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## **RULES AND REGULATIONS**

### 37. Spire Critical Needs Program

The Critical Needs Program (the "Program") is a three-year pilot program designed to promote and finance a community-based information resource network that will identify and direct customers with critical medical needs to resources that will help customers receive utility bill payment assistance.

#### **Purpose**

The Program will provide outreach and training to community stakeholders that will allow them to identify individuals that are in critical medical need for assistance and refer such individuals to available assistance resources.

#### **Availability**

This program is available to all residential customers, including those on space heating service, who for medical and/or income related circumstances need utility bill payment assistance.

#### **Definitions**

**Critical medical need** – A situation where loss of natural gas service may aggravate an existing serious illness or may prevent the use of life-support equipment. The designation of a customer or member of the household as having a critical medical need must be verified by a certified medical professional and such verification must be submitted to Company to be eligible for this program.

#### **Funding**

A total of \$500,000 shall be allocated to the implementation of the Critical Needs Program. Any unspent funding allocated for the Critical Needs Program in a given program year shall be applied to bill and arrearage assistance programs.

Percentage of funding between Spire Missouri East and the Joplin region shall be 90% and 10% respectively.

#### **Benefits**

Residential customers that have a critical medical need or have a member of their household that has a critical medical need will not be eligible for disconnection for thirty (30) days. Eligible residential customers will also be enrolled in the Company's Budget Billing program or Payment Partner program, if eligible, as deemed appropriate by the Company.

Residential customers identified as having a critical medical need, or any member of such customers' household, may be eligible for extension to secure payment for utility service or make alternate payment arrangements.

#### **Notice**

From November 1 through March 31, for households where at least one member of the household is registered as having a critical medical need, verified by a certified medical professional and with the verification submitted to Company, Company must make additional contacts prior to discontinuance of service. At the time of discontinuance of service, a personal contact must be made at the household with an individual with a critical medical need. The personal contact must be with the customer or with a member of the household above the age of fifteen (15) years.

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