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**RULES AND REGULATIONS**

36.1 COVID-19 Residential Assistance Program

The COVID-19 Residential Assistance Program (the "Program") is available to eligible residential customers in the service territories of Spire Missouri East and Spire Missouri West to assist eligible residential customers in paying their natural gas bills during the COVID-19 pandemic.

A. The Program may be administered by Spire, United Way, a Community Action Agency, or other state government agencies.

B. To be eligible for the program, residential customers shall be required to provide proof that they have become unemployed, experienced loss of income, or furloughed after March 1, 2020. If a customer is unable to provide documentation of unemployment, loss of income, or furlough, the Company may accept a signed self-declaration made by the customer as proof of Program eligibility. The program period ends on June 30, 2021.

C. Program funding will include up to \$1 million dollars from Spire, and up to \$1 million dollars redirected from expired fiscal year 2020 program funds, including the Multi-Family Low-Income (MFLI) energy efficiency programs (\$600K) and from the Community Savers Single-Family Low-Income program (\$400k), minus the balance spent on the COVID-19 Residential Assistance Program in original sheet 31.4 during the time period of November 20, 2020 through March 31, 2021. The final payment plan funding level will reflect actual expenditures by payment plan participants through the end of the payment plan period.

D. Program details

- (1). Eligible Customers will receive a one-time bill credit of \$100 upon joining the Program.
- (2). Arrearage dollar for dollar matching shall not exceed \$300 during the program. The arrearage program ("AMP") period is effective date of this tariff through June 30, 2021.
- (3). Any LIHEAP funding allocated to participants in the COVID-19 arrearage payment program will be matched within the defined parameters in (1) and (2).
- (3). When a customer's arrearage has been repaid, the customer will no longer be eligible for the AMP.
- (4). While the customer is complying with the payment terms, he or she will not incur late payment charges on the outstanding arrearage balance amounts covered under the Program agreement; however, a customer will be allowed one late payment without incurring late fees or losing eligibility to remain in the Program, provided that the customer pays all amounts owed under the Program by the next applicable billing payment date.
- (5). In the application process and in all materials provided to the customer regarding the AMP it will be noted that a partial payment will be considered a late payment.
- (6). Customers eligible for both the COVID-19 Residential Assistance Program and the Low-Income Energy Affordability Program may enroll in both programs.

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