

AmerenUE “Clean Slate” Program

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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/>


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SOURCE: AmerenUE

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



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Participating Companies:

AmerenUE

Laclede Gas

Missouri Gas Energy

Empire Electric

Empire Gas

Kansas City Power & Light

Atmos Energy

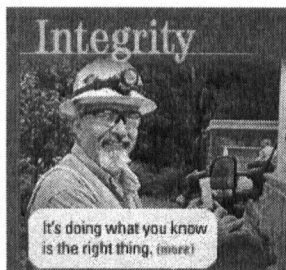
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Energy assistance

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



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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.

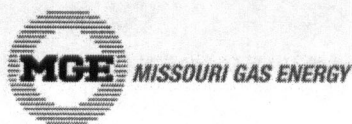
Dollar-Help offers heating assistance to the elderly, disabled, those with children under age 5 or anyone meeting the qualifying criteria. Through Dollar-Help, you can be a needed lifeline. Learn more about Dollar-Help by visiting the Web site: www.dollarhelp.org.

- 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 \(pdf | 532k\)](#)

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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

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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 ■

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Tuesday, February 16, 2010

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■ 800-406-9220

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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.

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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.

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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.

- **LIHEAP** (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; Merriam, 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.



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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☐ RoundupIf 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](#)