble—we can help.

For More Information about Natural Gas

[Fast Facts About Natural Gas Prices](#)

[Natural Gas Safety Brochure \(PDF 528K\)](#)

[Rates for AmerenUE, AmerenCIPS and AmerenCILCO](#)

[Rates for AmerenIP](#)

Recent Press Releases

[AmerenUE Files for Rate Adjustment to Reflect Increases in Wholesale Natural Gas Costs \(Oct. 17\)](#)

[Ameren Offers Gas Customers Weatherization Tips for Winter Weather \(Oct. 5\)](#)

[Rising Wholesale Prices Necessitate Increase In Natural Gas Rate \(Sept. 23\)](#)

[Ameren Encourages Customers to Move to Budget Billing to Counter High Gas Bills \(Sept. 19\)](#)



An Energy Services Company

[ameren.com](#) [Residential](#) [Business](#) [About Us](#) [Community](#) [Environment](#) [Investors](#) [Jobs](#) [Login](#) [Search](#)**Budget Billing**

- **Residential Home**
- **Account Details**
- **Manage Your Service**
- **Bill Information**
- **Payment Options**
- **Rates**
- **Energy Savings Toolkit**
- **Safety Tips**
- **Frequently Asked Questions**
- **Time of Use Pilot Program**

*Login required

If you are an Ameren residential customer in good standing, you are eligible for Budget Billing. Budget Billing allows you to pay a regular monthly amount--avoiding the peaks that come with either summer air conditioning or winter heating.

[More Information on How Budget Billing Works](#)

[Register for Budget Billing*](#)

View your budget bill amount and register for the service.

[View Your Budget Bill Amount*](#)

View what your budget bill amount would be and compare it to your current bill amounts.

[Discontinue Budget Billing*](#)

If you are currently on budget billing and no longer want to use this program, you can discontinue your participation in the program.



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Budget Billing - More Information

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*Login required.

Here's how Budget Billing works:

- We use your past service records to figure your average annual electricity and gas costs based on the amount used at your address during the last 365 days.
- We divide that amount by 12 and bill you the same amount each month, for the next 12 months, unless your remaining balance increases as described below. If the computed amount is less than \$25, enrollment in the Budget Billing plan is not advised since there may not have been much history on which to base the computation.
- We will review your account on the fourth and eighth month after the start of your participation in the plan. If the re-evaluated budget amount indicates an increase of \$3 or more, an increased Budget Bill amount will be established.
- On your anniversary date (at the end of the 12 months), we will calculate the difference between the cost of the energy you actually used during the year and the amount you paid on Budget Billing. If the budget balance is behind, you will be billed for the remaining balance. If the account is ahead, a credit will remain on your account.
- Please note that to gain full benefit of Budget Billing, you must make your scheduled payment each month by the due date. Failure to make these payments defeats the purpose of Budget Billing and may result in your removal from the plan. At the time of removal, it will be necessary to pay the balance on your account with your next billing. If you are removed from the plan you will be ineligible for Budget Billing for a period of 12 months.

1. [Register for Budget Billing*](#)

View your budget bill amount and register for the service.

BUDGET BILLING WILL BEGIN WITH YOUR NEXT MONTHLY BILL.2. [View Your Budget Bill Amount*](#)

View what your budget bill amount would be and compare it to your current bill amounts.

3. [Discontinue Budget Billing*](#)

If you are currently on budget billing and no longer want to use this program, you can discontinue your participation in the program.

[Home](#) / [Illinois Power](#) / [Residential Customers](#) / [LPP](#)

Levelized Payment Plan

Levelized Payment Plan is a free service for AmerenIP customers that makes budgeting and planning easy.

That's because, with levelized payments, you'll always know what your power bill will be. The Levelized Payment Plan averages your power bills for the past 12 months, and you pay that averaged amount for the next three months. Every three months, the plan reviews and adjusts to keep your payments evened out, regardless of the season. Join the more than 150,000 customers who already take advantage of the Levelized Payment Plan. You'll always know about what your power bill will be next month.

Sign up for our Levelized Payment Plan for maximum convenience at 1-800-755-5000!

Customer Service Online

Account:

Pin:

[NEW USER - Register Here](#)

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Cut Your Home Utility Bills — Conserve!

Practical tips for saving energy and money

Whether you live in a house or apartment, rent or own, you can do many things to reduce your utility bills. All these tips may seem as if they can't make much of a difference. But they all add up. If you take advantage of all, or even some, of these tips, you could save \$10, even \$20 a month on your combined utility bills — maybe even more. So please open up this publication and spread it out. Display it where it will remind you of the savings that will be yours if you follow these tips.

Make sure your central air conditioning unit outside your home stays clean and free of debris.

Weather-strip your door.

- Some need to be nailed into place.
- Others come backed with adhesive so once you clean the surface you can simply stick the weather stripping on.
- You can also take a bath towel, roll it up and set it against the bottom of the door.

Savings in the Kitchen

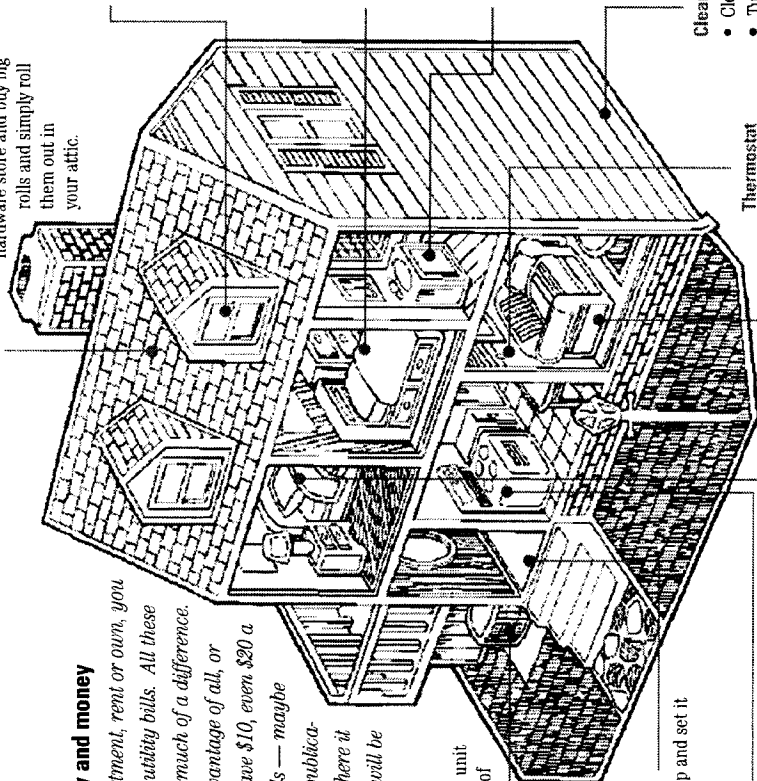
- A typical refrigerator costs about 50 cents a day to operate. Clean the coils! You can use:
 - special brushes designed to reach back and clean in between the coils
 - a vacuum cleaner with a crevice nozzle
 - a yard stick with a cloth wrapped around it
- Check the freezer to make sure nothing is blocking the cold air vents.
- Defrost frozen food in the refrigerator not in the microwave.
- Don't use your oven on hot summer days. In winter, bake away!
 - Match the size of the pot you're using to the stove heating element.
- Wait to run your dishwasher until it's full — skip the drying cycle.

Want to know more?

Visit www.ameren.com or call.

AmerenCILCO residential customers should call 309-672-5252 (Peoria area) or 1-888-672-5252 (Toll Free). Nonresidential customers can call 309-677-5740 (Peoria area) or 1-877-677-5740 (Toll Free). AmerenCIPS residential customers should call 1-888-789-2477. Nonresidential AmerenCIPS customers should call 1-877-426-3736.

- If you have access to your attic, you can have more insulation blown in relatively inexpensively. Or you can go to your local hardware store and buy big rolls and simply roll them out in your attic.



Clean your furnace filter!

- Clean your window air conditioning unit filter!
- Turn the dial down on the water heater a few notches.
- For less than a dollar, you can buy pipe insulators; they slip right on water pipes.
- Cover basement windows with plastic.
- Wash full loads of laundry to conserve water.
- Wash clothes in cold water, whenever possible. Always rinse in cold water.
- Get in the habit of cleaning the dryer lint trap each time you start a load
- Consider attaching a small \$7 diverter to your dryer vent. With a diverter, in winter you can send warm moist air into your house, instead of into the back yard. In summer, flip the lever and the dryer is vented to the outside again.

Thermostat

For every degree you turn up your thermostat in summer, or down in winter, you can save 2-3 percent on your energy bill.

- Add humidity to the air in winter. If you have radiator heat, you can set a pan of water on the radiator. You can also do this with a pan of water on the stove.
- In the heat of the day, place a window fan in a blowing out position.
- At night, when it cools off, put it in the window — blowing in.
- Use ceiling fans efficiently. In the summer, you want air blowing up. In the winter, reverse the blades so air blows down.

AmerenIP residential customers should call 1-800-755-5000. Nonresidential AmerenIP customers should call 1-800-363-6805.

Customers in the St. Louis metropolitan area can call AmerenUE at 342-1111. In other areas, the number for AmerenUE customers is 1-800-552-7583.

Contact your local Community Action Agency to learn how you may get help for your weatherization needs.



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Energy Savings Tips

The fastest way to lower your energy bill this winter is to decrease the amount of natural gas and electricity you use to heat your home. Here are some low-cost or even no-cost tips that can result in big savings. For more information about many of the topics below, visit our [Safety Tips](#).

- Furnaces should be checked before the start of the heating season by a heating, ventilation and air conditioning (HVAC) professional to make certain the furnace is safe and operating at its maximum efficiency.
- Consider replacing old, inefficient natural gas appliances such as furnaces and, water heaters.
- Use programmable thermostats properly to reduce heating costs.
- Minimized heat loss by installing storm windows and storm doors and using weather stripping and caulking around windows, doors and other openings. Also, close fireplace dampers when the fireplace is not in use.
- Clean or replace furnace filters once a month--more often in homes with cats and dogs.
- Use ceiling fans to push warm air down and circulate it around a room.
- Heating systems, especially forced air furnaces, dry the air in a home. Dry air feels colder than moist air at the same temperature. Use a humidifier to add the correct amount of moisture to indoor air, making it feel comfortable at a lower temperature.
- Install an insulation blanket around a water heater to reduce energy waste. Wraparound hot water pipe insulation retards heat loss. Water-saving showerheads can reduce hot water usage.
- Extend water heater life and improve efficiency by periodically draining the tank to eliminate the buildup of sediment.
- Close doors and heat registers in rooms that are seldom used.
- Lower the thermostat at night and use an electric blanket.
- Close drapes and shades at night to prevent heat loss.
- [Request a tape on lowering your utility bills.](#)



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Missouri Energy Efficient Natural Gas Equipment Rebate Program

AmerenUE wants to pay you to save!

Each year, natural gas consumers waste money and energy using old thermostats and inefficient furnaces, water heaters and other equipment. But they don't have to.

For example, simply by switching to ENERGY STAR®-listed programmable thermostat, you can save about \$100 a year on your energy costs—and that's just the beginning!

From furnaces and boilers to water heaters and shower heads, energy efficient equipment can start saving you money **now**—and for a limited time, AmerenUE's Missouri Energy Efficient Natural Gas Equipment Rebate Program will actually **pay you** to do it!

Designed to educate consumers and help them use natural gas more effectively, this program offers rebates to **AmerenUE-Missouri natural gas customers** who purchase and install high-efficient ENERGY STAR-listed products. The program also provides rebates to AmerenUE Missouri natural gas customers who purchase low-cost energy saving measures.

The program will run from Oct. 1, 2005, to April 1, 2006, or until funds are exhausted.

For residential customers, the program offers rebates ranging up to \$435, for the purchase of products, as follows:

Product	Rebate Amount
ENERGY STAR-listed natural gas fueled combination water heater/furnace unit (must provide proof of installation)	\$400
ENERGY STAR-listed natural gas fueled furnace (must provide proof of installation)	\$250
ENERGY STAR-listed natural gas fueled boiler (must provide proof of installation) (link to Energy Star site)	\$200
ENERGY STAR-listed programmable thermostat	50 percent of cost, up to \$25 maximum
Low-cost energy saving measures: any combination of up to three low-flow shower heads/aerators, energy efficient water heater wrap, and/or five feet of energy efficient hot water pipe insulation	50 percent of cost, up to \$10 maximum
Product—Business Accounts	Rebate Amount
ENERGY STAR-listed natural gas fueled equipment purchased for use in your commercial facility	One -time rebate, 50 percent of cost, up to \$750 maximum

How it Works:

Note: To read the files below you must have the Adobe Acrobat Reader. Use the icon at the right to access a free download of the reader.



- Print the rebate application form (PDF 366KB) and view or print our list of qualifying natural gas devices (PDF 353KB) to help you select qualifying equipment.
- Find a retailer or contractor to purchase your ENERGY STAR-listed products or low-cost energy measures. For ENERGY STAR-listed programmable thermostats, furnaces, boilers, and combined hot water heaters/furnaces and commercial natural gas utilization equipment, use the list of qualifying ENERGY STAR-listed natural gas devices to verify eligibility.
- Obtain your reservation code by calling the program coordinator, EFI, at 1.800.210.8131. A reservation code is not necessary for programmable thermostats or low-cost energy measures.
- Purchase a qualified unit between Oct. 1, 2005, and April 1, 2006.
- Install ENERGY STAR-listed furnaces, boilers, and hot water heaters and commercial equipment **before April 30, 2006**, to qualify. By applying for this rebate, you agree to allow Ameren to verify installation of this equipment if necessary.
- Fill out the form completely. Be sure to include your full name, address, AmerenUE account number,

name of your qualified installer and your reservation code (if applicable). **An incomplete form will void the rebate.**

- Mail the completed form and dated purchase receipt, with proof of installation for heating or commercial equipment, to the address indicated on the rebate form.
- Keep a copy of your completed application and supporting documents for your records.

Program Background

Funded by AmerenUE, the Missouri Energy Efficient Natural Gas Rebate Program was initiated by the Residential and Commercial Energy Efficiency Collaborative, established by the Missouri Public Service Commission (PSC) as part of a 2003 natural gas rate case settlement. The collaborative includes representatives from AmerenUE, PSC Staff, Office of the Public Counsel, and the Department of Natural Resources Energy Center.

Because it is part of the Missouri natural gas rate case settlement, **only AmerenUE's Missouri natural gas customers** are eligible.

Through the settlement, AmerenUE Missouri natural gas customers will receive \$165,000 over the next three years in phased-in natural gas rebate programs. The Missouri Energy Efficient Natural Gas Equipment Rebate Program is part of that commitment.

This program is being administered by Ameren. Incentive processing services are being fulfilled for Ameren by Energy Federation Incorporated.

Missouri Energy Efficiency Natural Gas Equipment Rebate Program

Program Guidelines and Description

If you are an **AmerenUE residential natural gas customer in Missouri**, you can get up to \$435 back on your purchase of eligible ENERGY STAR®-listed natural gas fueled appliances or low-cost energy measures. **AmerenUE commercial natural gas customers** are eligible for up to \$750 in rebates for ENERGY STAR®-listed natural gas fueled equipment for use in their businesses. See application form for details.

These rebates are being offered **while funds are available** for equipment **purchased** between Oct. 1, 2005, and April 1, 2006, and **installed** before April 30, 2006. A complete program description and list of qualifying natural gas fueled equipment is available at <http://www.ameren.com>.

To receive your rebate:

- Print this rebate application form and view or print our list of qualifying natural gas equipment at www.ameren.com to help you select qualifying equipment. The list should have accompanied the application if you received it by mail. If not, please call 1-800-210-8131.
- Find a retailer or contractor to purchase your ENERGY STAR®-listed products or low-cost energy saving measures. For ENERGY STAR®-listed programmable thermostats, furnaces, boilers, and combined water heaters/furnaces and commercial natural gas fueled equipment, use the list of qualifying ENERGY STAR®-listed natural gas devices to verify eligibility.
- Obtain your reservation code **by March 1, 2006**, by calling the program coordinator, EFI, at 1-800-210-8131.
A reservation code is not necessary for programmable thermostats or low-cost energy measures.
- Purchase a qualified unit by April 1, 2006.
- Have your ENERGY STAR®-listed natural gas fueled furnace, boiler, or commercial equipment installed prior to April 30, 2006. By applying for this rebate, you agree to allow Ameren to verify installation of this equipment if necessary.
- Fill out the rebate application form completely. Be sure to include your full name, address, AmerenUE account number, name of your qualified installer and your reservation code (if applicable).
- Mail the completed form with a dated purchase receipt, and proof of installation for heating or commercial natural gas fueled equipment, to the address indicated on the rebate form.
- Keep a copy of your completed application and supporting documents for your records.

Incomplete information will delay or disqualify your rebate. All rebate requests must be postmarked no later than **April 30, 2006**. Rebate is available until limited funds are depleted.

Mail to: Energy Federation – Ameren Rebate Offer
40 Washington St., Suite 2000
Westborough, MA 01581

Allow 4-6 weeks for processing to receive your rebate check.
(DO NOT include completed form with your utility bill payment.)



Rebate Application Form

☐ I am an AmerenUE **residential** natural gas customer requesting a rebate for:

Limit: One ENERGY STAR® gas appliance (listed below), one ENERGY STAR® thermostat and one combination of low-cost energy saving measures per AmerenUE natural gas account.

Equipment	Purchase Cost	Rebate Amount
ENERGY STAR®-listed natural gas fueled water heater/furnace combination unit (\$400)		
ENERGY STAR®-listed natural gas fueled furnace (\$250)		
ENERGY STAR®-listed natural gas fueled boiler (\$200)		
ENERGY STAR®-listed programmable thermostat (50 percent of cost, up to \$25 maximum)		
Low-cost energy saving measures (any combination of up to three low-flow shower heads/aerators, energy efficient water heater wrap, and/or five feet of energy efficient hot water pipe insulation—50 percent of cost, up to \$10 maximum)		
TOTAL ANTICIPATED REBATE		

☐ I am an AmerenUE **commercial** natural gas customer requesting a rebate for:

Limit: One ENERGY STAR® gas appliance per AmerenUE natural gas account.

Equipment	Purchase Cost	Rebate Amount
ENERGY STAR®-listed natural gas fueled equipment (one-time rebate, 50 percent of cost, up to \$750 maximum)		
TOTAL ANTICIPATED REBATE		

Your name: _____

AmerenUE Missouri natural gas account number: _____

I am an AmerenUE Missouri: ☐ homeowner ☐ renter ☐ landlord ☐ commercial customer

Account address _____

(rebate check will be mailed to this address unless a different from "Mailing address" is provided below):

City: _____ State: _____ Zip: _____

Home phone: _____ Work phone: _____

E-mail address _____

(to be used only with permission, or if we need to contact you about your application):

Mailing address _____

(rebate check will be sent to this address if different from "Account address" provided above):

City: _____ State: _____ Zip: _____



Installation and Verification Information

Installer name: **(required)** _____

Installer address: **(required)** _____

City: _____ State: _____ Zip: _____

Installer e-mail address _____

(to be used only if we need to contact the installer about your application):

For natural gas fueled furnace, boiler, combined water heater/furnace and commercial natural gas fueled equipment replacement, you **must** also provide **name plate data** found on both the old and new equipment.

Equipment Name Plate Data (if new construction, see "New Equipment Name Plate Data" below)

Manufacturer: _____

Serial No.: _____

Model No.: _____

Estimated Installation Date: **(required)** _____

New Equipment Name Plate Data

Manufacturer: _____

Serial No.: _____

Model No.: _____

Proof of Installation

Installer Signature _____

(By signing, installer attests that the invoice supplied the customer accurately reflects the equipment installed in the customer's home or business and the date work was completed.)

Date Installation Completed: _____

☐ I would like information about other programs like this e-mailed to me in the future.

Sign Here

I have read and understand the terms and conditions of the Ameren rebate program. I certify that the information I have provided is true and correct and the product(s) for which I am requesting a rebate meet the requirements of the program.

Customer Signature

Name (Please Print)

Date

Congratulations on your decision to buy ENERGY STAR®-listed qualified equipment or low-cost energy measures. It's good for you, your family and the environment. Thank you!

Valid for equipment purchased between Oct. 1, 2005 and April 1, 2006 and installed by April 30, 2006, **or until funds are exhausted**. All rebate requests must be postmarked no later than April 1, 2006.

Eligible equipment must be installed in a home or business with an active AmerenUE natural gas utility account. For more information, call 1.800.552.7583.

This program is being administered by Ameren. Incentive processing services are being fulfilled for Ameren by Energy Federation Incorporated.

This rebate is available to all AmerenUE natural gas customers in Missouri and may be subject to change or termination without prior notice.

This rebate may not be combined with any other Ameren rebate program. Funding is limited. Funding is provided to AmerenUE Missouri natural gas customers and administered by AmerenUE in cooperation with the Missouri Public Service Commission. AmerenUE reserves the right to conduct field inspections to verify installations.

AmerenUE does not guarantee the performance of installed equipment expressly or implicitly.





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Dollar More

Funded by voluntary contributions from Ameren customers and Ameren Corporation, Ameren's Dollar More program helps Missouri and Illinois families stay warm in the winter, cool in the summer and healthy all year long.



Dollar More funds can be used to pay for a variety of home energy costs, including electricity, natural gas, oil and propane. All Dollar More contributions go to families needing assistance through a network of human services agencies. The United Way and Ameren share administrative costs of the program so **NO contributions are used to administer the program.**

Giving to Dollar More is easy. If you pay your bill by mail, simply check the "Dollar More" box on your bill when you return it with your payment. Or you can:

- [Enroll online](#)
- [Enroll by phone](#)
- [Make a one-time, tax-deductible donation](#)

Need energy assistance? Find out how to [apply for Dollar More funds](#).

For more information, especially on Energy Assistance Programs in your area, select your company below:

- [AmerenUE](#)
- [AmerenCIPS](#)
- [AmerenCILCO](#)
- [AmerenIP Warm Neighbors \(funded by Dollar More\) and Special Programs and Services](#)

View our [latest campaign](#) to raise awareness of Dollar More!

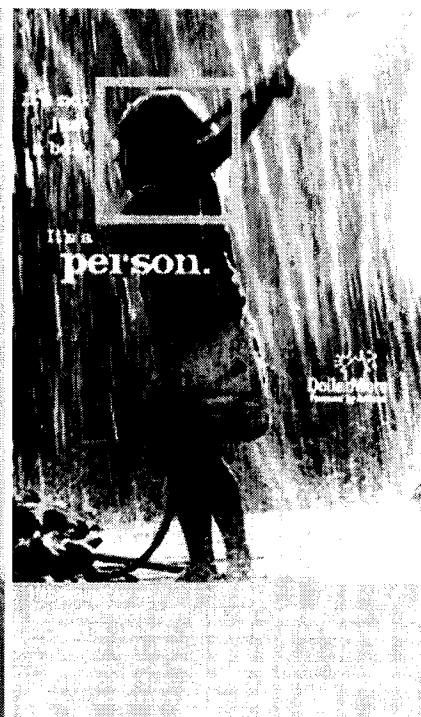


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View Our Latest Campaign to Raise Awareness of Dollar More!

The goal of the campaign is to promote awareness in the AmerenUE service area of how a Dollar More contribution ensures the health and safety of local seniors and families. Here are three examples of the new ads that are appearing in our Dollar More advertising.





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Warm Neighbors



The Warm Neighbors program is part of the Energy Assistance Foundation, a non-profit 501 (c) (3) organization founded in 1982 by Illinois Power, now known as AmerenIP, to provide bill payment assistance and home weatherization for qualifying customers. Working with local agencies in AmerenIP's service territory, grants are available for those in danger of losing their primary heating supply. Since its inception, the program has helped weatherize almost 5,000 homes and provided heating assistance to over 70,000 households.

The program is designed to help those who generally do not qualify for federal or state heating assistance. AmerenIP, its employees and customers provide funding for the program. Every dollar contributed to Warm Neighbors goes directly to help pay heating bills and weatherizing homes, not for administrative expenses

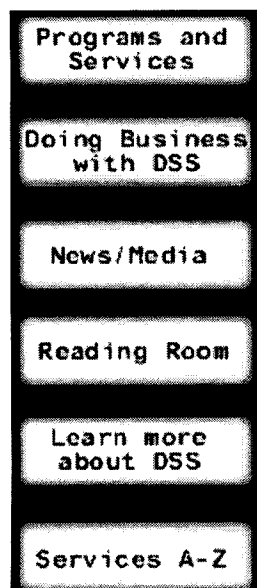


DEPARTMENT OF SOCIAL SERVICES

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Family Support Division



Agency List

- choose one -



Low Income Home Energy Assistance

The Missouri Low Income Home Energy Assistance Program (LIHEAP) has two components: Energy Assistance/Regular Heating (EA) and Energy Crisis Assistance Program (ECIP). EA is designed to provide financial assistance to help pay heating bills for Missourians during the months of October, November, December, January, February, and March. Eligibility requirements for EA are based on income, family size, available resources and responsibility for payment of home heating costs. Eligibility for EA may also qualify individuals for additional financial assistance through ECIP and/or weatherization services funded by LIHEAP.

WHO IS ELIGIBLE?

Households that meet income guidelines based on family size. Caseworkers in Community Action Agencies provide information concerning requirements.

- ☒ **Energy Supplier On-Line Access** (authorization required)
- ☒ **Community Action Agency On-Line Access** (authorization required)
- Heating & Cooling Assistance Instructions & Application** (PDF file)
- ☒ **Energy Assistance Program brochure**

Links to Other Energy Assistance Resources:

- ▶ **Missouri Association for Community Action**
(communityaction.org)
- ▶ **U.S. Dept. Health & Human Services LIHEAP**
(www.acf.dhhs.gov/programs/liheap/)
- ▶ **Natural Resources Energy Center**
(www.dnr.mo.gov/energy/)

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09/15/05

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Missouri Department of Social Services -
221 West High Street • P.O. Box 1527
Jefferson City, MO 65102-1527

Phone: 573-751-4815 • TTD: 800-735-2966 • TTD Voice: 800-735-2466

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Fast Facts About Natural Gas

- Like the very high and rising gasoline prices we're already paying at the pump, prices for natural gas at the wellhead are expected to rise 50 percent or more compared to last winter.
- While Ameren takes significant measures to dampen this price volatility, this could still end up costing the average Ameren customer from \$15 to \$30 more each month during a normal winter. Colder than normal weather will increase the total bill even more due to higher consumption.
- Approximately three-fourths of a residential customer's bill is the cost of natural gas from our suppliers, while only a one-fourth goes to Ameren to pay for the operation and construction of our gas distribution systems.
- Customers pay what Ameren companies pay for the natural gas supplies purchased from gas producers—not a penny more.
- Ameren companies are very concerned about our customers and very willing to work with customers to help them manage their energy bills.
- Ameren offers Dollar More/Warm Neighbors (AmerenIP customers) energy assistance programs to help customers in need. In addition, the federal Low Income Heating Energy Assistance Program is available to eligible customers. With the passage of the Federal Energy Policy Act, this program's funding has been increased.
- Ameren companies use a range of financial tools, negotiate long- and short-term gas supply contracts, diversify interstate pipeline transportation, and utilize extensive underground storage resources to dampen price volatility and ensure reliable supply for our customers.
- Natural gas prices have been driven by record high prices for crude oil, an extremely active hurricane season which has threatened offshore gas production platforms, a very hot summer when gas has been used to generate electricity and stagnant or declining gas production—many promising areas for exploration of new gas supplies in the U.S. are off-limits due to federal policies or environmental regulations.

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