

Southern Missouri Natural Gas Company

Average Payment Plan

FORM NO. 13 P.S.C. No. 1

(original)

Sheet No. 70

Cancelling P.S.C. MO No. 1

1st (revised)

Sheet No. 70

(original)

(revised)

Southern Missouri Gas Company, L.P.
d/b/a Southern Missouri Natural Gas
Name of Issuing Corporation

For All Communities and Rural Areas
Receiving Natural Gas Service
Community, Town or City

RULES AND REGULATIONS (cont.)

(34) Special Meter Readings

At the customer's request, the Company will read a customer's meter at a special time by appointment when the meter cannot be read or is not being read by the regular meter reader. When such a meter reading is made, a special meter reading charge shall be made.

(35) Collection Trip Charge

When the Company makes a service trip for the purpose of disconnection of service because of non-payment, and customer pays Company's personnel, at customer's premises, to prevent said disconnect, an additional charge (a trip charge) will be billed to the customer for the recovery of the expense of Company personnel traveling to customer's premises.

(36) Average Payment Plan

By mutual agreement between the customer and the Company, any customer in all customer classifications may be billed on the Average Payment Plan (the Plan), providing the customer satisfies the Company's credit requirements. Although customers may enter the Plan program any month of the year by contacting the business office, the Company will encourage customers to enter the program during the month of July each year. During July, customers will be notified of the Plan by the Company issuing a bill containing two amounts for current Average Plan Customers, the actual amount and the payment due under the Plan. If the customer elects to go with the Plan, he pays the average amount.

The Company will calculate the customer's total annual bill based on twelve months of historical usage as adjusted for any significant rate change, abnormal weather conditions or other factors. The first average amount due will be that total divided by twelve. If the customer is new and historical data is not available, the customer will be billed on the most accurate information that is available at the time of the request. Southern Missouri will use one of two methods to estimate the annual usage, either the average Ccf usage stated in the Feasibility Study or on the average actual annual usage of all residential customers in service.

DATE OF ISSUE April 6, 2006
month day year

DATE EFFECTIVE May 6, 2006
month day year

ISSUE BY Randal T. Maffett Managing Partner 301 E. 17th Street, Mountain Grove, MO 65711
name of officer title address

Filed

Missouri Public
Service Commission

FORM NO. 13 P.S.C.

No. 1

(original)

Sheet No. 71

Cancelling P.S.C. MO

No. 1

3rd (revised)

(original)

Sheet No. 71

2nd (revised)

All Communities and Rural Areas

Southern Missouri Gas Company, L.P.
d/b/a Southern Missouri Natural Gas
Name of Issuing Corporation

For Receiving Natural Gas Service
Community, Town or City

RULES AND REGULATIONS (cont.)

Typically, the Company will adjust the average billing during the fourth and eighth months of each twelve month period under the Plan, if the recalculated average payment amount reflects an increase of \$5.00 or more. Settlement of accounts will occur when participation in the Plan is terminated. No interest shall be due from or payable to the customer on the difference between actual and average usage.

(37) Promotional Practices

In compliance with rules prescribed by 4 CSR 240-14.010(1), a schedule is herein set forth prescribing all promotional practices being engaged in by the utility as of the effective date which are not in violation of 4 CSR 240-14.

Conversion Policy

A variance to 4 CSR 240-14.020(5) was granted by the Missouri Public Service Commission in Case No. GR-94-127, and extended in Case No. G0-98-172. This promotional practice is being provided on a uniform basis to the residential and commercial classes of customers as described in the terms and conditions contained in Section 29 - Free Conversion Rules and Regulations of Southern Missouri's Natural Gas Tariff Number 1.

The purpose of this promotional practice is to encourage the connection of more customers, some of whom may not be able to afford the conversion, and should result in safer, more cost-saving construction and lower rates to all customers. This promotional practice is provided by the Company pursuant to its Tariff Sheets No 63-67.

The program will conclude on December 31, 2009, unless it is extended by the Company before that date.

DATE OF ISSUE November 9, 2005
month day year

DATE EFFECTIVE December 9, 2005
month day year
December 23, 2005

ISSUE BY Randal T. Maffett Managing Partner 301 E. 17th Street, Mountain Grove, MO 65711

name of officer

title

address

FILED
MO PSC

Missouri Gas Energy

Order Extending an Experimental Low- Income Rate

Case: GR-2001-292

**STATE OF MISSOURI
PUBLIC SERVICE COMMISSION**

At a session of the Public Service Commission
held at its office in Jefferson City on the
10th day of February, 2004.

In the Matter of Tariff Revisions of Missouri)	
Gas Energy, a Division of Southern Union)	<u>Case No. GR-2001-292</u>
Company, Designed to Increase Rates for Natural)	
Gas Service to Customers in the Missouri Service)	
Area of the Company)	

**ORDER EXTENDING AN EXPERIMENTAL LOW-INCOME RATE AND
AUTHORIZING DISBURSEMENT OF FUNDS**

On January 9, 2004, Missouri Gas Energy filed a motion seeking clarification regarding its experimental low-income rate. MGE's motion explained that the experimental low-income rate was authorized when the Commission approved a revised stipulation and agreement resolving the company's last general rate case. MGE indicated that there is some ambiguity in the stipulation and agreement regarding exactly when the low-income rate will expire. The motion asked the Commission to clarify that the low-income rate is to remain operational until at least April 1, 2004, and no later than the effective date of the Commission's order in MGE's ongoing general rate case, Case No. GR-2004-0209.

On January 13, the Commission ordered its Staff to file a recommendation by January 21, and directed that any other party wishing to respond to MGE's motion do so by January 21. Staff filed its recommendation on January 20 and the Office of the Public Counsel filed a response on January 21. No other party filed a response.

The experimental low-income rate – referred to by the acronym ELIR – about which MGE seeks clarification, went into effect on November 1, 2001, when the Commission approved MGE's implementing tariffs. The ELIR was funded by a rate element of \$0.08 per month on residential customer bills, commencing on August 6, 2001. The stipulation and agreement provided that the rate element would remain in place for two years. As a result, it terminated on August 6, 2003. MGE does not ask that the rate element be extended.

The stipulation and agreement also provided that the ELIR would remain in effect for two years. The ELIR became operational in 2002 and the first customers began taking service under the ELIR in January 2002, with more ELIR customers being added in February, March, and April 2002. MGE indicates that with ELIR customers having entered into the experimental program at different times, it is not clear when the two years expire and the program should end.

MGE indicates that the 8-cent per month rate element has generated more than enough income to extend the ELIR for a few more months. In fact, MGE indicates that it has approximately \$568,000 of ELIR funding remaining. MGE recommends that the ELIR not be discontinued during the remainder of the winter heating season. That would mean that the ELIR would continue at least through April 1. MGE also suggests that the ELIR be allowed to remain in effect until the Commission issues its final order in MGE's current rate case, GR-2004-0209. The operation of law date for that case is October 2, 2004. Extending the ELIR until the effective date of the new rate order will allow the Commission to review the effectiveness of the experimental rate and possibly extend it without disrupting the program.

The stipulation and agreement that authorized the ELIR also provided that any money generated by the 8-cent per month rate element that was not used to fund the ELIR would be contributed to the Mid America Assistance Coalition – MAAC – to assist customers in MGE's service territory who have difficulty paying their gas bills. Since there is excess money generated by the rate element, and not all of that excess is needed to fund the extension of the ELIR, MGE requested that it be authorized to immediately disburse \$250,000 of the excess funds to MAAC.

Both Staff and Public Counsel replied to MGE's motion. Staff recommended that operation of the ELIR be extended until the effective date of the Commission's report and order in MGE's current rate case. Staff also agreed that MGE should be authorized to distribute \$250,000 to MAAC for low-income energy assistance. Staff asked the Commission to require MGE to submit for Commission approval a contract with MAAC to prescribe the manner of distributing those funds, as well as to cover funding of MAAC's work in the process. Public Counsel's reply indicated that it does not oppose MGE's motion.

On January 28, acting in response to Staff's recommendation, MGE submitted a proposed contract with MAAC. Staff and Public Counsel respond to the proposed contract on

February 3, indicating that they generally approved of the contract but requested that changes be made to three paragraphs. MGE responded to Staff and Public Counsel's suggested revisions on February 6, indicating that it has discussed the changes with MAAC and that they are willing to revise the contract as requested, with some further modifications that Staff and Public Counsel indicate are acceptable. MGE states that when the Commission approves the proposed modification, it and MAAC will execute the revised contract and file it with the Commission.

The Commission finds that MGE's proposal for extension of the ELIR is reasonable and will benefit MGE's low-income customers by allowing an assistance program to remain in effect through the remainder of the winter heating season. The Commission will extend the ELIR to the effective date of the Commission's report and order in Case No. GR-2004-0209. The Commission further finds that the contract between MGE and MAAC, as modified in accord with MGE's Reply to Proposed Contract Modifications filed on February 6, is acceptable.

IT IS THEREFORE ORDERED:

1. That the experimental low-income rate – ELIR – established in Case No. GR-2001-292 shall remain in effect until the effective date of the Commission's report and order in Missouri Gas Energy's current general rate case, GR-2004-0209.

2. That Missouri Gas Energy is authorized to disburse \$250,000 in ELIR funds to the Mid America Assistance Coalition – MAAC – for the specific purpose of assisting customers in Missouri Gas Energy's service territory who have difficulty in paying their gas bills.

3. That Missouri Gas Energy's contract with Mid America Assistance Coalition to prescribe the manner of distributing ELIR funds and to cover funding of MAAC's work in the process, is approved, as modified as proposed by Missouri Gas Energy in its Reply to Proposed Contract Modifications filed February 6, 2004.

4. That after the modified contract between Missouri Gas Energy and Mid America Assistance Coalition is signed, Missouri Gas Energy shall submit a copy of the executed contract to the Commission's Staff and to the Office of the Public Counsel. The executed contract does not need to be filed in this case.

5. That this order shall become effective on February 20, 2004.

BY THE COMMISSION

Dale Hardy Roberts
Secretary/Chief Regulatory Law Judge

(S E A L)

Gaw, Ch., Murray and Clayton, CC., concur

Woodruff, Senior Regulatory Law Judge

Missouri Gas Energy

Experimental Low Income Rate (ELIR)

Missouri Gas Energy,
a Division of Southern Union Company

For: All Missouri Service Areas

EXPERIMENTAL LOW INCOME RATE (ELIR)

GENERAL

The Experimental Low Income Rate (ELIR) was approved by the Commission in Case No. GR-2001-292. The ELIR will, on a pilot basis, provide up to 1,000 participants in the Joplin area with a fixed credit on their monthly MGE bill (ELIR credit). Participants taking service under the ELIR shall receive the ELIR credit for a period up to twenty-four months from the billing cycle designated by MGE as the participant's first for the ELIR until the billing cycle designated as the participant's last for the ELIR.

DEFINITIONS

Low-income residential customer – An MGE customer receiving service under the RS rate (Tariff Sheet No. 25) who is classified as low-income by the Missouri Department of Social Services.

Applicant – A low-income residential customer who submits an ELIR application form for the ELIR credit.

Participant – An applicant who agrees to the terms of the ELIR and is accepted by MGE.

AVAILABILITY

Service under this rate schedule shall be available to up to one thousand participants in the Joplin area who satisfy the following criteria:

1. Applicant must be an MGE individual residential customer using natural gas for space heating and receiving service under the RS rate.
2. Applicant's annual income must be verified initially and annually thereafter as being no greater than 100 percent of the federal poverty level.

DATE OF ISSUE October 1, 2001
month day year

DATE EFFECTIVE November 1, 2001
month day year

ISSUED BY: Robert J. Hack

VP, Pricing and Regulatory Affairs
Missouri Gas Energy, Kansas City, MO. 64111

FILED
MO PSC

Missouri Gas Energy,
a Division of Southern Union Company

For: All Missouri Service Areas

EXPERIMENTAL LOW INCOME RATE (ELIR)

3. For purposes of determining the level of the ELIR credit to be received, the applicants will be categorized as follows:
 - a. Group A –Applicants whose annual income has been verified as being from 0 to 50 percent of the federal poverty level.
 - b. Group B –Applicants whose annual income has been verified as being from 51 to 100 percent of the federal poverty level.
4. Applicants shall be required to enroll in MGE's ABC Plan (Average Bill Calculation Plan, Tariff Sheet Nos. R-47 – R-48B) with adjustments to said plan limited to once per year.
5. Applicants who have outstanding arrearages shall enter special pay agreements through which the arrearages shall be paid over a period of 12, 24 or 30 months mutually agreed to by both the Company and the Applicant.
6. Applicants shall agree to an interview or questionnaire related to their energy use. Any information provided in these interviews or questionnaires that is later made public will not be associated with the applicant's name.
7. Any provision of the Company's rules and regulations applicable to the Company's RS customers will also apply to ELIR participants.

ENERGY ASSISTANCE

1. Applicants who have not previously completed an application for a LIHEAP ("Low Income Home Energy Assistance Program") grant agree to apply for a LIHEAP grant when such grants become available.
2. Applicants agree to apply for any other energy assistance programs, if available, as referred to by the Company.

DATE OF ISSUE October 1, 2001
month day year

DATE EFFECTIVE November 1, 2001
month day year

ISSUED BY: Robert J. Hack

VP, Pricing and Regulatory Affairs
Missouri Gas Energy, Kansas City, MO. 64111

FILED
MO PSC

Missouri Gas Energy,
a Division of Southern Union Company

For: All Missouri Service Areas

EXPERIMENTAL LOW INCOME RATE (ELIR)

CREDIT AMOUNT

Participants in the ELIR will receive the ELIR credit for which the participant qualifies for up to 24 months so long as the participant continues to meet the requirements of the ELIR tariff.

Up to 1,000 participants shall receive the ELIR credit in the following amounts:

Group A - Up to a maximum of \$40 per month (not to exceed the participant's fixed monthly ABC payment).

Group B - Up to a maximum of \$20 per month (not to exceed the participant's fixed monthly ABC payment).

DISCONTINUANCE AND REINSTATEMENT

MGE may discontinue a participant's ELIR credit for any of the following reasons:

- in
1. If MGE determines the participant no longer meets the guidelines set forth in this tariff.
 2. If the participant submits a written request to MGE asking that the ELIR credit be discontinued.
 3. If the participant does not keep current with ABC payments.
 4. If the participant does not keep current with arrearage payments.
 5. If the participant does not fulfill the terms of the ELIR application or the ELIR tariff.
 6. If the participant does not conform to MGE's RS rules and regulations, and as a result the participant has RS service discontinued by MGE.

Reinstatement of the ELIR credit will be at the discretion of MGE.

DATE OF ISSUE October 1, 2001
month day year

DATE EFFECTIVE November 1, 2001
month day year

ISSUED BY: Robert J. Hack

VP, Pricing and Regulatory Affairs
Missouri Gas Energy, Kansas City, MO. 64111

FILED
MO PSC

Missouri Gas Energy,
a Division of Southern Union Company

For: All Missouri Service Areas

EXPERIMENTAL LOW INCOME RATE (ELIR)

MISAPPLICATION OF THE ELIR CREDIT

Providing incorrect information to the agency to obtain the ELIR credit shall constitute a misapplication of the ELIR credit. If this occurs MGE may discontinue the ELIR credit and rebill the account for the amount of all ELIR credits received by the participant. However, nothing in this experimental tariff shall be interpreted as limiting MGE's rights under any provisions of any applicable law or tariff.

OTHER CONDITIONS

ELIR participation and the overall ELIR program shall be designed so that MGE neither profits from nor incurs losses. Projected expenditures on the program should equal the projected revenue from the 24-month \$0.08/month surcharge on the RS customers. The program will be designed so that Group A will have at least 200 participants and similarly Group B will have at least 200 participants. MGE will gather participant data on usage, arrears, payments and other relevant factors, which will be combined with the data provided by the agency, to enable the evaluation of the program. MGE shall make non-confidential data, as well as any and all program evaluations that are conducted, available to interested parties. If any actual surcharge revenue in excess of actual program expenses remains at the end of the ELIR program and evaluation, MGE shall contribute an amount equal to the surplus revenue to the Mid America Assistance Coalition.

DATE OF ISSUE September 28, 2004
month day year

DATE EFFECTIVE October ²~~28~~, 2004
month day year

ISSUED BY: Michael R. Noack

Director, Pricing and Regulatory Affairs
Missouri Gas Energy, Kansas City, MO. 64111

GR-2004-0209

FILED
MO PSC

Missouri Gas Energy

Average Bill Calculation

Missouri Gas Energy,
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

7.02 BILLING PERIOD: Except as otherwise provided in these General Terms and Conditions for Gas Service, the Company will read the customer's meter in accordance with its cycle billing procedure and bills based on such readings will be rendered at intervals of approximately one month. If the Company changes a meter reading route or schedule which results in a change of nine (9) days or more of a billing cycle, notice shall be given to the affected customer at least fifteen (15) days prior to the date the customer receives a bill based on the new cycle. The Company shall have the right to read meters bi-monthly and render bills at approximate one-month intervals. The interim bill shall be based on estimated consumption with any adjustments being made in the next billing month in which a meter reading is obtained.

Proration Rule - For billing periods less than twenty-six (26) days, the Customer Charge shall be calculated by dividing the number of days in the customer billing period by thirty (30) days, multiplied by the applicable Customer Charge.

7.03 DESCRIPTION: This Average Bill Calculation (ABC) plan is designed so that, to the extent possible, each of a subscribing customer's bills over a twelve-month period, from August to July, will be the same amount. This ABC plan amount is based on historical billings, as adjusted to reflect expected prices and usage, and is reviewed twice each year and, if necessary, adjusted at that time for overcollections or undercollections. In special circumstances, such as significant rate changes or abnormal weather, additional reviews and, if necessary, adjustments will be allowed. The Commission Staff and the Office of the Public Counsel will be notified if additional adjustments are made.

AVAILABILITY: The ABC plan is available to customers who qualify to receive service under Sheet No. 25, Residential Gas Service. At Company's option, Small General Service customers, based on usage patterns and payment history, may be allowed to participate in the ABC plan under the same conditions. To qualify, the Company's Customer Service Department must receive a request to be placed on the plan, the customer must not have been disqualified by the provisions from being on the plan and the customer must have been in compliance with the General Terms and Conditions as approved by the Commission.

To qualify for the ABC plan, a new customer must establish an acceptable credit rating in compliance with the Company's General Terms and Conditions, which may include providing a deposit.

DATE OF ISSUE March 1 2001
month day year

DATE EFFECTIVE May 30 2001
month day year

ISSUED BY Robert J. Hack

Vice President, Pricing and Regulatory Affairs
Missouri Gas Energy
Kansas City, MO. 64111

FILED
MO PSC

Missouri Gas Energy,
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

CALCULATIONS: The monthly ABC plan billing for service shall be based on actual billings during the most recent available 24-month period at the same service location, as adjusted to reflect expected prices, and usage based on typical weather. If there are fewer than 24 months of billing history at the same service location, the ABC plan billing shall be based on the most recent 12 month period at the same service location, as adjusted to reflect expected prices, and usage based on typical weather. If there are fewer than 12 months of history at the same service location, ABC plan billing may be based on the available history for the premise, or upon bills of similar residential units in the same area, as adjusted to reflect expected prices, and usage based on typical weather.

PAYMENT CRITERIA: ABC plan billings become due and payable as stated thereon. Failure to pay the monthly ABC plan billing amount within the time stated on the bill may be cause for discontinuance by the Company of the customer's participation in the ABC plan. The election to receive service under this plan shall not modify or revoke the provisions of these General Terms and Conditions for Gas Service concerning delayed payment charges and disconnection for non-payment.

Settlement Balance: Billings to customers participating in the ABC plan will contain the information specified in Subsection 7.01, and shall also show the amount owed to the Company ("undercollection") or the amount owed to the customer ("overcollection") based on the accumulated dollar amounts paid to date under the ABC plan as compared to the accumulated dollar amounts accrued based on actual usage and rates.

DATE OF ISSUE March 1 2001
month day year

DATE EFFECTIVE May 30 2001
month day year

ISSUED BY Robert J. Hack

Vice President, Pricing and Regulatory Affairs
Missouri Gas Energy
Kansas City, MO. 64111

FILED
MO PSC

Missouri Gas Energy,
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

BILLING ADJUSTMENTS: The accounts participating in the ABC plan will be reviewed in February and July of each year, with any changes appearing on bills in March and August. ABC accounts may also be reviewed and changed at other times if circumstances warrant.

The July review of accounts participating in the ABC plan shall be handled as follows:

- a) If the July settlement balance results in an undercollection from the customer and is less than or equal to the monthly ABC plan amount, the ABC plan amount is the amount due to the Company and will be included in computing the next plan year's monthly ABC plan billing effective with the August bill.
- b) If the July settlement balance results in an undercollection from the customer which is greater than the monthly ABC plan amount, the settlement balance will be amortized over twelve (12) months and included in computing the next plan year's monthly ABC plan billing effective with the August bill.
- c) If the July settlement balance results in an overcollection from the customer, the overcollection will be transferred to the customer's account balance or upon request, may be refunded.

The February review of accounts participating in the ABC plan shall be handled as follows:

- a) If the February settlement balance plus the accumulated dollar amounts accrued based on expected usage and rates from the months of March through July less 5 months of the current ABC billing amount reflects an undercollection from the customer greater than two (2) months of ABC billing, the monthly ABC billing amount will be adjusted effective with the March bill.
- b) If the February settlement balance plus the accumulated dollar amounts accrued based on expected usage and rates from the months of March through July less 5 months of the current ABC billing amount reflects an overcollection from the customer equal to or greater than two (2) months of ABC billing, the monthly ABC billing may be adjusted effective with the March bill. The overcollection will be transferred to the customer's account balance or, upon request, may be refunded.

DATE OF ISSUE March 1 2001
month day year

DATE EFFECTIVE May 30 2001
month day year

ISSUED BY Robert J. Hack

Vice President, Pricing and Regulatory Affairs
Missouri Gas Energy
Kansas City, MO. 64111

FILED
MO PSC

Missouri Gas Energy,
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

INTEREST: No interest shall be due from the customer or payable to the customer on the difference between the accumulated dollars accrued based on actual usage and rates and the amounts paid to date under the ABC plan.

TERMINATION AND DISCONTINUANCE: A customer may be removed from the ABC plan for any of the following reasons:

- ?? The customer fails to pay the full monthly ABC billing for two (2) billing periods while enrolled in the plan, the customer will be automatically removed from the plan.
- ?? One or more occurrences by payment of check subsequently returned by the bank.
- ?? Service to the customer is discontinued pursuant to Subsection 3.06.
- ?? The customer requests termination of the plan.

If any customer in the plan shall cease, for any reason, to participate in the plan, then the Company may require payment in full prior to being reinstated on the plan.

The customer may be required to bring the account to the current balance upon termination or discontinuance of the ABC plan. If an amount owed to the customer remains upon termination or discontinuance of the ABC plan, the customer may obtain a refund or apply the amount to charges for future service.

DATE OF ISSUE March 1 2001
month day year

DATE EFFECTIVE May 30 2001
month day year

ISSUED BY Robert J. Hack

Vice President, Pricing and Regulatory Affairs
Missouri Gas Energy
Kansas City, MO. 64111

FILED
MO PSC

Laclede Gas Company

Budget Billing Plan

CANCELLING All Previous Schedules

..... Laclede Gas Company For Refer to Sheet No. R-1
Name of Issuing Corporation or Municipality Community, Town or City

..... **RULES AND REGULATIONS** **Missouri Public Service Commission**

REC'D OCT 16 1998

29. Budget Billing Plan

The Company may offer a Budget Billing Plan ("Budget") to eligible customers, served under either the General Service, Seasonal Air Conditioning Service or General L.P. Gas Service rate schedules. Residential and small commercial customers, with no arrears, are eligible.

Under the Budget, an account is billed levelized monthly amounts, approximately equal to one-twelfth of the customer's projected annual bill, plus or minus an amount reflecting any beginning utility account balance. A customer's Budget amount is based on the recent twelve months of historical annual usage at the location where the customer receives gas service as adjusted for weather conditions, changes in gas rates, or other factors, such as, but not limited to, customer load changes. Where a customer does not have a twelve month consumption history at such location, the Company may choose to utilize either the usage history of the former occupant or other available information or factors, such as, but not limited to, system averages. The Company normally solicits participation in the Budget plan in July. However, if an eligible customer requests to be billed under the Budget at any other time during the year, a shortened Budget is established to coincide with the review of all Budget plan amounts in July.

The Budget accounts are reviewed by the Company in January and July of each year. Any utility account balance is rolled-in to the computation of the new Budget amount. A budget amount increase which is indicated during the January review becomes fully effective during February. A Budget amount decrease which is indicated during the January review is implemented such that 50% of the decrease is effective in February. A Budget amount decrease which is indicated during the July review is fully effective in August.

A customer may terminate their Budget any time upon request to the Company. The Company may terminate a customer's Budget after giving notice if the customer has been delinquent for two (2) consecutive billing periods. Upon termination, any Budget balance shall be applied to the customer's subsequent bill.

Missouri Public Service Commission
98 - 374
FILED OCT 27 1998

DATE OF ISSUE October 15, 1998 DATE EFFECTIVE
month day year month day year
ISSUED BY K.J. Neises Senior Vice President, 720 Olive Street., St. Louis, MO 63101
name of officer title address

Laclede Gas Company

Low-Income Energy Affordability Program

P.S.C. MO. No. 5 Consolidated, Original Sheet No. R-49
CANCELLING All Previous Schedules

Laclede Gas Company
Name of Issuing Corporation or Municipality

For Refer to Sheet No. R-1
Community, Town or City

RULES AND REGULATIONS

36. Low-Income Energy Affordability Program

The Company's Low-Income Energy Affordability Program (the "Program") is provided pursuant to Attachment 4 to the Stipulation and Agreement submitted in Case No. GR-2005-0284, and approved by the Commission effective October 1, 2005.

1. The Program will be jointly administered by the Company and selected Community Action Agencies (CAA) in the Laclede service territory. Compensation to the CAA for these duties will be negotiated between the Company, Staff, Public Counsel and the CAA. The first \$50,000 in annual payments made to the CAA for these administrative activities shall be made out of Program funds. Any additional payment to the CAA that may be required to compensate it for such activities shall be borne by Laclede up to a maximum annual amount of \$20,000.
2. All households enrolling in the Program will be required to register with a CAA, apply for any energy assistance funds for which they might be eligible, and review and agree to implement cost-free, self-help energy conservation measures identified by the CAA. In addition, all applicants will be provided with basic budgeting information, as well as information about other potential sources of income such as the Earned Income Tax Credit. The CAA may use household registration from other assistance programs to determine eligibility for the Program.
3. The Program shall be funded at a total annual level of \$950,000 (of which \$50,000 shall be set aside annually to pay for the administrative costs specified above) and shall consist of the Winter Bill Payment Assistance Program and the Arrearage Repayment Program (ARP). Such total funding level shall not be increased or decreased prior to the effective date of rates in the Company's next general rate case proceeding, provided that any amounts not spent in any annual period shall be rolled over and used to fund the Programs in the next annual period. Upon termination of the Programs, any unspent amounts shall be used to fund low-income energy assistance, low-income weatherization, or energy efficiency programs for customers who receive natural gas services from Laclede.
4. Winter Bill Payment Assistance Program. Bill credits in the sum of \$550,000 annually shall be made available during the months of November - April to households with incomes ranging from 0% to 150% of the federal poverty guidelines ("FPL"). To participate in the Winter Bill Payment Assistance Program, a customer must make a minimum monthly payment of \$40 during the six month winter period. Winter Bill Payment Assistance Program funds will be allocated in the following percentages and distributed in the following manner:
 - 0-50% FPL: 20% of funds, \$60 average monthly credit, to be applied in amounts of \$60 in November and December, \$80 in January and February, and \$40 in March and April.
 - 51-125% FPL: 40% of funds, \$60 average monthly credit, to be applied in amounts of \$60 in November and December, \$80 in January and February, and \$40 in March and April.
 - 126-150% FPL: 40% of funds, \$70 monthly credit, to be applied in amounts of \$40 in November, \$70 in December, \$100 in January and February, \$70 in March, and \$40 in April.

DATE OF ISSUE April 12, 2006
Month Day Year

DATE EFFECTIVE May 13, 2006
Month Day Year

ISSUED BY K.J. Neises, Executive Vice President, 720 Olive St., St. Louis, MO 63101
Name of Officer Title Address

GR-2005-0284

Filed
Missouri Public
Service Commission

P.S.C. MO. No. 5 Consolidated, Original Sheet No. R-50
CANCELLING All Previous Schedules

Laclede Gas Company

Name of Issuing Corporation or Municipality

For

Refer to Sheet No. R-1

Community, Town or City

RULES AND REGULATIONS

36. Low-Income Energy Affordability Program (continued)

- The monthly credits for customers in the 126-150% FPL income range are greater than those in the lower FPL income ranges due to the fact that those customers (126-150%) do not qualify for Low-Income Home Energy Assistance Program funds. LIHEAP grant for households heating with natural gas is anticipated to be approximately \$250. Assuming this grant amount is actually received, it shall be distributed as an additional credit of \$60 to the customer's bill in the months of December through March, with any remaining amount going to offset the customer's arrearages. If the customer fails to successfully participate in the Program, the entire amount of the grant shall go to pay the customer's arrearages.
- 5. Any customer entering the Winter Bill Payment Assistance Program who has arrearages remaining after making the initial payment required under the Cold Weather Rule, or any other payment required to maintain or obtain service, shall also be required to enroll in the Arrearage Repayment Program. Any customer who successfully participates in the Winter Bill Payment Assistance Program shall also be eligible to participate in the Summer ARP.
- 6. Arrearage Repayment Program. The ARP shall be funded at the level of \$350,000 annually and made available to households with incomes ranging from 0% to 185% FPL. These funds will be allocated to income ranges as follows:
 - 0-50% FPL: 10%
 - 51-125% FPL: 40%
 - 125%-150% FPL: 40%
 - 150-185% of FPL: 10%
 - Laclede will work with the CAAs to provide them with information necessary to identify households with past-due accounts that may be eligible for the ARP. Customers must pay their current monthly bill on time and in full, including the following required monthly arrearage amount or such greater amount as the customer designates at the time he or she enters the Program:
 - 0-125% FPL: \$10 minimum monthly arrearage payment;
 - 126-185% FPL: \$15 minimum monthly arrearage payment.
 - Nothing will preclude a customer from agreeing to pay more than the minimum monthly amount set forth above. The minimum monthly arrearage payment amount, or the greater monthly arrearage payment amount designated by the customer, if any, must be satisfied for the customer to successfully participate in the program.

DATE OF ISSUE April 12, 2006
Month Day Year

DATE EFFECTIVE May 13, 2006
Month Day Year

ISSUED BY K.J. Neises, Executive Vice President, 720 Olive St., St. Louis, MO 63101
Name of Officer Title Address

GR-2005-0284

Filed
Missouri Public
Service Commission

P.S.C. MO. No. 5 Consolidated, Original Sheet No. R-51
CANCELLING All Previous Schedules

Laclede Gas Company

Name of Issuing Corporation or Municipality

For

Refer to Sheet No. R-1

Community, Town or City

RULES AND REGULATIONS

36. Low-Income Energy Affordability Program (continued)

7. The arrearage matching amounts will be provided monthly, provided that the customer's previous bill is paid in full. The Program dollars will provide 100% matching of the required, or agreed upon, arrearage amount paid by the customer. Customers in the 0-50% FPL income range will not be required to make a payment toward their arrearages in the winter period. During these months, the minimum monthly arrearage payment will come from Program funds.
8. There will be two enrollment periods: April - June and July - March.
 - a. For customers who enroll in the ARP in the months of April through June, the ARP will provide arrearage repayment assistance upon the following terms:
 - The customer shall first make a payment sufficient to reduce his or her arrearage balance by one-third of the unpaid balance. Upon making this initial payment, the customer will receive an ARP credit equivalent to 15% of his or her arrearage balance to be paid from Program funds.
 - On November 1, any customer who has successfully remained current in the ARP will receive an additional Program credit to be applied to their arrearage balance in the amount of 15% of their original arrearage balance. If the data reveals that 35% or more of the customers receiving the initial 15% credit have missed more than one payment over the remaining summer months (May-October), the granting of the initial 15% ARP credit will be discontinued and applied on November 1 along with the 15% November ARP credit after successful Program participation in the preceding April through October timeframe, unless the Parties agree otherwise.
 - b. Customers enrolling in the ARP during the July-March timeframe will not qualify for the upfront ARP credit or the November 1 credit, but would continue to qualify for the dollar-for-dollar matching from Program funds at the minimum levels set forth above, or such other greater level designated by the customer upon entering the Program.
9. When a customer's arrearage has been repaid, he or she will no longer be eligible for the ARP.
10. While the customer is successfully participating in the ARP, 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 during both the summer (May-October) and winter (November-April) months 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.
11. If a customer fails to satisfy the requirements of the ARP, then he or she will be terminated from the Program, unless the CAA determines and notifies the Company that, in its judgment, there have been 'extenuating circumstances' that make this action inappropriate and the Company agrees with such determination.

DATE OF ISSUE April 12, 2006

Month Day Year

DATE EFFECTIVE May 13, 2006

Month Day Year

ISSUED BY K.J. Neises, Executive Vice President, 720 Olive St., St. Louis, MO 63101

Name of Officer

Title

Address

Filed

GR-2005-0284

Missouri Public
Service Commission

P.S.C. MO. No. 5 Consolidated, Original Sheet No. R-52
CANCELLING All Previous Schedules

Laclede Gas Company

Name of Issuing Corporation or Municipality

For

Refer to Sheet No. R-1

Community, Town or City

RULES AND REGULATIONS

36. Low-Income Energy Affordability Program (continued)

12. Neither the Bill Payment Assistance Program nor the ARP will affect any of the provisions of the Cold Weather Rule, including the initial payment requirements thereunder; provided, however, that the monthly amounts due after deducting Bill Payment Assistances shall be substituted in lieu of the monthly budget plan payments due under the Cold Weather Rule and in section 10(B) of the Company's tariff under the Cold Weather Maintenance of Service.
13. Program tracking information will be collected by Laclede and the CAA. The information to be collected, and the format in which it will be provided, is provided as Attachment 4A to the Stipulation and Agreement. This information will be made available to all Parties in early July of each year in an electronic version.
14. Representatives of the Parties, in consultation with the CAA, will meet in late September of each year to discuss the Program results from the previous year. Subject to the requirements of paragraph 3, the Parties can propose at such time adjustments to the Program parameters or the allocation of funding levels for the Winter Bill Payment Assistance or ARP Programs.
15. Any disagreement as to the interpretation or implementation of any of the foregoing items may be taken to the Commission for a decision.

The following changes to the Program shall apply for the 2005-2006 Program year. Customers in the Winter Bill Payment Assistance Program who do not receive bill credits applicable to a period preceding February 1, 2006, shall be eligible to receive additional bill credits of \$75 per month applicable to April and May 2006. Any unspent funds in the Winter Bill Payment Assistance Program may be transferred to the Arrearage Repayment Program. Customers who enroll in the Arrearage Repayment Program in March-July 2006 shall be eligible for assistance under paragraph 8a of the Program. Subject to funding limits, amounts paid by customers in the Arrearage Repayment Program that exceed the minimum or agreed upon arrearage payment will be eligible for a matching amount to be credited on or about November 1, 2006. To the extent feasible, Laclede shall attempt to pre-qualify customers enrolling during the March-July period for bill credits for the upcoming winter of 2006-2007, with such bill credits and applicable expected LIHEAP grants to be reflected in a twelve-month levelized payment amount for the customer.

DATE OF ISSUE

April 12, 2006

Month Day Year

DATE EFFECTIVE

May 13, 2006

Month Day Year

ISSUED BY

K.J. Neises,

Executive Vice President,

720 Olive St.,

St. Louis, MO 63101

Name of Officer

Title

Address

Filed

GR-2005-0284

Missouri Public
Service Commission

Laclede Gas Company
 Name of Issuing Corporation or Municipality

For Refer to Sheet No. R-1
 Community, Town or City

RULES AND REGULATIONS

36. Low-Income Energy Affordability Program (continued)

Effective November 1, 2007, the program is superseded and replaced by a new program as set forth on Sheet Nos. R-53 through R-56.

1. The Program will be jointly administered by the Company and selected Community Action Agencies (CAA) in the Laclede service territory. Compensation to the CAA for these duties will be negotiated between the Company, Staff, Public Counsel and the CAA. Compensation to the CAA for these administrative activities shall be made in compliance with Attachment 3 to the Stipulation and Agreement in Case No. GR-2007-0208.
2. All households enrolling in the Program will be required to register with a CAA, apply for any energy assistance funds for which they might be eligible, sign a release to allow the Program Evaluation Team to review their account information, and review and agree to implement cost-free, self-help energy conservation measures identified by the CAA. In addition, all applicants will be provided with basic budgeting information, as well as information about other potential sources of income such as the Earned Income Tax Credit. The CAA may use household registration from other assistance programs for the sole purpose of determining eligibility for the Program.
3. The Program shall be funded at a total annual level of up to \$600,000 plus one-third of the carry-over balance effective as of November 1, 2007 and shall consist of the Bill Payment Assistance Program and the Arrearage Repayment Program (ARP). It is intended that funds be spent proportionately among the various FPL categories below. Such total funding level shall not be increased or decreased prior to the effective date of rates in the Company's next general rate case proceeding, provided that any amounts not spent in any annual period shall be rolled over and used to fund the Programs in the next annual period. Upon termination of the Programs, any unspent amounts shall be used to fund low-income energy assistance, low-income weatherization, or energy efficiency programs for customers who receive natural gas services from Laclede.
4. Bill Payment Assistance Program. Bill credits shall be made available over a 24 month period to households with incomes ranging from 0% to 185% of the federal poverty guidelines ("FPL") as set forth below. The Company will establish a levelized payment plan for a participant, unless the participant opts out of levelized billing within 45 days after enrollment. To participate in the Bill Payment Assistance Program, a customer must pay the balance due each month, net of the bill credits. The bill credits set forth below will be distributed monthly to levelized bill customers and during the months of November-April for customers who opt out of levelized billing.
 - 0-50% FPL: \$60 monthly credit.
 - 51-99% FPL: \$40 monthly credit.
 - 100-125% FPL: \$30 monthly credit.
 - 126-185% FPL, or above, where applicable circumstances justify a credit, as identified and documented by the CAA and reviewed by the Program Evaluation Team: \$10 monthly credit.

DATE OF ISSUE	November 1, 2007	DATE EFFECTIVE	December 2, 2007
	Month Day Year		Month Day Year
ISSUED BY	K.J. Neises, Executive Vice President,	720 Olive St.,	St. Louis, MO 63101
	Name of Officer	Title	Address

FILED
 Missouri Public
 Service Commission

P.S.C. MO. No. 5 Consolidated, First Revised Sheet No. R-54
CANCELLING P.S.C. MO. No. 5 Consolidated, Original Sheet No. R-54

Laclede Gas Company

Name of Issuing Corporation or Municipality

For

Refer to Sheet No. R-1

Community, Town or City

RULES AND REGULATIONS

36. Low-Income Energy Affordability Program (continued)

5. Any customer entering the Bill Payment Assistance Program who has arrearages shall also be required to enroll in the Arrearage Repayment Program.
6. Arrearage Repayment Program. The ARP shall be made available to households with incomes ranging from 0% to 185% FPL. Newly enrolled participants will pay a flat amount up-front as follows:
 - 0-50% FPL: \$25
 - 51-99% FPL: \$35
 - 100-125% FPL: \$55
 - 126-185% FPL, or above, where applicable circumstances justify participation, as identified and documented by the CAA and reviewed by the Program Evaluation Team: \$65
 - Laclede will work with the CAAs to provide them with information necessary to identify households with past-due accounts that may be eligible for the ARP.
 - The arrearage will be allocated monthly such that with the matching credits it will be eliminated in 24 months if timely paid.
 - Customers will be placed on a levelized payment plan, unless they opt out of such plan within 45 days after enrollment. Participants must pay their current monthly bill on time and in full, plus the required monthly arrearage amount.
 - Nothing will preclude a customer from paying more than the monthly amount set forth above.

DATE OF ISSUE

November 1, 2007

Month Day Year

DATE EFFECTIVE

December 2, 2007

Month Day Year

ISSUED BY

K.J. Neises, Executive Vice President,

720 Olive St., St. Louis, MO 63101

Name of Officer

Title

Address

FILED
Missouri Public
Service Commission

P.S.C. MO. No. 5 Consolidated, First Revised Sheet No. R-55
CANCELLING P.S.C. MO. No. 5 Consolidated, Original Sheet No. R-55

Laclede Gas Company
Name of Issuing Corporation or Municipality

For Refer to Sheet No. R-1
Community, Town or City

RULES AND REGULATIONS

36. Low-Income Energy Affordability Program (continued)

7. Laclede will match monthly arrearage payments dollar for dollar, provided that the customer's previous bill is paid in full. The Company may terminate the levelized payment plan if the customer fails to make timely payments of the budget amount in full. ECIP funds will not be matched under this section of the Program.
8. When a customer's arrearage has been repaid, he or she will no longer be eligible for the ARP, but will continue to participate in the Bill Payment Assistance Program, if eligible.
9. While the customer is successfully participating in the ARP, 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 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.
10. If a customer fails to satisfy the requirements of the ARP, then he or she will be terminated from the Program, unless the CAA determines and notifies the Company that, in its judgment, there have been 'extenuating circumstances' that make this action inappropriate and the Company agrees with such determination.

DATE OF ISSUE November 1, 2007
Month Day Year

DATE EFFECTIVE December 2, 2007
Month Day Year

ISSUED BY K.J. Neises, Executive Vice President, 720 Olive St., St. Louis, MO 63101
Name of Officer Title Address

FILED
Missouri Public
Service Commission

P.S.C. MO. No. 5 Consolidated, First Revised Sheet No. R-56
CANCELLING P.S.C. MO. No. 5 Consolidated, Original Sheet No. R-56

Laclede Gas Company

Name of Issuing Corporation or Municipality

For

Refer to Sheet No. R-1

Community, Town or City

RULES AND REGULATIONS

36. Low-Income Energy Affordability Program (continued)

11. Neither the Bill Payment Assistance Program nor the ARP will affect any of the provisions of the Cold Weather Rule, including the initial payment requirements thereunder; provided, however, that the monthly amounts due after deducting Bill Payment Assurances may be substituted in lieu of the monthly budget plan payments due under the Cold Weather Rule and in section 10(B) of the Company's tariff under the Cold Weather Maintenance of Service. No credit refunds shall be issued by the Company to a participant enrolled in the ARP or the Bill Payment Assistance Program for the life of the Program period.
12. Program tracking information will be collected by Laclede and the CAAs provided in Attachment 3 to the Stipulation and Agreement in GR-2007-0208; provided, however, that customers who opt out of levelized billing will be separated for information tracking purposes.
13. Any disagreement as to the interpretation or implementation of any of the foregoing items may be taken to the Commission for a decision.

DATE OF ISSUE November 1, 2007
Month Day Year

DATE EFFECTIVE December 2, 2007
Month Day Year

ISSUED BY K.J. Neises, Executive Vice President, 720 Olive St., St. Louis, MO 63101
Name of Officer Title Address

FILED
Missouri Public
Service Commission

AmerenUE
“Clean Slate”
Program

Media Releases

<< [Back to Media Releases]

 [search blogs](#)
 [share it](#)
 [blog it](#)

AmerenUE Launches \$3 Million 'Clean Slate' Program for Low-Income Elderly/Disabled Customers

Jun 30, 2009

ST. LOUIS, June 30 /PRNewswire/ -- AmerenUE today announced it is giving \$3 million to needy customers to help them get a fresh start in managing their utility payments.

Called "Clean Slate," the program will help qualified customers pay off their past-due utility bills. The \$3 million from AmerenUE will first be earmarked to help low-income elderly and low-income disabled UE customers who have fallen behind on their bills. Any remaining funds will be directed to assist other low-income customers. This effort is fully funded by UE; customers will not be charged for the program.

"Our goal is to reach customers who literally have to choose each month between paying for utilities and paying for food, medicine or other essential services," said Warner Baxter, AmerenUE president and chief executive officer. "It is part of our ongoing efforts to listen, respond and deliver to our customers -- especially our most vulnerable customers, who are experiencing significant challenges during these difficult economic times."

"With past Clean Slate programs, we have helped nearly 8,000 customers take steps to regain financial stability. We all know times are especially challenging right now, and this is another way we are helping our customers," added Richard Mark, AmerenUE Senior Vice President, Energy Delivery.

Customers must apply at a participating Clean Slate agency, which may define age limits and eligibility using poverty guidelines and other circumstances. Participating agencies can be found on Ameren's Web site, www.ameren.com/cleanslate, or by calling the United Way Information and Referral number, 1-800-427-4626. In addition, Ameren's automated voice response program offers information to customers who call into the Customer Contact Centers. Customers can dial 314-342-1111, or toll-free 1-800-552-7583, and choose menu option number "4." Then enter "2" and the ZIP Code when prompted.

With the program announced today, each qualified potential participant who is an active UE customer is being asked to pay 10 percent of the delinquent amount on his or her bill to qualify for a Clean Slate pledge that will cover the rest of the outstanding balance.

Inactive qualified customers -- those who have been disconnected for nonpayment -- will be required to pay 20 percent of their arrearages. Once the qualified customer has paid that portion, Clean Slate will pay the entire balance on a UE customer's account.

Through Clean Slate, eligible customers also can sign up for UE's Budget Billing program, which allows them to pay a regular monthly amount -- avoiding the peaks that come with either summer air conditioning or winter heating.

Other available assistance includes:

Dollar More, the state's largest privately funded energy assistance program.

Meet the Heat, UE's effort to reach out to low-income and elderly customers and provide them with information about how to stay safe in summer heat.

Be Cool, UE's annual ENERGY STAR®-qualified air conditioner giveaway program. Late last week, UE distributed 400 energy efficient window-unit air conditioners to social service agencies across the state and the metropolitan St. Louis area.

Low-Income Home Energy Assistance Program (LIHEAP). LIHEAP funds are administered by state agencies to help eligible low-income households, elderly persons and people with disabilities pay for energy services.

The Low Income Weatherization Program. UE provides funding for 13 Community Action Agencies and the Urban League to help eligible customers weatherize their homes.

Third-Party Notification. UE will attempt to contact a designated third-party of a registered elderly person or a customer with disabilities before disconnecting service for nonpayment of utility bills. The designated third-party will receive copies of all bills and disconnect notifications.

Information about all of these programs can be found at www.ameren.com.

With residential electric retail rates that are approximately 40 percent below the national average, AmerenUE provides electricity and natural gas to 1.2 million customers in Missouri. With assets of approximately \$23 billion, Ameren Corporation (www.ameren.com) serves 2.4 million electric customers and one million natural gas customers in a 64,000-square-mile area of Missouri and Illinois.

SOURCE: AmerenUE

Web site: <http://www.ameren.com/>

 [Email Page](#)  [Print](#)

Media Releases

<< [\[Back to Media Releases\]](#)



[search blogs](#)



[share it](#)



[blog it](#)

AmerenUE Launches \$3 Million 'Clean Slate' Program for Low-Income Elderly/Disabled Customers

Jun 30, 2009

ST. LOUIS, June 30 /PRNewswire/ -- AmerenUE today announced it is giving \$3 million to needy customers to help them get a fresh start in managing their utility payments.

Called "Clean Slate," the program will help qualified customers pay off their past-due utility bills. The \$3 million from AmerenUE will first be earmarked to help low-income elderly and low-income disabled UE customers who have fallen behind on their bills. Any remaining funds will be directed to assist other low-income customers. This effort is fully funded by UE; customers will not be charged for the program.

"Our goal is to reach customers who literally have to choose each month between paying for utilities and paying for food, medicine or other essential services," said Warner Baxter, AmerenUE president and chief executive officer. "It is part of our ongoing efforts to listen, respond and deliver to our customers -- especially our most vulnerable customers, who are experiencing significant challenges during these difficult economic times."

"With past Clean Slate programs, we have helped nearly 8,000 customers take steps to regain financial stability. We all know times are especially challenging right now, and this is another way we are helping our customers," added Richard Mark, AmerenUE Senior Vice President, Energy Delivery.

Customers must apply at a participating Clean Slate agency, which may define age limits and eligibility using poverty guidelines and other circumstances. Participating agencies can be found on Ameren's Web site, www.ameren.com/cleanslate, or by calling the United Way Information and Referral number, 1-800-427-4626. In addition, Ameren's automated voice response program offers information to customers who call into the Customer Contact Centers. Customers can dial 314-342-1111, or toll-free 1-800-552-7583, and choose menu option number "4." Then enter "2" and the ZIP Code when prompted.

With the program announced today, each qualified potential participant who is an active UE customer is being asked to pay 10 percent of the delinquent amount on his or her bill to qualify for a Clean Slate pledge that will cover the rest of the outstanding balance.

Inactive qualified customers -- those who have been disconnected for nonpayment -- will be required to pay 20 percent of their arrearages. Once the qualified customer has paid that portion, Clean Slate will pay the entire balance on a UE customer's account.

Through Clean Slate, eligible customers also can sign up for UE's Budget Billing program, which allows them to pay a regular monthly amount -- avoiding the peaks that come with either summer air conditioning or winter heating.

Other available assistance includes:

Dollar More, the state's largest privately funded energy assistance program.

Meet the Heat, UE's effort to reach out to low-income and elderly customers and provide them with information about how to stay safe in summer heat.

Be Cool, UE's annual ENERGY STAR®-qualified air conditioner giveaway program. Late last week, UE distributed 400 energy efficient window-unit air conditioners to social service agencies across the state and the metropolitan St. Louis area.

Low-Income Home Energy Assistance Program (LIHEAP). LIHEAP funds are administered by state agencies to help eligible low-income households, elderly persons and people with disabilities pay for energy services.

The Low Income Weatherization Program. UE provides funding for 13 Community Action Agencies and the Urban League to help eligible customers weatherize their homes.

Third-Party Notification. UE will attempt to contact a designated third-party of a registered elderly person or a customer with disabilities before disconnecting service for nonpayment of utility bills. The designated third-party will receive copies of all bills and disconnect notifications.

Information about all of these programs can be found at www.ameren.com.

With residential electric retail rates that are approximately 40 percent below the national average, AmerenUE provides electricity and natural gas to 1.2 million customers in Missouri. With assets of approximately \$23 billion, Ameren Corporation (www.ameren.com) serves 2.4 million electric customers and one million natural gas customers in a 64,000-square-mile area of Missouri and Illinois.

SOURCE: AmerenUE

Web site: <http://www.ameren.com/>



[Email Page](#)



[Print](#)

Voluntary Contributions

Participating Companies:

AmerenUE

Laclede Gas

Missouri Gas Energy

Empire Electric

Empire Gas

Kansas City Power & Light

Atmos Energy

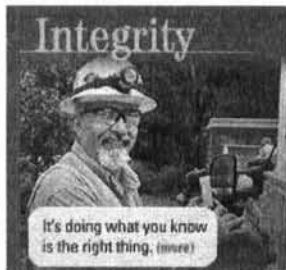


Energy assistance

From time to time, some customers may need a helping hand. AmerenUE supports several energy assistance initiatives funded by the utility and by the donations of our customers and employees.

Dollar More, LIHEAP, and other programs help eligible customers make ends meet and stay comfortable by providing financial assistance, home weatherization, even access to warm blankets and clothing.

Need a large type bill, an interpreter, or help caring for an elderly acquaintance? Energy Plus, an umbrella of services for those with special needs, can provide the right assistance.



Dollar More
Find out how giving a little means so much more to residential customers in need.



Low income weatherization
Home improvements can help increase year-round comfort and lower energy costs.



Energy Plus
Learn about programs to help our customers with special needs.



For more assistance
Contact local organizations for aid, including warm clothing, food or emergency housing.

Share





AmerenUE Gives '\$100 for 100' throughout Missouri

Dec 03, 2009

In this season of giving, AmerenUE is reaching out to customers across Missouri who need some extra help in these tough economic times. UE announced today the "\$100 for 100" program at five locations throughout the company's service territory – St. Louis, St. Charles, Jefferson City, Cape Girardeau and Kirksville. While announced in these particular locations, its benefits will reach customers across the entire UE service territory.

In all, 500 families will each get \$100 energy gift certificates. That's a total of \$50,000 that UE is giving to Missouri families this holiday season. By partnering with local charities and aid organizations, UE is identifying customers who need energy assistance but might not necessarily qualify for traditional programs.

"We recognize that the holiday season can be particularly challenging for some of our customers," says Warner Baxter, President & CEO of AmerenUE. "As a community leader throughout Missouri, we want to lend a helping hand during these difficult times."

"Throughout the year AmerenUE gives back to the community through a variety of programs. This is just one more way we can help make sure families are able to enjoy their holiday," says Richard Mark, Senior Vice President, Customer Operations.

AmerenUE, founded in 1902, provides electric and gas service to approximately 1.2 million customers across central and eastern Missouri, including the greater St. Louis area. UE serves 57 Missouri counties and 500 towns. The company's electric rates are among the lowest in the nation. For more information, visit www.amerenue.com.

###

Contacts: Lisa Manzo 314-554-6157, Tim Fox 314-554-4335, Mike Cleary 573-681-7137



-
- [Home /](#)
- [Community Service /](#)

Dollar-Help



Give to Dollar-Help and bring warmth to the most vulnerable. They're our neighbors who are struggling to keep warm this winter while trying to pay for necessities; such as food, shelter or medicine.

Dollar-Help offers heating assistance to the elderly, disabled, those with children under age 5 or anyone meeting the qualifying criteria. Through Dollar-Help, you can be a needed lifeline. Learn more about Dollar-Help by visiting the Web site: www.dollarhelp.org.

- Check the red box on your Laclede Gas bill to contribute \$1, \$2, or \$5 to Dollar-Help.
- Overpay your gas bill by exactly \$1.
- Mail a check for any amount to:
Dollar-Help
P.O. Box 8798
St. Louis, MO 63101
- Make a bequest to Dollar-Help, Inc. in your Last Will and Testament.
- Sign up for the Automatic Giving Option and your monthly donation will be added to your gas bill. To sign up for the Automatic Giving Option, **fill out this form**, print and mail. Another option is to sign up electronically through Customer Connection. Click [here](#) for more information, register or login to an existing Customer Connection account.

Laclede Gas provides administrative services to Dollar-Help so that every dollar you donate passes directly to qualified recipients. In addition, for every \$5 donated, Laclede will contribute \$1, up to \$4,500 per month.

For more information on energy assistance, please download the [St. Louis Area Energy Assistance Guide](#) (PDF/2 pages/544k)

 [St. Louis Area Energy Assistance Guide \(pdf | 532k\)](#)



[Home](#) [Emergency Numbers](#) [Site Map](#) [Contact Us](#) [Log Out](#)

[My Account](#) [Residential](#) [Business](#) [Safety First](#) [Conservation](#) [Company Info](#)



Neighbors Helping Neighbors

It is good to know that there are people in our communities who are willing to help their neighbors in times of need. Helping each other improves the quality of life for everyone.

By contributing a \$1 or more when you pay your bill each month, or by making a one-time donation, you can give your neighbors in need a helping hand.

That's what Neighbors Helping Neighbors is all about. Thanks to donations from customers, employees and businesses, customers who need assistance paying bills or meeting other emergencies have gotten the help they needed.

Neighbors Helping Neighbors funds are administered by the Mid-America Assistance Coalition. Donations to Neighbors Helping Neighbors are tax deductible. The total amount you contribute during the calendar year will be reflected on your billing statement the following January.

You can help make living less of a struggle for area residents by contributing to Neighbors Helping Neighbors. And, MGE helps out by making a matching contribution.

There are two ways you can help:

1. Pledge to contribute year-round by completing and returning the attached authorization form. Missouri Gas Energy will bill your account each month for the amount you designate. You may write to us anytime to discontinue your monthly contribution.
2. Make a one-time contribution by mailing a check, money order, or cashiers check payable to:

Neighbors Helping Neighbors
c/o Missouri Gas Energy
PO Box 412662
Kansas City, MO 64141-2662

Please note: the authorization form is presented in Adobe Acrobat format. If you do not already possess a personal copy of Adobe Acrobat Reader you will need to download a free copy now.



Tuesday, February 16, 2010

[About Us](#) | [Customer Service](#) | [Smart Energy Solutions](#) | [Investors](#) | [Safety](#) | [Newsroom](#) | [Careers](#) | [Community](#) | [Environmental](#) | [Fun](#)
[Home](#) | [MyAccount](#)

Project Help

Customer Service

[Electric Rates and Standards](#)[Gas Rates](#)[Water Rates and Reports](#)[Payment Information](#)[Payments](#)[Payment Locations](#)[Average Payment Plan](#)[Auto-Pay](#)[Deposit and Fees](#)[Customer Assistance](#)[Assistance Agencies](#)[E.A.S.E](#)[Project Help](#)[Brochures and Advertisements](#)[Bill Inserts](#)[Television Commercials](#)[Tax Exemption](#)

Contact Information

Electric Service:
■ 800-206-2300Gas Service:
■ 800-424-0427

Report a Gas Leak

■ 800-406-9220



Make a Selection

Electric Gas

Electric

Project Help, a project of the Empire District Electric Company, is neighbors helping neighbors.

Helping our neighbors is a tradition in our area, built over the years and based on our common goals and needs. For over 25 years, Project Help has been one example of how that neighborly spirit at work.

What is Project Help?

Project Help is an assistance program created to meet emergency energy-related expenses of the elderly and/or disabled residents in Empire's electric service area. For many of these people, protection against extreme heat or cold can be matter of life or death.

Project Help is a joint effort of the Empire District Electric Company and the Economic Security Corporation. It is totally funded through voluntary donations.

Who is eligible for Project Help Assistance?

To be eligible for Project Help, applicants must be a customer of Empire District Electric, be 55 years of age or older, or be disabled to the extent that they cannot economically self-sufficient, and have no other resource available. The Economic Security Corporation verifies each applicant's eligibility.

To apply for Project Help assistance, call Economic Security Corporation at 800-923-2483 or 417-781-0352. They are located at 302 Joplin Avenue, Joplin, Missouri.

What qualifies as "emergency energy-related expenses"?

Any energy bill of the truly needy for heating or cooling may qualify for Project Help assistance.

The Economic Security Corporation will determine when emergency needs exist and administer the use of available funds to meet those needs. Project Help is not intended to provide ongoing support, but to provide temporary assistance for those persons in a crisis situation.

How customers can make a donation.

It's simple! Just complete the online [donation form](#).

All customer contributions received by Empire will be given monthly to the Economic Security Corporation to be used to help pay emergency energy costs of the truly needy.

Naturally, your contributions are tax deductible.

Your total Project Help contributions for the previous year will be reported on your January bill each year.

All money goes to Project Help.

Empire's role in Project Help is to encourage donations by offering Empire customers a convenient means of contributing. The full amount of each contribution to Project Help will go to the ultimate beneficiaries. There are no deductions for salaries, administrative costs, or other expenses. And, of course, all the money stays within the Empire District Electric Company electric service area. Project Help is truly neighbors helping neighbors.

■ 602 S Joplin Avenue ■ PO Box 127 ■ Joplin, MO 64802 ■

Copyright © 2007-2010 Empire District. All Rights Reserved



Tuesday, February 16, 2010

[About Us](#) | [Customer Service](#) | [Smart Energy Solutions](#) | [Investors](#) | [Safety](#) | [Newsroom](#) | [Careers](#) | [Community](#) | [Environmental](#) | [Fun](#)
[Home](#) | [MyAccount](#)

Project Help

Customer Service

- Electric Rates and Standards
- Gas Rates
- Water Rates and Reports
- Payment Information
 - Payments
 - Payment Locations
 - Average Payment Plan
 - Auto-Pay
- Deposit and Fees
- Customer Assistance
 - Assistance Agencies
 - E.A.S.E
 - Project Help
- Brochures and Advertisements
 - Bill Inserts
 - Television Commercials
- Tax Exemption

Contact Information

 Electric Service:
 ■ 800-206-2300

 Gas Service:
 ■ 800-424-0427

Report a Gas Leak

■ 800-406-9220



Make a Selection

 Electric Gas

Gas

Project Help, a project of the Empire District Gas Company, is neighbors helping neighbors.

Helping our neighbors is a tradition in our area, built over the years and based on our common goals and needs. Project Help is one example of that neighborly spirit still at work.

What is Project Help?

Project Help is an assistance program created to meet emergency energy-related expenses of the elderly and/or disabled residents in Empire's gas service area. For many of these people, protection against extreme temperatures can be matter of life or death.

Project Help is a joint effort of the Empire District Electric Company and the Missouri Valley Community Action Agency. It is totally funded through voluntary donations.

Who is eligible for Project Help Assistance?

To be eligible for Project Help, applicants must be a customer of Empire District Gas, be 55 years of age or older, or be disabled to the extent that they cannot economically self-sufficient, and have no other resources available. The Missouri Valley Community Action Agency verifies each applicant's eligibility.

To apply for Project Help assistance, call the Missouri Valley Community Action Agency at 660-886-7476. They are located at 1415 South Odell, Marshall, Missouri.

What qualifies as "emergency energy-related expenses"?

Energy bills of the truly needy may qualify for Project Help assistance. Recipients must reside in the service area of the Empire District Gas Company. The Missouri Valley Community Action Agency will determine when emergency needs exist and administer the use of available funds to meet those needs.

Project Help is not intended to provide ongoing support, but to provide temporary assistance for those persons in a crisis situation.

How customers can make a donation.

It's simple! Just complete the online [donation form](#).

All customer contributions received by Empire will be given monthly to the Missouri Valley Community Action Agency to be used to help pay emergency energy costs of the truly needy.

Naturally, your contributions are tax deductible.

Your total Project Help contributions for the previous year will be reported on your January bill each year.

All money goes to Project Help.

Empire's role in Project Help is to encourage donations by offering Empire customers a convenient means of contributing. The full amount of each contribution to Project Help will go to the ultimate beneficiaries. There are no deductions for salaries, administrative costs, or other expenses. And, of course, all the money stays within the Empire District Gas Company gas service area. Project Help is truly neighbors helping neighbors.

■ 602 S Joplin Avenue ■ PO Box 127 ■ Joplin, MO 64802 ■

Copyright © 2007-2010 Empire District. All Rights Reserved

KCP&L.com Home | Contact Us

My Account Username

Forgot your login? Register Search

Residential » Billing & Payment Options » Customer Assistance

-- Select Area --

Residential Home

Programs & Services

Billing & Payment Options

Automatic Payment

Budget Billing

Online Account Access

Paperless Billing

Pay by Mail

Pay by Phone

Pay in Person

Pay Online

Payment Locations

Customer Assistance

United Way 211

Dollar-Aide

Cold Weather Rule

Medical Customer

Economic Relief

Paperless Pledge

Tools & Calculators

Learn More

Tips to Save

Connections

Billing & Payment Assistance

Customer Assistance

Payment Options

KCP&L offers an array of payment options designed for your convenience. Two options that may be particularly helpful to you are:

- **Budget Billing** is calculated by averaging usage over 12 months giving you a fixed monthly payment amount, regardless of seasonal ups and downs. Your account is reviewed annually and adjusted as needed based on usage and rate changes. Each month, an up-to-date account status will be shown on your bill.
- **Credit or Debit Card Payments** are available to residential customers.

Financial Assistance Programs

- **United Way 2-1-1** is an easy to remember phone number that connects people with available community resources, including agencies that provide utility assistance. This free service is available 24 hrs, 7 days a week; simply dial 2-1-1. Note: United Way's 2-1-1 number may not work in all areas; if you need assistance call us at (816) 471-5275 or 1 (888) 471-5275, or refer to the list of toll-free numbers in your county.

- **LIIHEAP** (The Low-Income Home Energy Assistance Program) is a federally funded program, that helps eligible households pay their energy bills during the winter months.

For more information or an application, please contact:

Missouri: www.dss.mo.gov/fsd/liheap.htm or call United Way 2-1-1 for a referral to your local community action agency.

Kansas: www.srskansas.org/ISD/ees/energy_main.htm or call 1 (800) 432-0043

- **Cold Weather Program** helps customers with delinquent accounts avoid loss of service during the coldest months of the year.
- **Weatherization** is a free service is available to homeowners and renters whose income qualifies. To qualify, you must have household earnings at or below the current income guidelines, have received service from KCP&L or previously with Aquila for at least one year, and have household energy consumption of more than 3,000 kWh per year. Managed by county community action agencies, services include caulking and weather stripping. Call us for local agency information.

Customers with Special Needs

- **Adjustable Due Date** is a program that allows customers relying on Social Security or Supplemental Security Income (SSI) to schedule payment due dates to better correspond with the receipt of benefits.
- **Medical Customer Program** is for customers whom depend on electrically operated life-support equipment, contact KCP&L online or by phone for a "Medical Customer" application form.
- **Special Friend Registration** is for customers 60 or older who are disabled or expect to be away for long periods may give KCP&L the name of a relative, friend or agency to contact if their payments become overdue. This "special friend" is not responsible for payments but could help mitigate service issues. Contact one of KCP&L's customer service representatives at (816) 471-5275 or 1 (888) 471-5275 for information.

Helping Others in Need

- **Energy Gift Program** lets individuals give the gift of energy to family or friends. Anyone can place an Energy Gift on a KCP&L customer's account. They may be purchased by check or money order, and can be given anonymously. Energy Gifts are nonrefundable and considered a gift, not a tax deductible donation. To arrange for an Energy Gift, contact us at (816) 471-5275 or 1 (888) 471-5275.
- **Dollar-Aide** has helped thousands of families pay their heating, cooling and water bills during financially pressing times. The program is funded by customer and employee donations and KCP&L matches each dollar donated with a 50-cent energy credit.

Call (816) 471-5275 or 1 (888) 471-5275 to add a Dollar-Aide pledge to your monthly bill. Alternatively, make a one-time donation by check payable to Dollar-Aide. Checks may also be mailed with your monthly payment or sent directly to Dollar-Aide, c/o US Bank; 8600 Shawnee Mission Parkway, Suite 105; Meram, KS 66202.

Dollar-Aide funds are administered by the Mid America Assistance Coalition (MAAC) and the United Way of Greater St. Joseph. All donations are tax deductible.



search GO

- HOME SERVICE
- BUSINESS SERVICE
- OTHER BUSINESSES
- INVESTORS

Sharing the warmth in your community is easier than ever

You can help the elderly, the disabled and families in need to keep their homes warm by donating to your community's energy assistance program.

Atmos Energy works with numerous community energy-assistance agencies across the United States. These nonprofit agencies accept applications from people needing assistance and share the available funds according to their established program guidelines. To see a list of the energy assistance agencies in your community, please [click here](#).

Atmos Energy wholeheartedly supports this community program with donations from its employees, contributions of its shareholders and matching funds in many of its service areas.

Even a small contribution can mean so much, whether you give \$1 a month, \$5, \$10, \$20, or "round up" your payment to the next highest dollar amount. Your donations are entirely voluntary. You can change or end your giving at any time by simply calling us toll-free and asking to be removed from the program. Your donation appears as a separate item on your monthly Atmos Energy bill and you will receive a statement in January for tax purposes. Your contribution may be tax deductible. Please check with your tax consultant.

Your generous support will help assure affordable and uninterrupted natural gas service for thousands of less-fortunate families. Please sign up today!



SHARING
the **WARMTH**

Help Sharing the Warmth

Atmos Energy Account Number*:

Format: XX-XXXXXXXX-XXXXXX-X

Last Name on Account*:

Donation Amount*:

\$1

\$10

\$50

Other

\$5

\$20

Roundup

If other, please enter amount:

I authorize Atmos Energy to add the amount I have indicated below to my monthly gas bill to help neighbors in my community to pay their gas bills. I understand that my gas bill will be increased by this amount each month until I notify the company that I want to end my participation in the program.

Additional Resources

[Energy Assistance Agencies](#)

AmerenUE
Third Nonunanimous
Stipulation and
Agreement-Low
Income

Case: ER-2010-0036

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

In the Matter of Union Electric Company)
d/b/a AmerenUE for Authority to File)
Tariffs Increasing Rates for Electric) Case No. ER-2010-0036
Service Provided to Customers In the)
Company’s Missouri Service Area.)

THIRD NONUNANIMOUS STIPULATION AND AGREEMENT

On February 10, 2010, the Missouri Public Service Commission (“Commission”) issued an Order Directing The Parties To Address The Concerns Raised By AmerenUE’s Low-Income Residential Customers wherein it directed the parties to address in additional testimony: (a) the feasibility/practicality of establishing an experimental “very low-income” customer class that would be based upon the Federal Poverty Level (“FPL”), including the effect on revenues and costs, (b) guidelines for inclusion in such a class, (c) verification procedures for participants in such a class, (d) the possible effect on AmerenUE’s bad debt expense of such a class, and (e) whether such a class should be tied to the current industrial rate class or an alternate rate. The Staff of the Missouri Public Service Commission (“Staff”), the Office of the Public Counsel (“Public Counsel”), Union Electric Company d/b/a AmerenUE (“AmerenUE”), the Missouri Industrial Energy Consumers¹ (“MIEC”), and AARP/Consumers Council of Missouri, Inc. (“AARP/Consumers Council”) submitted testimony. As a result of discussions among AmerenUE, Staff, Public Counsel, MIEC, AARP/Consumers Council and the Missouri Retailers Association, they (collectively “the Signatories”) hereby submit to the Commission for its consideration and approval this Third Nonunanimous Stipulation and Agreement (“Stipulation”), resolving certain issues in this case. The Signatories agree:

¹ The members of MIEC are: Anheuser-Busch Companies, Inc., BioKyowa, Inc., The Boeing Company, Doe Run, Enbridge, General Motors Corporation, GKN Aerospace, Hussmann Corporation, JW Aluminum, MEMC Electronic Materials, Monsanto, Pfizer, Precoat Metals, Procter & Gamble Company, Nestlé Purina PetCare, Noranda Aluminum, Inc., Saint Gobain, Solutia and U.S. Silica Company.

1. The Commission should establish a pilot program (“Program”) to assist certain low-income customers with the payment of their electric bills to AmerenUE. The Program shall provide a comprehensive approach including: a) tiered bill credits, b) arrearage forgiveness, and c) a requirement for eligible participants to apply for available Low-Income Home Energy Assistance Program (“LIHEAP”) and weatherization assistance.

2. The Program shall last two years, and it shall be funded by an annual contribution of \$500,000 in twelve equal monthly installments from AmerenUE, with the first contribution being made by July 1, 2010, and an annual contribution estimated to be \$581,000 to be collected from AmerenUE’s customers as set forth below. The amounts contributed by customers shall be collected through a surcharge added to the customer charge for each customer class. The surcharge shall take effect on the effective date of new rates established in this rate case, and will automatically terminate at the end of two years thereafter. The surcharges applicable to each customer class shall be as follows:

- a. Residential Class--\$.03/month (applicable to approximately 1,043,370 customers, results in \$375,613.20 per year);
- b. SGS Class--\$.05/month (applicable to approximately 141,318 customers, results in \$84,790.80 per year);
- c. LGS/SPS Class--\$.50/month (applicable to approximately 10,590 customers, results in \$63,540 per year);
- d. LPS Class--\$50.00/month (applicable to approximately 66 customers, results in \$39,600 per year); and
- e. LTS Class--\$1,500/month (applicable to 1 customer, results in \$18,000 per year).

3. AmerenUE shall provide to the Signatory parties a semi-annual report accounting for Program funds, including the disbursement of funds during the Program disaggregated by

each category of participant and by region. Fund balances shall accrue interest at AmerenUE's AFUDC rate. The Signatories shall use all deliberate efforts to expend funds for the benefit of participants during the Program. Upon termination of the program, the Collaborative may agree that any unspent funds may be administered through an extension of the program, as approved by the Commission, or otherwise disbursed as approved by the Commission.

4. Eligibility for AmerenUE customer participation in this Program shall be income-based and all customers whose income is at or below 100% of the Federal Poverty Level (FPL) shall be eligible to participate. In addition, customers who are LIHEAP eligible (135% of the FPL), who use electricity for cooling and who are a) elderly, b) disabled or with a chronic medical condition, or c) live in households with children five years of age or younger shall also be eligible for participation.² An advisory collaborative group ("Collaborative"), consisting of representatives from each Signatory to this Stipulation shall propose the remaining significant details of the Program, including customer eligibility, bill credit amounts and arrearage payment levels for submission to the Commission for approval. The Signatories agree that the Program shall be available in areas chosen from AmerenUE's entire electric service territory. No customer with an arrearage that includes a theft of service charge shall be eligible to participate in the Program.

5. Among the Collaborative's goals shall be to reach final agreement on remaining significant Program details and design so that it can be submitted to the Commission for

² The Signatories are mindful of the Commission's expressed concern for "very low-income" customers in its February 10, 2010 Order Directing The Parties To Address The Concerns Raised By AmerenUE's Low-Income Residential Customers in this rate case. As indicated by the testimony filed in response to the Commission's Order, the various Signatories did not find it practical/feasible to establish an experimental "very low-income" customer class that would be based upon the FPL. Alternatively, the Signatories have set the general qualification of eligibility at 100% of the FPL (\$902.50 per month for a single person). However, certain Signatories also believe it is important to consider the needs of low-income customers who face particular difficulty with summer heat issues: the elderly, the disabled or chronically ill, and households with young children. As part of resolution of this issue, the recommendation of the Signatories is that the Commission approve participation of such customers who are LIHEAP-eligible (135% of the FPL) to account for the effect on their income of Social Security or disability payments, which may result in income levels greater than 100% of the FPL but not result in income levels in excess of LIHEAP eligibility.

approval by July 1, 2010, if not sooner, with a target date of implementation of August 1, 2010. If the Collaborative cannot agree to any given material provision of the Program, said disagreement shall be brought to the Commission for resolution by July 1, 2010. If the Collaborative cannot agree on any material matter thereafter, said disagreement shall be brought to the Commission for resolution.

6. Eligibility of customers under the Program, and distribution of benefits under the Program, shall be administered by agencies that have the capacity to screen eligible customers in accordance with the terms of the Program, and that AmerenUE currently uses for its Dollar More Program. The particular qualifying agencies administering the Program shall be equitably chosen by the Collaborative from a list of qualifying agencies. The Collaborative shall choose a minimum of three qualifying agencies in the City of St. Louis and will use best efforts to choose a minimum of two qualifying agencies in each of the following five general areas of AmerenUE's service territory: St. Louis County, St. Charles County, the Cape Girardeau area and the Jefferson City area.

7. The Program shall continue for a period of two (2) years following its implementation (which is currently expected to be August 1, 2010).

8. The Signatories agree that they will not propose a new low-income program or propose any changes to this low-income program in any rate case that AmerenUE files in calendar year 2010.

9. The Signatories agree that evaluations shall be performed at least annually on the Program to determine its effectiveness in addressing the challenges faced by low-income customers, as well as the effect on costs borne by all AmerenUE ratepayers. The Collaborative shall commence procedures for the selection of an independent third party evaluator ("Evaluator") and select said Evaluator early in the Program so that the Evaluator can be involved in the Program design. The Evaluator will provide written evaluations of the Program

to all parties participating in the Collaborative. Up to 7% of the funds allocated may be used for administrative costs of the administering agencies and 3% to secure the services of the Evaluator.

GENERAL PROVISIONS

a. This Stipulation is being entered into for the purpose of disposing of the issues that are specifically addressed in this Stipulation. In presenting this Stipulation, none of the Signatories shall be deemed to have approved, accepted, agreed, consented or acquiesced to any ratemaking principle or procedural principle, including, without limitation, any method of cost or revenue determination or cost allocation or revenue related methodology, and none of the Signatories shall be prejudiced or bound in any manner by the terms of this Stipulation (whether it is approved or not) in this or any other proceeding, other than a proceeding limited to enforce the terms of this Stipulation, except as otherwise expressly specified herein.

b. This Stipulation has resulted from extensive negotiations and the terms hereof are interdependent. If the Commission does not approve this Stipulation without modification, then the Stipulation shall be void and no signatory shall be bound by any of the agreements or provisions herein.

c. If the Commission does not unconditionally approve this Stipulation without modification, and notwithstanding its provision that it shall become void, neither this Stipulation, nor any matters associated with its consideration by the Commission, shall be considered or argued to be a waiver of the rights that any signatory has for a decision in accordance with Section 536.080 RSMo 2000 or Article V, Section 18 of the Missouri Constitution, and the signatories shall retain all procedural and due process rights as fully as though this Stipulation had not been presented for approval, and any suggestions or memoranda, testimony or exhibits that have been offered or received in support of this Stipulation shall become privileged as reflecting the substantive content of settlement discussions and shall be stricken from and not be

considered as part of the administrative or evidentiary record before the Commission for any further purpose whatsoever.

d. If the Commission unconditionally accepts the specific terms of this Stipulation without modification, the Signatories waive, with respect to the issues resolved herein: their respective rights (1) to call, examine and cross-examine witnesses pursuant to Section 536.070(2), RSMo 2000; (2) their respective rights to present oral argument and/or written briefs pursuant to Section 536.080.1, RSMo 2000; (3) their respective rights to seek rehearing pursuant to Section 386.500, RSMo 2000; and (4) their respective rights to judicial review pursuant to Section 386.510, RSMo 2000. These waivers apply only to a Commission order respecting this Stipulation issued in this above-captioned proceeding, and do not apply to any matters raised in any prior or subsequent Commission proceeding, or any matters not explicitly addressed by this Stipulation. This Stipulation contains the entire agreement of the Signatories concerning the issues addressed herein.

e. This Stipulation does not constitute a contract with the Commission. Acceptance of this Stipulation by the Commission shall not be deemed as constituting an agreement on the part of the Commission to forego the use of any discovery, investigative or other power which the Commission presently has. Thus, nothing in this Stipulation is intended to impinge or restrict in any manner the exercise by the Commission of any statutory right, including the right to access information, or any statutory obligation.

f. If the Commission has questions for the signatories' witnesses or signatories, the Signatories will make available, at any on-the-record session, their witnesses and attorneys on the issues resolved by this Stipulation, so long as all Signatories have had adequate notice of that session. The Signatories agree to cooperate in presenting this Stipulation to the Commission for approval, and will take no action, direct or indirect, in opposition to the request for approval of this Stipulation.

WHEREFORE, on this 24th day of March, 2010, the signatories respectfully request the Commission to issue an Order in this case approving this Third Nonunanimous Stipulation and Agreement.

<p><u>/s/ Nathan C. Williams</u> Nathan C. Williams, Bar # 35512 Attorney for Staff of the Missouri Public Service Commission P.O. Box 360 Jefferson City, MO 65102-0360 (T) 573-751-8702 (F) 573-751-9285 Nathan.williams@psc.mo.gov</p>	<p><u>/s/ Wendy K. Tatro</u> Wendy K. Tatro, Bar # 60261 Thomas M. Byrne, Bar #33340 Union Electric Company d/b/a AmerenUE P.O. Box 66149 (MC 1310) 1901 Chouteau Avenue St. Louis, MO 63166-6194 (T) 314-554-3484 314-554-2514 (F) 314-554-4014 AmerenUEService@ameren.com</p> <p>Attorneys for Union Electric Company d/b/a AmerenUE</p>
<p><u>/s/ Lewis r. Mills, Jr.</u> Lewis R. Mills, Jr., Bar # 35275 Attorney for Office of Public Counsel P.O. Box 2230 Jefferson City, MO 65102-2230 (T) 573-751-1304 (F) 573-751-5562 Lewis.mills@ded.mo.gov</p>	<p><u>/s/ Diana Vuylsteke</u> Diana Vuylsteke, Bar #42419 Attorney for Missouri Industrial Energy Consumers 211 N. Broadway, Ste 3600 St. Louis, MO 63102 (T) 314-259-2543 (F) 314-552-8543 dmvuylsteke@bryancave.com</p>
<p><u>/s/ John Coffman</u> John B. Coffman Bar #36591 Attorney for AARP/Consumers Counsel of Missouri 871 Tuxedo Blvd. St. Louis MO 63119-2044 (T) 573- 424-6779 john@johncoffman.net</p>	<p><u>/s/Tim Schwarz</u> Thomas Schwarz, Bar #29645 BLITZ, BARDGETT & DEUTSCH 308 East High Street, Ste 301 Jefferson City MO 65101 (T) 573-634-2500 (F) 573-634-3358 tschwarz@blitzbardgett.com ATTORNEY FOR THE MISSOURI RETAILERS ASSOCIATION</p>

Certificate of Service

I hereby certify that copies of the foregoing Third Nonunanimous Stipulation and Agreement have been mailed, hand-delivered, transmitted by facsimile or emailed to all counsel of record this 24th day of March, 2010.

General Counsel's Office
Missouri Public Service Commission
P.O. Box 360
200 Madison Street, Suite 800
Jefferson City, Missouri 65102
gencounsel@psc.mo.gov

Office of Public Counsel
Lewis R. Mills, Jr.
P.O. Box 2230
200 Madison Street, Suite 650
Jefferson City, MO 65102-2230
opcservice@ded.mo.gov

Missouri Public Service Commission
Nathan Williams

Missouri Energy Group
Lisa C. Langeneckert

P.O. Box 360
200 Madison Street, Suite 800
Jefferson City MO 65102

515 North Sixth Street
One City Centre, 15th Floor
St. Louis MO 63101

Nathan.Williams@psc.mo.gov

llangeneckert@sandbergphoenix.com

Charter Communications (Charter)
John C. Dodge

Michael C. Pendergast
720 Olive Street, Suite 1520
St. Louis MO 63101

1919 Pennsylvania Ave. NW, Suite 200
Washington DC 20006

mpendergast@lacledegas.com

johndodge@dwt.com

Charter Communications
Mark W. Comley

Missouri Industrial Energy Consumers
Diana M. Vuylsteke

P.O. Box 537
601 Monroe Street., Suite 301
Jefferson City MO 65102-0537

211 N. Broadway, Suite 3600
St. Louis MO 63102

comley@ncrpc.com

dmvuylsteke@bryancave.com

Missouri Department of Natural Resources
Shelley A. Woods

Association of Community Organizations for
Reform Now
Thomas G. Glick

P.O. Box 899
Jefferson City MO 65102-0899

7701 Forsyth Blvd, Ste 800
St. Louis MO 63105

shelley.woods@ago.mo.gov

tglick@dmfirm.com

Missouri Retailers Association
Overfelt Sam

PO Box 1336
618 E. Captiol Ave
Jefferson City MO 65102
moretailers@aol.com
Missouri Retailers Association

Thomas Schwarz, Bar #29645
BLITZ, BARDGETT & DEUTSCH
308 East High Street, Ste 301
Jefferson City MO 65101
(573) 634-2500
Facsimile (573) 634-3358
E-mail: tschwarz@blitzbardgett.com

St. Louis County Municipal League

Curtis, Heinz, Garrett & O'Keefe PC
Curtis Leland

Lumley J Carl

OKeefe M Kevin
130 S. Bemiston, Suite 200
St. Louis MO 63105
lcurtis@lawfirmemail.com
clumley@lawfirmemail.com
kokeefe@lawfirmemail.com

Missouri Joint Municipal Electric Utility
Commission
Healy Douglas

939 Boonville Suite A
Springfield MO 65802
dhealy@mpua.org

Midwest Energy Users' Association
Woodsmall David

428 E. Capitol Ave., Suite 300
Jefferson City MO 65101
dwoodsmall@fcplaw.com

Natural Resources Defense Council
Robertson B Henry

705 Olive Street, Suite 614
St. Louis MO 63101
hrobertson@greatriverslaw.org

IBEW Local Union 2
Schroder A Sherrie

7730 Carondelet Ave., Ste 200
St. Louis MO 63105

saschroder@hammondshinners.com

/s/ Wendy K. Tatro _____