

EXHIBIT

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DIRECT TESTIMONY
OF
BARBARA A. MEISENHEIMER

Submitted on Behalf of
the Office of the Public Counsel

UNION ELECTRIC COMPANY D/B/A AMERENUE

Case No. ER-2010-0036

February 19, 2010

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SUPPLEMENTAL DIRECT TESTIMONY

OF

BARBARA A. MEISENHEIMER

**UNION ELECTRIC COMPANY D/B/A AMERENUE
(LOW-INCOME PROGRAM)**

CASE NO. ER-2010-0036

1 ***I. Introduction and Summary***

2 **Q. PLEASE STATE YOUR NAME, TITLE, AND BUSINESS ADDRESS.**

3 **A.** Barbara A. Meisenheimer, Chief Utility Economist, Office of the Public Counsel, P. O.
4 2230, Jefferson City, Missouri 65102.

5 **Q. HAVE YOU TESTIFIED PREVIOUSLY IN THIS CASE?**

6 **A.** Yes, I filed direct testimony on class cost of service on January 6, 2010, and rebuttal
7 testimony on class cost of service on February 11, 2010.

8 **Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY?**

9 **A.** The purpose of my supplemental direct testimony is to respond to the Commission's
10 request to hear from the parties in this case about ideas for reducing the financial burden
11 on low-income residential customers while providing a fair and adequate return to
12 AmerenUE. Specifically, the Commission indicated that in addition to the mechanisms
13 traditionally utilized to assist low income customers, the parties should address the
14 feasibility of establishing an experimental "very low-income" customer class that would

1 be based upon the federal poverty level. Due to legal and policy considerations Public
2 Counsel takes no position at this time on whether "very low-income" should be the basis
3 for establishing a unique customer class but does in this testimony present information
4 regarding measures that might be used to define "very low-income" and methods for
5 targeting support to those customers.

6 Public Counsel has not proposed a low-income program in this case pending
7 evaluation of the success of other experimental programs. However, if the Commission
8 determines that an experimental low-income program should be adopted in this case,
9 Public Counsel believes that a program that reflects a three prong approach can best
10 address the concerns of very low-income program participants. The three prong approach
11 focuses on meeting immediate need while also addressing longer term issues of payment
12 habits and affordability by requiring 1) mandatory application for weatherization to
13 address long term affordability, providing 2) bill credits set at levels that reflect a
14 household's income relative to the Federal Poverty Level (FPL) to ensure an affordable
15 energy burden at current average energy consumption and by requiring timely payments
16 and reduction of owed balances through 3) an arrears repayment program component.
17 The arrears repayment component should require some ongoing minimum payment to
18 reduce arrears coupled with an arrears repayment incentive. Any low-income program
19 should be experimental, should require participants to apply for LIHEAP assistance,
20 should include a plan for independent third party evaluation and should accrue interest on

1 any unspent rate-payer funds. The Laclede Gas and Empire Electric low-income
2 programs are based on this approach and many of the program parameters outlined above.

3 If the Commission determines that a low-income program should be implemented, I
4 recommend that the Commission use those programs as a model. Additionally, in order
5 to best identify the combined benefit of weatherization and the other components of the
6 program, it is reasonable to target this program to customers that use electric as the
7 primary heat source.

8 Public Counsel also requests that the Commission consider if voluntary funding
9 sources such as Dollar More can be used to fund the program in order to avoid further
10 raising the rates of other rate-payers in an especially tough economy.

11 The remainder of this testimony summarizes the types of programs undertaken in
12 the State to assist low-income customers and to address in the context of low income
13 program design, some of the specific issues raised by the Commission including 1)
14 analyzing the practicality of establishing a reduced rate for low income consumers,
15 including the effect on revenues and costs, 2) proposed guidelines for inclusion in the
16 program, 3) propose verification procedures for participants in the program, 4) analyzing
17 the possible effect on the company's bad debt expense of such a program, and 5) stating
18 an opinion as to whether rate reductions should be tied to the current industrial rate or an
19 alternate rate.

1 Q. WHAT EXPERIENCE DO YOU HAVE RELATED TO THE DESIGN OF LOW-INCOME
2 ASSISTANCE PROGRAMS?

3 A. In the area of telecommunications I served on the Federal/State Universal Service Joint
4 Board Staff for a number of years. I reviewed information on the design and cost of state
5 and federal low-income programs and participated in preparing recommendations for the
6 FCC in implementing the Federal Lifeline and Link-Up programs. At the State level, I
7 participated in industry workshops to develop the low-income and disabled components
8 of the Missouri Universal Service Fund (MoUSF) and have since its inception assisted
9 the Public Counsel in his duties as a member of the Missouri Universal Service Board.

10 On behalf of Public Counsel, I worked with the Department of the Census to
11 develop data designed to identify low-income household telephone subscribership
12 stratified by percentage of the federal poverty level in order to develop recommendations
13 to better target low-income support.

14 With respect to low-income programs for natural gas and electric utilities, I have
15 filed testimony on the design of experimental low-income programs for a number of
16 companies in the State, including Laclede Gas, MGE, Aquila Gas, Empire Electric, and
17 KCP&L. The scope of this testimony addressed low-income program design including
18 but not limited to bill discounts, arrearage repayment incentives and low-income
19 weatherization. I have reviewed census data and consumer expenditure data compiled by

1 EIA in the Department of Energy to evaluate low-income household characteristics and
2 natural gas and electric consumption compared to those of households at higher income
3 levels. I have also participated in workshops and collaborative group meetings to
4 implement and evaluate low-income programs.

5 **Q. BASED ON YOUR EXPERIENCE, WHAT NEEDS DO YOU BELIEVE SHOULD BE BALANCED IN**
6 **ADOPTING PROGRAMS TO ASSIST LOW-INCOME AND WEATHERIZATION PROGRAMS?**

7 **A.** I believe it is paramount to balance the need for low-income and energy efficiency
8 programs with the need to ensure that Missouri's utility consumers pay rates that are just
9 and reasonable. To the extent that ratepayers are called upon to fund low-income and
10 energy efficiency programs, the programs should be designed so that they can reasonably
11 be expected to balance the interests of those who receive support with the interests of
12 those who provide it. Ratepayer funding for programs that cannot reasonably be
13 expected promote both interests should not be imposed through the ratemaking process
14 unless there is a specific legislative mandate to do so. Further, I believe it appropriate for
15 the Commission to require that a party that proposes a particular program demonstrate the
16 likely success of the program and that success will not come at an unreasonable cost.

1 Q. HAS PUBLIC COUNSEL SUPPORTED EXPERIMENTAL LOW-INCOME AND WEATHERIZATION
2 PROGRAMS?

3 A. Yes, Public Counsel has been active for over 15 years in proposing and supporting
4 weatherization and low-income proposals on an experimental basis in cases where we
5 believed such programs were likely to produce meaningful results while also reasonably
6 balancing the interests of the program recipients and the rate-payers who fund the
7 program. Despite limited resources, the Public Counsel has been very committed to these
8 efforts.

9 ***II. Summary of Need Based Programs***

10 Q. PLEASE DESCRIBE THE TYPES OF NEED BASED PROGRAMS AVAILABLE TO ASSIST LOW-
11 INCOME HOUSEHOLDS WITH ENERGY BILLS.

12 A. There are a number of programs designed to assist low-income customers in paying
13 energy bills. These programs include government sponsored programs such as LIHEAP,
14 utility and ratepayer sponsored programs including bill credit programs, arrears
15 repayment programs, average pay plans, and discounts or special terms extended to
16 special need groups. There are also voluntary contributions generated from programs like
17 Dollar More and Dollar Help.

1 Q. PLEASE PROVIDE AN OVERVIEW OF THE GOVERNMENT-SPONSORED LIHEAP PROGRAM.

2 A. The following excerpts from the 2008 LIHEAP Policy Manual describe the purpose and
3 structure of the tax payer funded LIHEAP program.

4 INTRODUCTION

5
6 *Low-Income Home Energy Assistance Program (LIHEAP) is a block*
7 *grant program. It is designed to assist low-income individuals*
8 *particularly those with the lowest income, which pay a high proportion*
9 *of household income for home energy in meeting their immediate energy*
10 *needs. The grant is administered by the Federal Department of Health*
11 *and Human Services (HHS) Office of Community Service (OCS) within*
12 *the Administration for Children and Families (ACF). LIHEAP was*
13 *designed to provide help to low-income households targeting the elderly,*
14 *disabled and households with young children as insufficient heating and*
15 *cooling can cause health and safety issues for these homes.*

16
17 *The State of Missouri Family Support Division (FSD) applies for and*
18 *receives LIHEAP funding and then contracts with Missouri Community*
19 *Action Agencies (CAA) to conduct the eligibility determination for*
20 *LIHEAP applications.*

21 ...

22
23 STRUCTURE

24
25 *LIHEAP has two components: Energy Assistance (EA) and Energy Crisis*
26 *Intervention Program (ECIP). Eligibility requirements for LIHEAP are*
27 *based on income, household size, available resources and responsibility*
28 *for payment of home energy costs.*

29
30 *Energy Assistance (EA)*

31
32 *Energy Assistance is designed to provide financial assistance to help pay*
33 *primary fuel source heating bills for Missourians during the months of*
34 *October, November, December, January, February and March. The EA*

1 *benefit amount is based upon household size, income and the type of fuel*
2 *used for home heating.*

3
4 *Energy Crisis Intervention Program (ECIP)*

5
6 *ECIP is designed to provide financial assistance to households in a*
7 *verifiable energy crisis. This crisis is defined as receipt of termination*
8 *or disconnect notice indicating a specific disconnect date or final billing*
9 *statement advising the account has been terminated or if they are a cash*
10 *on delivery (COD) customer. ECIP funds can be used for primary or*
11 *secondary fuel sources.*

12
13 *Winter ECIP*

14
15 *Winter ECIP is primarily used to restore or prevent disconnection of*
16 *service when the amount of assistance available through EA and any*
17 *other state or local program is not adequate to secure this commitment*
18 *from the supplier.*

- 19
20
 - *Is available from October through May based upon funding.*
 - 21 • *Benefit amount is to be the amount required to resolve crisis.*
 - 22 • *Maximum Benefit amount is \$800.00*

23
24 *Summer ECIP*

25
26 *Summer ECIP is primarily used to restore or prevent disconnection of*
27 *services of a cooling energy source during the summer months.*

- 28
29
 - *Is available from June through September based upon funding.*
 - 30 • *Benefit amount is to be the amount required to resolve crisis.*
 - 31 • *Maximum Benefit amount is \$300.00*

1 Q. PLEASE DESCRIBE UTILITY AND RATEPAYER SPONSORED PROGRAMS THAT ARE
2 DESIGNED TO ASSIST LOW INCOME HOUSEHOLDS IN PAYING ENERGY BILLS.

3 A. A number of PSC regulated electric and gas utilities including Laclede Gas, Empire
4 District Electric, Empire District Gas, KCP&L Greater Mo. Operations (previously
5 Aquila LP and MPS) have experimental income based bill credit programs designed to
6 assist low-income customers in paying utility bills. Missouri Gas Energy and AmerenUE
7 Gas have had such programs in the past. These programs have typically provided credits
8 based on the level of household income relative to the FPL and reflect receipt of LIHEAP
9 assistance. Some of these regulated electric and gas utilities including Laclede Gas,
10 Empire District Electric and AmerenUE have experimental programs designed to assist
11 certain low-income customers in paying off past balances. Other utilities including
12 Empire District Gas, KCP&L Greater Mo. Operations (previously Aquila LP and MPS)
13 and Southern Missouri Natural Gas have implemented extended periods for repaying
14 unpaid balances.

15 All the utilities that I reviewed have average pay, budget billing or level pay plans
16 that allow customers to equalize monthly bills throughout the year.

17 Some utilities such as Empire District Electric also have special programs targeted
18 to make utility service more affordable for vulnerable customers such as the elderly or
19 disabled.

1 **Q. PLEASE DESCRIBE VOLUNTARY PROGRAMS THAT ARE DESIGNED TO ASSIST LOW-**
2 **INCOME HOUSEHOLDS IN PAYING ENERGY BILLS.**

3 A. AmerenUE, Laclede Gas, Empire District Electric, Empire District Gas, KCP&L,
4 Missouri Gas Energy, and Atmos Energy have programs that allow customers to make
5 voluntarily contributions when remitting utility bills. The contributions are used to assist
6 customers in need with paying utility bills. In certain instances, utilities make voluntarily
7 contributions that are not recovered in rates to assist customers in need.

8 **Q. PLEASE DESCRIBE OTHER PROGRAMS THAT ARE DESIGNED TO MAKE LOW-INCOME**
9 **ENERGY BILLS MORE AFFORDABLE.**

10 A. Rate-payer and shareholder contributions to low-income weatherization have become a
11 common element in the resolution of large company rate cases and in some cases for
12 smaller utilities. For example, as an element of the Stipulation and Agreement in Case
13 No. GR-2008-0060, Missouri Gas Utility voluntarily agreed to makes donations to a
14 community action agency in the Company's service area to promote low-income energy
15 conservation.

1 Q. HAVE YOU INCLUDED AN ATTACHMENT IN YOUR TESTIMONY THAT PROVIDES GREATER
2 DETAIL ON THE TYPES OF ASSISTANCE PROGRAMS THAT YOU HAVE DISCUSSED.

3 A. Yes. Attachment BAM SUP DIR-1 includes tariff sheets, Commission orders and other
4 documentation related to each of the programs discussed in my testimony.

5 Q. WHAT IS YOUR GENERAL IMPRESSION OF THE PERFORMANCE OF COMMISSION
6 APPROVED LOW-INCOME PROGRAMS?

7 Q. My general impression is that programs that incorporate income based bill credits and
8 arrears repayment components have shown some level of success in improving the
9 affordability of energy bills and the timeliness of payments and resulted in reduced
10 arrears at least while participants remain in a program. However, the primary weakness
11 appears to be low subscription to the programs. Some of the causes of low subscription
12 in various programs include obstacles to participation such as limiting the period of
13 participation, insufficient outreach, and insufficient administration and oversight.

14 ***III. Considerations in Designing Affordable Low-Income Energy Bills***

15 Q. HOW IS LOW-INCOME DEFINED?

16 A. Low-income is often defined in terms of a household's income and family size relative to
17 Federal Poverty Guidelines. Shown below is a matrix of annual poverty guidelines based
18 on the monthly poverty guidelines stated in the LIHEAP Policy and Procedures Manual

developed by the Missouri Department of Social Services-Family Support Division. The table illustrates household incomes by household size in relation to the Federal Poverty Guidelines.

Poverty Level by Household Size(FY2010)

Annual Poverty Level Range	Household Size							
	1	2	3	4	5	6	7	8
25%	\$2,709	\$3,642	\$4,578	\$5,514	\$6,447	\$7,383	\$8,319	\$9,252
50%	\$5,418	\$7,284	\$9,156	\$11,028	\$12,894	\$14,766	\$16,638	\$18,504
75%	\$8,127	\$10,926	\$13,734	\$16,542	\$19,341	\$22,149	\$24,957	\$27,756
100%	\$10,836	\$14,568	\$18,312	\$22,056	\$25,788	\$29,532	\$33,276	\$37,008
125%	\$13,545	\$18,210	\$22,890	\$27,570	\$32,235	\$36,915	\$41,595	\$46,260
135%	\$14,629	\$19,667	\$24,721	\$29,776	\$34,814	\$39,868	\$44,923	\$49,961
150%	\$16,254	\$21,852	\$27,468	\$33,084	\$38,682	\$44,298	\$49,914	\$55,512
200%	\$21,672	\$29,136	\$36,624	\$44,112	\$51,576	\$59,064	\$66,552	\$74,016

Various federal programs treat household incomes of up to 200% of the FPL as low-income for purposes of providing income based assistance and services. However, in my experience, thresholds of 125% to 150% are more commonly used. For example, thresholds of 125% to 150% of the FPL are generally used to determine eligibility for Federal and state LIHEAP programs.

An alternative method for defining low-income is as a percentage of median household income. This method is also used by certain federal and state agencies for purposes of determining eligibility for public assistance. For example, incomes below a certain percentage of median household income have been used to determine eligibility for LIHEAP and low-income housing assistance.

1 **Q. HOW SHOULD VERY LOW-INCOME BE DEFINED?**

2 A. For purposes of establishing low-income energy assistance programs, I believe that
3 defining "very low-income" in terms of the FPL is administratively easier than a
4 definition based on median income because of the more widespread use in Missouri of
5 FPL based thresholds for use of administering LIHEAP. In response to the Commission's
6 Order, I believe that a threshold of 100% of the FPL could reasonably be used to define
7 "very low-income." As shown below, based on census data for the period 2006-2008, a
8 combined total of about 13.3% of households had income at or below 100% of the FPL.

Household Income Relative to the FPL	Proportion of Missouri Households
50%	5.7%
75%	3.5%
100%	4.1%
125%	4.5%
150%	4.9%
175%	4.6%
185%	1.9%
200%	3.1%
300%	18.9%
400%	15.3%
500%	11.1%
more	22.3%

9 **Q. HOW DOES USING 100% OF THE FEDERAL POVERTY LEVEL TO DEFINE VERY LOW-**
10 **INCOME COMPARE TO MEDIAN INCOME BASED DEFINITIONS OF VERY LOW-INCOME?**

11 A. The U.S. Department of Housing and Urban Development (HUD) generally uses a
12 threshold of 50% of the median household income to define "very low-income."

1 Missouri's 2008 median household income was \$46,408. Fifty percent of the median
2 income or \$23,204 is somewhat above 100% above the FPL for a family of four.

3 **Q. WHAT BENEFITS ARE ASSOCIATED WITH AFFORDABLE LOW-INCOME ENERGY BILLS?**

4 A. Affordable energy bills benefit low-income households by potentially reducing unpaid
5 balances, late payment charges and disconnection of necessary utility services. The
6 general body of rate-payers may also benefit through potential cost reductions associated
7 with lower uncollectibles and scale economies achieved by higher and more consistent
8 subscription by low-income households to the shared system.

9 **Q. HOW IS THE AFFORDABILITY OF ENERGY BILLS MEASURED?**

10 A. The concept of a household's "energy burden" is a generally accepted method of
11 measuring the affordability of energy bills. Energy burden is determined by the
12 proportion of household gross income spent on energy bills. Roger Colton, a recognized
13 authority on low-income energy affordability, estimates that an "affordable burden" for
14 total home energy bills may be set at 6% of gross household income. The 6% threshold
15 was developed based on a study of affordable housing costs and the proportion of those
16 costs related to energy consumption.

1 Q. HOW DOES A 6% ENERGY BURDEN COMPARE TO THE ENERGY BURDEN FACED BY
2 MIDWEST HOUSEHOLDS AT VARIOUS INCOME LEVELS?

3 A. Based on information reported by the U.S. Department of Health and Human Services in
4 the 2007 LIHEAP Home Energy Notebook, for the Midwest Census Region the median
5 residential energy burden for households using electric as the main heat source was 3.9%
6 for all households, 2.3% for non low-income households, 6.8% for low-income
7 households and 10.4% for households receiving LIHEAP.¹ These energy burdens
8 correspond to annual energy expenditures for households using electric as the main heat
9 source of \$1,344 for all households, \$1,476 for non low-income households, \$1,180 for
10 low-income households, and \$1,156 for households receiving LIHEAP. Based on these
11 data, low-income households including LIHEAP recipients face an energy burden of
12 approximately 3 to 5 times the energy burden faced by non low-income households. It is
13 important to note that the energy burdens reported above are an average measure of the
14 energy burden for the respective group. Within a group the energy burden can be
15 substantially higher for the lowest income levels. Attachment BAM SUP DIR-2 contains
16 estimates of the energy burden broken down by percentage of the Federal Poverty Level
17 for households in Missouri counties for the year 2008. Statewide, households with
18 incomes of less than 50% of the Federal Poverty Level face an average energy burden of
19 42.2%, far exceeding the 6% cited by Roger Colton and the 4% reflective of the Midwest

¹ 2007 LIHEAP Home Energy Notebook, Table A-3c

1 Region energy burden for all households. Households with incomes of between 50% and
2 75% of the Federal Poverty Level face a lower average energy burden of 17.1%
3 Households with incomes of between 75% and 100% of the Federal Poverty Level face
4 an even lower average energy burden of 12.2%.

5 **Q. SHOULD THE COMMISSION CONSIDER A RANGE OF 4% TO 6% TO BE A REASONABLE**
6 **PROXY FOR AN AFFORDABLE ENERGY BURDEN IN MISSOURI?**

7 A. Yes. A range of 4% to 6% reflects both a nationally recognized level and a level specific
8 to the average burden for our region.

9 **Q. WOULD SETTING A LOW-INCOME RATE AT THE LEVEL OF AN INDUSTRIAL RATE ENSURE**
10 **THAT SUPPORT IS PROVIDED IN PROPORTION TO NEED?**

11 A. No. There is no evidence and it is unlikely that reduced rates set uniformly for
12 households with differing incomes relative to the FPL will result in support appropriately
13 targeted to need. For example, as discussed above the energy burden varies by level of
14 income; 42.2% for households with incomes of less than 50% of the FPL; 17.1% for
15 households with incomes of between 50% and 75% of the FPL and 12.2% for households
16 with incomes of between 75% and 100% of the FPL. This indicates that the lower the
17 household income, the greater the support amount needed to achieve an affordable energy
18 burden. However, under a program that sets reduced rates uniformly for households with

1 differing incomes relative to the FPL, the level of support would be similar if usage were
2 similar.

3 **Q. COULD SETTING A LOW-INCOME RATE AT 4% OR 6% OF HOUSEHOLD INCOME ENSURE**
4 **THAT SUPPORT IS PROVIDED IN PROPORTION TO NEED?**

5 A. It could. However, basing rates on individual household income would likely be
6 complicated and administratively burdensome. Additionally, if no cap were imposed on
7 usage or the total household discount, a percentage of income plan could provide price
8 signals contrary to promoting conservation.

9 **Q. CAN BILL CREDITS BE DESIGNED TO ACHIEVE AN ENERGY BURDEN OF 4% OR 6% OF**
10 **HOUSEHOLD INCOME AND ENSURE THAT SUPPORT IS PROVIDED IN PROPORTION TO**
11 **NEED?**

12 A. Yes. Bill credits can be designed to achieve an energy burden of 4% or 6% of household
13 income by setting the level of bill credits to recover the difference between anticipated
14 household energy expenditures and an affordable level of energy expenditures based on
15 4% to 6% of household income. Since the affordable level of energy expenditures
16 increases with household income, a graduated system of bill credits can be used to ensure
17 that support is provided in proportion to need.

1 **Q. WHAT METHOD WOULD YOU PROPOSE TO CALCULATE A GRADUATED SYSTEM OF BILL**
2 **CREDITS?**

3 **A.** I recommend a method that for various levels of poverty calculates the annual bill credit
4 by first estimating average annual household energy expenditures based on household
5 size and typical low-income home energy use then subtracting the average LIHEAP grant
6 and finally subtracting the average level of affordable level of energy expenditures based
7 on 4% to 6% of household income. Attachment BAM SUR DIR-3 shows these
8 calculations for both a 4% energy burden and a 6% energy burden. The method I am
9 using in this case is similar to the method I used in developing bill credit
10 recommendations for Empire Electric's program and Laclede's program. The Commission
11 adopted the bill credits I proposed in Empire Electric Case No. ER-2008-0315. The
12 current Laclede bill credits were determined as the result of a rate case settlement.

13 **Q. HOW DID YOU DETERMINE TYPICAL LOW-INCOME HOME ENERGY USE FOR PURPOSES OF**
14 **ESTIMATING ANNUAL LOW-INCOME HOUSEHOLD ENERGY EXPENDITURES?**

15 **A.** Since AmerenUE serves some customers that use electric for space heating and some that
16 don't, AmerenUE's reported average monthly customer use is lower than should be
17 expected for customers that use electric as a primary heating source. As an alternative, I
18 relied on the average use for low-income households using electric as the primary heat
19 source in the Midwest Region reported in the 2007 LIHEAP Home Energy Notebook.

1 **Q. WHAT ADDITIONAL ASSUMPTIONS DID YOU MAKE IN ESTIMATING ANNUAL LOW-INCOME**
2 **HOUSEHOLD ENERGY EXPENDITURES?**

3 A. I assumed a 10% differential in energy use based on family size and taxes and surcharges
4 of 6%.

5 **Q. WHAT LEVEL OF BILL CREDITS FOR VERY LOW-INCOME CUSTOMERS ARE SUGGESTED**
6 **BY YOUR STUDY IF A 4% ENERGY BURDEN IS DETERMINED AFFORDABLE BY THE**
7 **COMMISSION ?**

8 A. To achieve a 4% energy burden for customers below 100% of the FPL my study produces
9 the following bill credits:

Poverty Level	Proposed 12 Monthly Credits
25%	\$60.00
50%	\$45.00
75%	\$30.00
100%	\$15.00

1 **Q. WHAT LEVEL OF BILL CREDITS FOR VERY LOW-INCOME CUSTOMERS ARE SUGGESTED**
2 **BY YOUR STUDY IF A 6% ENERGY BURDEN IS DETERMINED AFFORDABLE BY THE**
3 **COMMISSION ?**

4 **A.** To achieve a 6% energy burden for customers below 100% of the FPL my study produces
5 the following bill credits:

Poverty Level	Proposed 12 Monthly Credits
25%	\$50.00
50%	\$30.00
75%	\$5.00
100%	no credit

6 **Q. IN ADDITION TO THE BILL CREDITS SHOWN ABOVE WHAT ADDITIONAL PROGRAM**
7 **ELEMENTS DO YOU RECOMMEND IF THE COMMISSION DETERMINES THAT A LOW-**
8 **INCOME PROGRAM BE DEVELOPED IN THIS CASE?**

9 **A.** As part of the three prong approach described in the summary of this testimony, I
10 described that application for LIHEAP assistance and low-income weatherization should
11 be a mandatory components of the program. Mandatory application for LIHEAP and
12 low-income weatherization are required for the Empire Electric Program. Mandatory
13 application for LIHEAP is required under Laclede's program. My study does not
14 anticipate an incremental cost associated with a mandatory weatherization requirement.

1 The third program component that I recommended was an arrears repayment plan
2 and repayment incentive. For this program component, I recommend that participation be
3 mandatory and that a participant's arrears be repaid over 24 months with a matching of 2
4 customer dollars for 1 program dollar up to a maximum program contribution of \$100 per
5 customer. Participation in the arrears repayment program is mandatory under both
6 Laclede's and Empire Electric's programs. Both the Laclede and Empire Electric low-
7 income programs allow up to 24 months for repayment of arrears. Empire Electric's
8 program has a 2 for 1 repayment matching incentive with a \$60 maximum program
9 contribution. Laclede's program matches customer repayment of arrears dollar for dollar.

10 I also recommend that if the Commission decides to implement a low-income
11 program in this case that participation in an average pay plan be strongly encouraged. A
12 program directed at only customers that use electric as the primary heat source will not
13 adversely affect participants that might otherwise face high winter gas bills and averaged
14 electric bills. Empire Electric's program requires mandatory participation in an average
15 pay plan. Laclede's program encourages participation by incorporating a short time
16 window during which a customer must opt out of an average payment plan.

1 **Q. WOULD YOU RECOMMEND TRACKING AND REPORTING REQUIREMENTS IN ADDITION TO**
2 **A THIRD PARTY EVALUATION?**

3 A. Yes. I would recommend that tracking, reporting and evaluation requirements be
4 modeled after those associated with the Laclede program.

5 **Q. HOW ARE SUCH PROGRAMS ADMINISTERED?**

6 A. Local community action agencies qualify customers for bill credits based on information
7 and documentation provided by customers applying for energy and other public assistance
8 and send information regarding the customer and the level of bill credit to the utility. The
9 community action agencies also handle weatherization and conservation related program
10 requirements and conduct some outreach to identify potential participants. The utility
11 processes bill credits through its billing system, oversees the components of the program
12 and tracks and reports on program metrics.

13 **Q. WHAT COST AND PARTICIPATION PARAMETERS WOULD YOU RECOMMEND?**

14 A. I recommend parameters for participation by poverty level that put the greatest emphasis
15 on participation at the lowest income levels but includes potential participation for all
16 levels of poverty below 100% of the FPL. Earlier in this testimony I identified 100% of
17 the FPL was a reasonable measure of "very low-income." I would also recommend a

1 modest sized program in terms of the combined expenditures on the bill credit and arrears
2 repayment incentive components of the program

3 **Q. HAVE YOU DEVELOPED SAMPLE PROGRAM COST ESTIMATES?**

4 **A.** Yes. Using the parameters described above, I developed program cost estimates and
5 proposed participation levels for programs that include a 4% and 6% energy burden bill
6 credit component. The sample program cost estimates are based on a target of about
7 \$500,000 for combined expenditures on the bill credit and arrears repayment incentive
8 components of the program. This expenditure level is a little more than half the \$900,000
9 allotted for these components under the initial design of the current Laclede program. I
10 also estimated 10% toward the cost of administration and evaluation of the program. The
11 estimated total sample program costs are shown below.

Resulting Program Costs Including Bill Credits to Achieve a 4% Energy Burden

Poverty Level Range	Proposed Participants	Annual Credit per Participant	Bill Credit Costs
25%	300	\$720.00	\$216,000
50%	300	\$540.00	\$162,000
75%	100	\$360.00	\$36,000
100%	100	\$180.00	\$18,000

\$432,000	Total Bill Credit Costs
\$80,000	Arrears Repayment Incentive at \$100 per Participant
<u>\$43,200</u>	Estimated 10% Administrative & Evaluation Cost
\$555,200	Total Program Cost

Resulting Program Costs Including Bill Credits to Achieve a 6% Energy Burden

Poverty Level Range	Proposed Participants	Annual Credit per Participant	Bill Credit Costs
25%	400	\$600.00	\$240,000
50%	400	\$360.00	\$144,000
75%	400	\$60.00	\$24,000
100%	0	\$0.00	\$0

\$408,000	Total Bill Credit Costs
\$120,000	Arrears Repayment Incentive at \$100 per Participant
<u>\$40,800</u>	Estimated 10% Administrative & Evaluation Cost
\$568,800	Total Program Cost

1 **Q. IF IN CONSIDERING YOUR RECOMMENDATIONS THE COMMISSION REQUIRES**
2 **ADDITIONAL SCENARIOS, ARE YOU WILLING TO PROVIDE THEM?**

3 **A. Yes.**

4 **Q. ARE THERE ELEMENTS OF THE COMMISSION'S INQUIRY THAT YOU ARE UNABLE TO**
5 **QUANTIFY IN THIS TESTIMONY?**

6 **A. Yes.** In addition to the items I have addressed, the Commission requested information on
7 the possible impacts on the Company's revenues, costs and bad debt expense associated
8 with addressing low-income affordability. Based on my experience with low-income
9 programs, I strongly believe that the three prong approach of weatherization, affordable
10 bills and repayment of past due balances has potential to increase the consistency of a
11 company's revenue generated from low-income participants and to reduce participants'
12 late payment charges and unpaid balances. However, based on the relatively small

1 number of customers participating in such programs I doubt these programs have had any
2 significant impact on total company revenues or uncollectibles.

3 **Q. DOES THIS CONCLUDE YOUR SUPPLEMENTAL DIRECT TESTIMONY?**

4 **A. Yes.**

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Kansas City Power & Light Company

Average Payment Plan

FORM NO. 13

P. S. C. MO. No. 2First { Original } SHEET No. 1.67
RevisedCancelling P. S. C. MO. No. 2{ Original } SHEET No. 1.67
RevisedKANSAS CITY POWER & LIGHT COMPANY
Name of Issuing Corporation or MunicipalityMissouri Retail Service Area
For.....
Community, Town or CityMissouri Public
Service CommissionGENERAL RULES AND REGULATIONS
APPLYING TO ELECTRIC SERVICE

REC'D DEC 23 1998

19. AVERAGE PAYMENT PLAN

19.01 AVAILABILITY: This Plan is available to Customers receiving service under rate schedules for Residential Service. Such Customers may elect to be billed, and must pay for, all electric service provided by the Company under said Schedules, in accordance with the terms and provisions of the Company's Average Payment Plan.

19.02 ELIGIBILITY: To be eligible to elect to be billed under the terms and provisions of the Average Payment Plan, the Customer must meet the following requirements:

- (a) The Customer must be currently receiving service under one of said schedules.
- (b) The Customer must have received service continuously at his present premises for at least twelve (12) months prior to the election or agree to Company's estimate for such service.
- (c) The Customer must not have outstanding with the Company any delinquent amount not in dispute.
- (d) The Customer must satisfy, and be in conformance with, the Company's General Rules and Regulations Applying to Electric Service.

19.03 ELECTION: The Company shall choose a period of time in each year, designated as the "enrollment period" for those Customers then eligible under the Plan. The bills rendered to these Customers during the enrollment period shall contain two amounts: The actual amount due, and the amount due under the Plan. The Customer elects to pay under the Plan if he pays the amount shown to be due under the Plan. The next bill rendered to Customers who have not elected to pay under the Plan shall contain two amounts: the actual amount due, and the amount due under the Plan, adjusted for any difference between the prior month's actual amount due and the amount due under the Plan for the prior month, and the Customer again will have the option to elect to pay under the Plan. Thereafter, a Customer may also elect to pay under the Plan at any time by contacting the Company's Customer Service Center. All qualified new Customers will be offered the Plan on their first bill. The Customer must pay any past due amount owed for electric service, except as provided in Missouri Commission Rule 4 CSR 240-13.045, before billing under the Plan will be commenced.

Missouri Public
Service Commission

FILED APR 30 1999

DATE OF ISSUE December 22, 1998 DATE EFFECTIVE April 30, 1999
month day year month day yearISSUED BY J. S. Latz Senior Vice President BAM SUPPLY Page 2
name of officer title address

KCPL Form 851H002 (Rev 1/97)

FORM NO. 13

P. S. C. MO. No. 2

First

1.68

Cancelling P. S. C. MO. No. 2

Original
Revised

SHEET No. 1.68

KANSAS CITY POWER & LIGHT COMPANY

Name of Issuing Corporation or Municipality

For Missouri Retail Service Area

Community, Town or City

Missouri Public
Service CommissionGENERAL RULES AND REGULATIONS
APPLYING TO ELECTRIC SERVICE

REC'D DEC 23 1998

19. AVERAGE PAYMENT PLAN (Continued)

19.04 RATE: The total amount billed during any Plan year shall be equal to the amount which would have been billed to the Customer for his usage during that year had he not elected the average payment plan. The amount billed in the final month of the enrollment year will be the Average Payment amount due plus an adjustment, which is equal to the difference between Customer's annual billing under the Plan and Customer's annual billing under the appropriate Residential Service rate schedule.

19.05 PAYMENT OF ARREARS UNDER THE PLAN: Any Customer who fails to make timely payments of the Average Payment plus one-twelfth of the arrears amount, or who causes or permits diversion of electric service, shall be considered in default, and subject to disconnection in accordance with the provisions of Rule 3.13. The Company may require payment in full of the total amount in arrears as a condition of reconnection.

19.06 AVERAGE PAYMENT AMOUNT:

(1) Initial enrollment year

The Company will calculate the Customer's total annual bill based on current rate schedules, appropriate taxes, and Customer's usage for the past 12 months. The first Average Payment amount due under the Plan will be this total annual bill divided by twelve. If a record of actual usage is not available, the Customer's usage will be estimated.

(2) Subsequent enrollment year

The Company will calculate the Customer's subsequent enrollment year total annual bill based on current rate schedules, appropriate taxes, and Customer's usage for the past 12 months. Each subsequent Average Payment amount due under the plan will be this total annual bill divided by twelve, plus any adjustment, if applicable.

(3) Adjustment

(a) The monthly amounts payable under the Plan will be adjusted to reflect any rate schedule changes.

(b) The amount billed in the final month of the enrollment year will be the Average Payment amount due plus an adjustment, which is equal to the difference between Customer's annual billing under the Plan and Customer's annual billing under the appropriate Residential Service rate schedule. However, at the Customer's option, the customer may pay only the Average Payment amount due. Any difference remaining in the annual amount paid by the Customer and the Customer's annual billing under the appropriate Residential Service rate schedule will be divided by twelve, and the result shall be an adjustment to the Average Payment amount due each month in the subsequent enrollment year. The adjustment shall be due from or payable to the Customer on this adjustment amount.

December 22, 1998

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DATE OF ISSUE

month day year

DATE EFFECTIVE

month day year

ISSUED BY

J. S. Latz

name of officer

Senior Vice President

title

BAM SUB DIR 1 Page 3

Missouri, Mo.

address

KCPL Form 661H002 (Rev 1/97)

FORM NO. 13

P. S. C. MO. No. 2

First

Original
RevisedSHEET No. 1.69Cancelling P. S. C. MO. No. 2Original
RevisedSHEET No. 1.69KANSAS CITY POWER & LIGHT COMPANY
Name of Issuing Corporation or MunicipalityMissouri Retail Service Area
For.....
Community, Town or CityMissouri Public
Service CommissionGENERAL RULES AND REGULATIONS
APPLYING TO ELECTRIC SERVICE

REC'D DEC 23 1998

19. AVERAGE PAYMENT PLAN (Continued)

19.07 PAYMENT: Payment shall be in accordance with Company's General Rules and Regulations.
(See Rule 8. Billing and Payment).19.08 TERMINATION: The election shall continue from year to year, unless terminated upon the
occurrence of any of the following events:

- (a) The Customer closes his account with the Company at that premises. The Company will render a final bill to the Customer based upon actual unpaid usage to date.
- (b) The Customer requests termination of Plan billing. Upon termination, the Customer's unpaid usage to the latest billing date shall be due and payable.
- (c) If the Customer fails to make timely payment of amounts due on any bill rendered under this Plan, Plan billing will be terminated. The Customer's unpaid usage shall be due and payable, and bills based on actual usage will be subsequently issued.

The Customer may reelect to be billed under the Plan by paying all amounts due and notifying the Company's Customer Service Center.

19.09 GENERAL RULES AND REGULATIONS APPLICABLE: Except as expressly set forth above, this Plan in no way modifies, terminates or suspends any of the Company's or Customer's rights or obligations, under the General Rules and Regulations Applying to Electric Service, including but not limited to payment of bills and discontinuance of service provisions.

Missouri Public
Service Commission

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KCPL Form 661H002 (Rev 1/97)

DATE OF ISSUE December 22, 1998 DATE EFFECTIVE April 30, 1999
month day year month day yearISSUED BY: J. S. Latz Senior Vice President BAM SUPPLY Page 4
name of officer title address city, Mo.

Empire District Electric Company

Action to Support the Elderly

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 4 1st Revised Sheet No. 20

Canceled P.S.C. Mo. No. 5 Sec. 4 Original Sheet No. 20

For ALL TERRITORY

EMPIRE'S ACTION TO SUPPORT THE ELDERLY
RIDER EASE

APPLICATION:

"Registered Elderly or Disabled Customer" means one who is sixty (60) years old and above, or is disabled to the extent that s/he is unable to leave the premises without assistance and who files with Company a form approved by the Commission attesting to the fact that s/he meets these qualifications and which also may list an agency or person the Company shall contact as required in the Cold Weather Rule.

PLAN:

1. The late payment charge on these accounts will be waived.
2. No new security deposit will be required as long as a reasonable attempt is made to keep electric bills paid. For purposes of determining reasonable attempt, Empire will consider the following: any delinquent balance and the size of the balance; the time that the debt has been outstanding and the reason why; the Customer's ability to pay; the Customer's payment history; and any other relevant factors relating to the Customer's service.
3. Third party notification at customer's request (we will send a copy of any delinquent notices issued on these accounts to a third party).
4. Customer may choose a preferred payment date to make payments more convenient.

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ISSUED BY Kelly S. Walters, Vice President, Joplin, MO

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December 14, 2007

ER-2006-0315

BAM SUP DIR-1 Page 6
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December 14, 2007
Service Commission

Empire District Electric Company

Experimental Low-Income Program (ELIP)

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 4 5th Revised Sheet No. 9
 Canceling P.S.C. Mo. No. 5 Sec. 4 4th Revised Sheet No. 9
 For ALL TERRITORY

EXPERIMENTAL LOW-INCOME PROGRAM
 ("ELIP")

APPLICATION:

This Experimental Low-Income Program is applicable for service billed under Schedule RG, Residential Service, to qualified customers. The ELIP will, on a pilot basis, provide up to 1,000 participants with a fixed credit on their monthly bill (ELIP credit). Customers participating in the ELIP program shall receive the credit for a period up to 12 months from the billing cycle designated by the Company (EDE) as the participants first month until the billing cycle designated as the participants last for ELIP. At the end of the 12 month period, a customer may reapply to participate further in the program. This experimental program was approved by the Missouri PSC in Case Nos. ER-2002-0424, ER-2006-0315, and ER-2008-0093.

DEFINITIONS:

Qualified Customer – An EDE customer receiving service under Schedule RG who is classified as low-income by the Missouri Department of Social Service criteria and whose annual household income is no greater than 125% of the federal poverty level, as established by the poverty guidelines updated periodically in the Federal Register by the U.S. Department of Health and Services under the authority of 42 U.S.C. 9902 (2).

Applicant – A qualified customer who submits an ELIP application form for the ELIP credit.

Participant - An applicant who agrees to the terms of the ELIP and is accepted by EDE.

Program Funds – As agreed in the Third Stipulation and Agreement in Case No. ER-2008-0093, one-half of the unspent program funds identified on the effective date of rates in said case will fund the program through the effective date of rates in the later 2 rate case as specified in the Regulatory Plan Stipulation and Agreement, Case No. EO-2005-0263 (later 2 case). The remaining balance of excess ELIP funds, whether a plus or minus, will become an offset to the CPC regulatory asset balance to be used for demand side management and low income programs approved by the Commission.

Agencies- The social service agencies serving EDE's service territory that qualify and assist ELIP customers pursuant to written contract between EDE and the Agencies.

AVAILABILITY:

Service under this rate schedule shall be available to up to one thousand participants in the EDE service area who satisfy the following eligibility requirements:

1. Participant must be an EDE residential customer receiving service under the RG rate.
2. Participant's annual household income must be verified initially, and annually thereafter, as being no greater than 125 percent (125%) of the federal poverty level.
3. For purposes of determining the level of the ELIP credit to be received, the participants will be categorized as follows.
 - a. Group A – Participants whose annual income has been verified as being from 0 to 50 percent (0% - 50%) of the federal poverty level.
 - b. Group B – Participants whose annual income has been verified as being from 51 to 125 percent (51% - 125%) of the federal poverty level.
4. Participants shall be required to enroll in EDE's Average Payment Plan, (Rider AP) with adjustments to said plan limited to once per year.
5. Participants who have outstanding arrearages shall enter special pay agreements through which the arrearages shall be paid over a period of 12 to 24 months as mutually agreed to by both the Participant and the Company.

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 Service Commission

DATE OF ISSUE August 6, 2008
 ISSUED BY Kelly S. Walters, Vice President, Joplin, MO

DATE EFFECTIVE September 5, 2008 August 23, 2008

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 4 3rd Revised Sheet No. 10

Canceled P.S.C. Mo. No. 5 Sec. 4 2nd Revised Sheet No. 10

For ALL TERRITORY

EXPERIMENTAL LOW-INCOME PROGRAM
("ELIP")

6. Participants must provide, via an interview or questionnaire, information related to their energy use and program participation. Any information provided in these interviews or questionnaires that is later made public will not be associated with the participant's name.
7. Any provision of the Company's rules and regulations applicable to the Company's RG customers will also apply to ELIP participants.

ENERGY ASSISTANCE:

1. Participants 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. EDE, through the Agencies, shall assist ELIP participants with completion of LIHEAP application forms when such assistance is requested.
2. Applicants agree to apply for any other available energy assistance programs identified by the Company, including any available weatherization programs.

CREDIT AMOUNT:

Participants shall receive the ELIP credit for so long as the participant continues to meet the ELIP eligibility requirements.

Up to 1,000 participants shall receive the ELIP credit in the following amounts (not to exceed the participant's fixed monthly Rider AP payment):

- Group A - Up to a maximum of \$50 per month.
- Group B - Up to a maximum of \$20 per month.

DISCONTINUANCE AND REINSTATEMENT:

EDE may discontinue a participant's ELIP credit for any of the following reasons:

1. If EDE, through the Agencies, determines the participant no longer meets the eligibility requirements set forth in this tariff.
2. If the participant submits a written request to EDE asking that the ELIP credit be discontinued.
3. If the participant does not conform to EDE's rules and regulations as approved by the Missouri Public Service Commission, and as a result the participant has Schedule RG service discontinued by EDE.

Reinstatement of the ELIP credit following discontinuance in the above circumstances and after the participant again meets the eligibility requirements will be at the discretion of EDE.

If participant voluntarily leaves the ELIP, that customer shall be ineligible for participation in the ELIP for the remainder of the term of this experimental program.

MISAPPLICATION OF THE ELIP CREDIT:

Providing incorrect or misleading information to obtain the ELIP credit shall constitute a misapplication of the ELIP credit. If this occurs EDE may discontinue the ELIP credit and rebill the account for the amount of all ELIP credits received by the participant. Failure to reimburse EDE for the misapplication of the ELIP credits may result in termination of customer's electric service pursuant to EDE's rules and regulations. However, nothing in this experimental tariff shall be interpreted as limiting EDE's rights under any provisions of any applicable law or tariff.

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THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 4 4th Revised Sheet No. 11
Containing P.S.C. Mo. No. 5 Sec. 4 3rd Revised Sheet No. 11
For ALL TERRITORY

EXPERIMENTAL LOW-INCOME PROGRAM
("ELIP")

OTHER CONDITIONS:

The ELIP program has been designed so that EDE neither profits from nor incurs losses as a result of offering this experimental program.

Costs of administering the program, including those costs charged by the Agencies, shall be paid from the program funds.

As ordered in Case No. ER-2006-0315, each year \$2,000 shall be earmarked for outreach programs. The Customer Program Collaborative ("CPC") shall be responsible for development and review of the outreach programs.

As ordered in Case No. ER-2006-0315, each year \$30,000 shall be earmarked for an experimental arrearage repayment incentive program. Participation in this experimental arrearage repayment incentive program is contingent upon approval of ELIP funding by the agency seeking to qualify the participant for the ELIP program. The program shall match every two dollars paid by a participant above the monthly deferred payment with one incentive dollar. The maximum annual incentive repayment is \$60 per customer. This payment is in addition to credit amount available to the participant.

The program will not be limited to fewer than 200 participants from Group A and 200 participants from group B.

EDE will gather and maintain participant data on usage, arrears, payments and other relevant factors to be used in the evaluation of the program.

EDE shall make non-confidential data, as well as any and all program evaluations that are conducted, available to the parties to Case No. ER-2002-0424, ER-2006-0315, and ER-2008-0093.

The experimental program may be evaluated in any EDE rate or complaint case. An evaluation shall be conducted prior to the filing of the later 2 rate case by an independent third party evaluator under contract with EDE, that is acceptable to EDE, Commission Staff and the Public Counsel. The costs of the evaluator shall be paid from the program funds.

This Experimental Low-Income Program will continue until the new rates are implemented in the later 2 rate case as specified in the Regulatory Plan Stipulation and Agreement. Case No. EO-2005-0263.

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ISSUED BY Kelly S. Walters, Vice President, Joplin, MO

DATE EFFECTIVE September 5, 2008 August 23, 2008

Empire District Electric Company

Average Payment Plan

THE EMPIRE DISTRICT ELECTRIC COMPANY

P.S.C. Mo. No. 5 Sec. 4 4th Revised Sheet No. 5

Canceled P.S.C. Mo. No. 5 Sec. 4 3rd Revised Sheet No. 5

For ALL TERRITORY

AVERAGE PAYMENT PLAN
RIDER AP

APPLICATION:

Residential customer and certain commercial customers may elect to be billed and pay for electric service under the Average Payment Plan if the customer has satisfied the Company's credit requirements.

PLAN:

1. Bills will be rendered during each of the first twelve months, Average Payment Plan Months (APP), in amounts equal to one-twelfth of the estimated annual cost of service to the customer.
2. Differences between Customer's applicable rate schedule billing and APP contract billings will be accumulated and the outstanding balance will be applied to the next year's APP.
3. The Company may adjust the amount of billing during the Average Payment Months whenever usage varies significantly from the plan estimate, or when a revision in the Company's rates have been approved.
4. The Balance Month will be either April or October for all customers.

TERMINATION OF PLAN PARTICIPATION:

1. The Company may terminate a customer's participation in this plan if the customer has failed to make payment when due. Billing adjustments required to balance the account will be included in the next regular bill.
2. The customer may terminate participation in the plan by requesting the termination in writing. The customer must pay any amounts due on the account, including billing adjustments.
3. Final bills, when issued on an Average Payment Plan account, shall include any billing adjustments necessary to balance the account.

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KCP&L Greater Missouri Operations

Economic Relief Pilot Program

STATE OF MISSOURI, PUBLIC SERVICE COMMISSION

P.S.C. MO. No. 1
Canceling P.S.C. MO. No. _____

Original Sheet No. R-62.15
Sheet No. _____

KCP&L Greater Missouri Operations Company
KANSAS CITY, MO 64106

For Territory Served as L&P and MPS

RULES AND REGULATIONS
ELECTRIC

9.17 Economic Relief Pilot Program

A. PURPOSE:

The Economic Relief Pilot Program (ERPP) offered by the Company provides an opportunity to relieve the financial hardship experienced by some of our customers. Through this three (3) year pilot* we shall endeavor to insure this program is a valuable and viable program for customers.

B. APPLICATION:

This ERPP is applicable to qualified customers for residential service billed under
Schedule MO910, MO920 or MO922 for the L&P territory or
Schedule MO860 or MO870 for the MPS territory.

The ERPP will, on a pilot basis, provide up to 1,000 participants with a fixed credit on their monthly bill (ERPP credit), for a period up to 12 months from the billing cycle designated by the Company as the participant's first month until the billing cycle designated as the participant's last for ERPP. At the end of the 12 month period, a customer may reapply to participate further in the program through the term of the pilot program.

C. DEFINITIONS:

Qualified Customer – A customer receiving residential service under
Schedule MO910, MO920 or MO922 for the L&P territory or
Schedule MO860 or MO870 for the MPS territory.

who is classified as low-income by the Missouri Department of Social Service criteria and whose annual household income is no greater than 185% of the federal poverty level, as established by the poverty guidelines updated periodically in the Federal Register by the U.S. Department of Health and Services under the authority of 42 U.S.C. 9902 (2).

Applicant – A qualified customer who submits an ERPP application form for the ERPP credit.

Participant – An applicant who agrees to the terms of the ERPP and is accepted by the Company.

Program Funds – Annual ratepayer funding for the ERPP is \$315,000. Ratepayer funding shall be matched dollar for dollar by the Company. The \$630,000 annual sum of ratepayer funding and Company matching funds shall be the "program funds".

Agencies- The social service agencies serving the Company's service territory that qualify and assist ERPP customers pursuant to written contract between the Company and the Agencies.

* The three year pilot begins on the original effective date of this program.

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Issued by: Curtis D. Blanc, Sr. Director

Effective: September 1, 2009

FILED
Missouri Public
Service Commission
BAM SUP DIR-1 Page 14
ER-2009-0055 YE-2010-0016

STATE OF MISSOURI, PUBLIC SERVICE COMMISSION

P.S.C. MO. No. 1
Canceling P.S.C. MO. No. _____

Original Sheet No. R-62.16
Sheet No. _____

KCP&L Greater Missouri Operations Company
KANSAS CITY, MO 64106

For Territory Served as L&P and MPS

RULES AND REGULATIONS
ELECTRIC

9.17 Economic Relief Pilot Program (Continued)

D. AVAILABILITY:

Service under this rate schedule shall be available to up to 1,000 participants in the Company's service area who satisfy the following eligibility requirements:

1. Participant must be a customer receiving residential service under the Company's Schedule MO910, MO920 or MO922 for the L&P territory or Schedule MO860 or MO870 for the MPS territory.
2. Participant's annual household income must be verified initially, and annually thereafter, as being no greater than 185 percent (185%) of the federal poverty level.
3. Participants who have outstanding arrearages will enter special pay agreements as mutually agreed to by both the Participant and the Company.
4. Participants must provide, via an interview or questionnaire, information related to their energy use and program participation. Any information provided in these interviews or questionnaires that is later made public will not be associated with the participant's name.
5. Any provision of the Company's rules and regulations applicable to the Company's Schedule MO910, MO920 or MO922 customers for the L&P territory or Schedule MO860 or MO870 customers for the MPS territory will also apply to ERPP participants.
6. Participants will not be subject to late payment penalties while participating in the program.

E. ENERGY ASSISTANCE:

1. Participants 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. The Company, through the Agencies, shall assist ERPP participants with completion of LIHEAP application forms when such assistance is requested.
2. Applicants agree to apply for any other available energy assistance programs identified by the Company.

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STATE OF MISSOURI, PUBLIC SERVICE COMMISSION

P.S.C. MO. No. 1
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Original Sheet No. R-62.17
Sheet No. _____

KCP&L Greater Missouri Operations Company
KANSAS CITY, MO 64106

For Territory Served as L&P and MPS

RULES AND REGULATIONS
ELECTRIC

9.17 Economic Relief Pilot Program (Continued)

F. CREDIT AMOUNT:

Participants shall receive the available ERPP credit for so long as the participant continues to meet the ERPP eligibility requirements and reapplies to the program as required.

Up to 1,000 participants shall receive the ERPP credit in the amount of each participant's average bill for the most recent 12 months bills, not to exceed \$50 per month. The credit amount will be determined by the Company at the time of enrollment.

G. DISCONTINUANCE AND REINSTATEMENT:

The Company will discontinue a participant's ERPP credit for any of the following reasons:

1. If the Company, through the Agencies, determines the participant no longer meets the eligibility requirements set forth in this tariff.
2. If the participant submits a written request to the Company asking that the ERPP credit be discontinued.
3. If the participant does not conform to the Company's rules and regulations as approved by the Missouri Public Service Commission, and as a result the participant has service discontinued for
Schedule MO910, MO920 or MO922 for the L&P territory or
Schedule MO860 or MO870 for the MPS territory.

Reinstatement of the ERPP credit following discontinuance in the above circumstances and after the participant again meets the eligibility requirements will be at the discretion of the Company.

H. MISAPPLICATION OF THE ERPP CREDIT:

Providing incorrect or misleading information to obtain the ERPP credit shall constitute a misapplication of the ERPP credit. If this occurs the Company may discontinue the ERPP credit and rebill the account for the amount of all ERPP credits received by the participant. Failure to reimburse the Company for the misapplication of the ERPP credits may result in termination of customer's electric service pursuant to the Company's rules and regulations. However, nothing in this experimental tariff shall be interpreted as limiting the Company's rights under any provisions of any applicable law or tariff.

issued: July 8, 2009
issued by: Curtis D. Biana, Sr. Director

Effective: September 1, 2009

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STATE OF MISSOURI, PUBLIC SERVICE COMMISSION

P.S.C. MO. No. 1
Canceling P.S.C. MO. No. _____

Original Sheet No. R-62.18
Sheet No. _____

KCP&L Greater Missouri Operations Company
KANSAS CITY, MO 64106

For Territory Served as L&P and MPS

RULES AND REGULATIONS
ELECTRIC

9.17 Economic Relief Pilot Program (Continued)

I. OTHER CONDITIONS:

The ERPP program has been designed so that the Company neither profits from nor incurs losses as a result of offering this experimental program.

Costs of administering the program, including those costs charged by the Agencies, shall be paid from the program funds.

The Company will gather and maintain participant data on usage, arrears, payments and other relevant factors to be used in the evaluation of the program.

The Company shall make non-confidential data, as well as any and all program evaluations that are conducted, available to the parties.

The pilot program may be evaluated in any Company rate or complaint case. The evaluation shall be conducted by an independent third party evaluator under contract with the Company, that is acceptable to the Company, Commission Staff and the Public Counsel. The costs of the evaluator shall be paid from the program funds.

If any program funds in excess of actual program expenses remain at the end of the ERPP program, the Company shall redirect the excess funds to tariffed demand-side management programs.

Issued: July 8, 2009
Issued by: Curtis D. Bland, Sr. Director

Effective: September 1, 2009

FILED
Missouri Public
Service Commission
BAM SUP DIR Page 17
ELECTRIC 2010-0016

KCP&L Greater Missouri Operations (Old Aquila)

Level Payment Plan

STATE OF MISSOURI, PUBLIC SERVICE COMMISSION

P.S.C. MO. No. 1
Canceling P.S.C. MO. No. _____

Original Sheet No. R-40
Sheet No. _____

Aquila, Inc., dba

AQUILA NETWORKS For All Territory Served by Aquila Networks - L&P and Aquila Networks - MPS
KANSAS CITY, MO 64138

**RULES AND REGULATIONS
ELECTRIC**

6.05 Level Payment Plan

- A. The purpose of the level payment plan is to levelize, insofar as possible, the amount a customer is required to pay monthly over a year's period.
- B. This level payment plan is available to all eligible residential customers. A customer who has been delinquent three (3) or more times in the last twelve (12) months at his current or previous location may be refused participation in the level payment plan until the customer has established a twelve (12) consecutive month payment period with no more than two (2) delinquent payments. Level payment billing levels are subject to change. Failure to maintain a current account will disqualify customers from participating in the program. At Company's option, certain nonresidential customers, based on usage patterns and payment history, may be allowed to participate in Company's level payment plan.
- C. The level payment amount is based on twelve (12) months' historical information as adjusted for any significant rate tariff changes during the period, abnormal weather conditions, or other factors. The estimated annual adjusted billing, and thus the monthly level payment amount, may be revised if it is obvious the earlier estimate was underestimated or overestimated due to customer use, weather conditions, rate tariff changes, or other factors during the subsequent level payment period.
- D. Customers may enter the level payment plan during any month of the year. Level payment amounts for customers with less than twelve (12) months to the true-up cycle will be estimated based on estimated monthly use for such period. In any event, the estimated billing will be revised to actual billing once each year and the correction reflected on the customer's bill.
- E. The customer's bill will show the actual monthly amount, the current status of the account, and the monthly level payment amount.

Atmos Energy Corporation

Budget Billing Plan

FORM NO. 13

P.S.C. MO. No. 2

1"

{Original} SHEET NO. 105

{Revised}

Cancelling P.S.C. MO. No. 2

{Original} SHEET NO. 105

{Revised}

Atmos Energy Corporation

FOR - All Areas

Name of Issuing Corporation

Community, Town or City

BUDGET BILLING PLAN

This plan is available to all residential Customers and other Customers whose average consumption is less than two hundred fifty (250) Ccf per month. The Customer may enroll in the Budget Billing Plan at any time during the calendar year. To be accepted as a Budget Billing customer, the account balance must be paid in total before the customer is put on Budget Billing. At enrollment, the customer shall acknowledge that this Budget Billing Plan will continue until the customer:

1. Notifies the Company in writing or by telephone to discontinue the plan, or
2. Incurs two delinquent actions on the account.

The Company has a Budget Billing Plan available for the convenience of its customers. The Plan is designed to help levelize payment for gas service over a period of twelve months. The Budget Billing Plan amount will be determined based on historical or estimated usage and billing amounts. Levelizing adjustments will be made as frequently as each month. The following is the formula used to calculate a customer's Budget Billing Plan amount:

(Sum of all charges net of Adjustments not to exceed twelve calendar months)/(Number of bills issued not to exceed twelve calendar months)

The Customer may request termination of the plan at any time but will be required to bring the account to the current balance. If a credit balance remains, the Customer may obtain a refund or apply the credit balance to charges for future months' service. To receive a refund, the credit balance must exceed \$10.00.

As noted above, the Customer will be removed from the Plan after two delinquent actions and will be required to bring the account to the current balance. When payment is delinquent, a debit account balance shall be subject to the same collection procedures as other accounts. If the account balance is a credit, the Budget Billing Plan may be terminated after not less than 30 days.

DATE OF ISSUE: July 11, 2008

Month: Day Year

DATE EFFECTIVE: August 11, 2008

Month: Day Year

ISSUED BY: Mark A. Martin, Vice President, Rates & Regulatory Affairs, Kentucky/Midstates Division, Owensboro, KY

Name of Officer

Title

Address

FILED

Missouri Public
Service Commission

BAM SUP DIR-1 Page 21

Empire District Gas Company

Experimental Low Income Program (ELIP)

STATE OF MISSOURI, PUBLIC SERVICE COMMISSION

P.S.C. MO. No. 2 Original Sheet No. 68
Canceling P.S.C. MO. No. 1 Sheet No.

THE EMPIRE DISTRICT GAS COMPANY
JOPLIN, MO 64802

FOR: Sedalia, Missouri and Surrounding Rural Areas

EXPERIMENTAL LOW INCOME PROGRAM
("ELIP")

APPLICATION

This Experimental Low Income Program (ELIP) is available for service billed under Schedule RS-N&S, Residential Service, to qualified natural gas space heating customers. The ELIP will provide participants with a fixed credit on their monthly bill (ELIP Credit). Customers participating in the ELIP program shall receive the credit during the months of November through March. This program was approved by the Missouri Public Service Commission in Case No. GR-2004-0072.

DEFINITIONS

Qualified Customer – An Empire customer receiving service under Schedule RS-N&S whose annual income is verified, by Missouri Valley Community Action Agency (MVCAA), as no greater than 125 percent of the Federal Poverty Level, as established by the poverty guidelines updated periodically in the Federal Register by the U.S. Department of Health and Human Services under the authority of 42 U.S.C. 9902 (2).

Applicant – A qualified customer who submits an ELIP application form for the ELIP credit.

Participant – An applicant who agrees to the terms of the ELIP and is designated as a qualified customer by MVCAA.

Program Funding – Annual funding for the Weatherization and Low Income Programs is based on the Unanimous Stipulation and Agreement in Case No. GR-2004-0072. A total of \$135,000 will be funded by Company annually in the following programs:

- \$78,500 will be used to fund system-wide experimental weatherization assistance, to be administered in a manner consistent with the federal Weatherization Assistance Program, and the entire annual funding amount is to be allocated pro rata to all of Company's service territories through the Missouri Department of Natural Resources weatherization service providers.
- \$7,500 will be used for experimental commercial energy audits.
- \$24,000 will be used for weatherization for ELIP program participants in the Sedalia area.
- \$25,000 will be used to fund an experimental rate discount with two tiers of credits for Company's residential gas customers in the areas served by MVCAA with incomes in the range of 0% to 125% of the Federal Poverty Level.

Agency – The social services agency serving the Sedalia, Missouri service territory that qualifies and assists ELIP customers pursuant to agreement between Company and the Agency.

DATE OF ISSUE: August 9, 2007
ISSUED BY: Kelly S. Walters, Vice President

EFFECTIVE DATE: September 8, 2007

STATE OF MISSOURI, PUBLIC SERVICE COMMISSION

P.S.C. MO. No. 2
Canceling P.S.C. MO. No. 1

Original

Sheet No. 69
Sheet No. _____

**THE EMPIRE DISTRICT GAS COMPANY
JOPLIN, MO 64802**

FOR: Sedalia, Missouri and Surrounding Rural Areas

**EXPERIMENTAL LOW INCOME PROGRAM
("ELIP")**

AVAILABILITY

Service under this rate schedule shall be available to qualified ELIP program participants in the Sedalia, Missouri service territory who satisfy the following eligibility requirements:

1. Participant must be a Company residential customer receiving service under the RS-N&S rate schedule, who has been weatherized in the past 3 years, or agrees to be weatherized, under the Federal Low Income Weatherization Assistance Program (LIWAP) program
2. Participant's annual household income must be verified initially, and annually thereafter, as no more than 125 percent of the Federal Poverty Level.
3. For purposes of determining the level of the ELIP credit to be received, the participants will be categorized as follows:
 - a. Group A – participants whose annual income has been verified as being from 0 to 50 percent of Federal Poverty Level.
 - b. Group B – participants whose annual income has been verified as being from 51 to 125 percent of the Federal Poverty Level.
4. Participants who have outstanding arrearages shall enter into special payment agreements through which the arrearages shall be paid monthly, in an amount mutually agreed upon by both the participants and Company, not to exceed \$20/month. This payment agreement will be considered a deferred payment agreement for purposes of R-31-6.09 A.
5. Participants must provide, via an interview or questionnaire, information related to their energy use and program participation. Any information provided in these interviews or questionnaires that are later made public will not be associated with the participants name, street address or telephone number.
6. Any provision of the Company's Rules and Regulations applicable to the Company's residential customer will also apply to ELIP customers.

ENERGY ASSISTANCE

1. Participants who have not previously completed an application for a Low Income Home Energy Assistance Program ("LIHEAP") grant agree to apply for a LIHEAP grant when such grants become available. Company, through the Agencies, shall assist ELIP participants with completion of LIHEAP application forms when such assistance is required.
2. Applicants agree to apply for any other available energy assistance programs identified by the Company, including the LIWAP weatherization program administered by MVCAA.

CREDIT AMOUNT

Participants will receive the ELIP credit each month during the months of November to March, as long as the participant continues to meet the ELIP eligibility requirements.

Up to 120 participants shall receive the ELIP credit in the following amounts, not to exceed the participant's monthly utility bill:

Group A – \$60 per month
Group B – \$40 per month

DATE OF ISSUE: August 9, 2007
ISSUED BY: Kelly S. Walters, Vice President

EFFECTIVE DATE: September 8, 2007

STATE OF MISSOURI, PUBLIC SERVICE COMMISSION

P.S.C. MO. No. 2 Original Sheet No. 70
Canceling P.S.C. MO. No. 1 Sheet No.

THE EMPIRE DISTRICT GAS COMPANY
JOPLIN, MO 64802

FOR: Sedalia, Missouri and Surrounding Rural Areas

LOW INCOME PROGRAM
("ELIP")

DISCONTINUANCE AND REINSTATEMENT:

Company may discontinue a participant's ELIP credit for any of the following reasons:

1. If Company, through MVCAA, determines that the participant no longer meets the eligibility requirements set forth in this tariff.
2. If the participant submits a written request to Company asking that the ELIP be discontinued.
3. If the participant does not conform to Company's rules and regulations as approved by the Missouri Public Service Commission, and as a result, the participant has Schedule RS-M service discontinued by the Company.

Reinstatement of the ELIP credit following discontinuance in the above circumstances and after the participant again meets the eligibility requirements will be at the discretion of the Company.

MISAPPLICATION OF THE ELIP CREDIT:

Providing incorrect or misleading information to obtain the ELIP credit shall constitute a misapplication of the ELIP credit. If this occurs, the Company may discontinue the ELIP credit and re-bill the account for the amount of all ELIP credits received by the participant, at which time the Company will also return to MVCAA the ELIP credits collected on this customer. Failure to reimburse the Company for the misapplication of the ELIP credits may result in termination of customer's gas service pursuant to the Company's rules and regulations. However, nothing in this tariff shall be interpreted as limiting the Company's rights under any provisions of any applicable law or tariff.

OTHER CONDITIONS:

The ELIP program has been designed so that the Company neither profits from nor incurs losses as a result of offering this program. The Company will notify MVCAA of participants that become disqualified from the program. MVCAA will notify the Company of applicant qualification to the program by the 15th day of each month during the months of November through March. If a participant leaves the program, he/she must reapply for qualification through MVCAA, and MVCAA must notify the Company before credits will be issued to such participants. If a program participant moves to another premise in Sedalia, he/she will be considered disqualified from the program until MVCAA designates such customer as a qualified participant.

The Company will track the use of the program funds. If the \$25,000 in program funding is expended in any calendar year for subsidy credits or program administration, Company will not be obligated to provide additional program funding. The costs of administering the program, including those costs charged by MVCAA, up to 3% of the annual funding, shall be paid from the program funds.

Participation may be limited so that the projected expenditures of the program should equal the projected revenue from the program funds. The program will not be limited to fewer than 50 participants in Group A and 50 participants in Group B. ELIP credits will not be prorated between monthly bills.

DATE OF ISSUE: August 9, 2007
ISSUED BY: Kelly S. Walters, Vice President

EFFECTIVE DATE: September 8, 2007

STATE OF MISSOURI, PUBLIC SERVICE COMMISSION

P.S.C. MO. No. 2
Canceling P.S.C. MO. No. 1

Original

Sheet No. 71
Sheet No.

THE EMPIRE DISTRICT GAS COMPANY
JOPLIN, MO 64802

FOR: Sedalia, Missouri and Surrounding Rural Areas

EXPERIMENTAL LOW INCOME PROGRAM
("ELIP")

The Company will gather and maintain individual participant data on usage, arrears, payments and other relevant factors to be used in the evaluation of this program, and will provide such data to the Missouri PSC Staff and Office of Public Counsel in May of each year or in response to data requests in the Company's next rate or complaint case. Any data collected by MVCAA on participant household characteristics, such as equipment saturations or efficiencies, occupancy, energy use patterns, and adoption of energy savings actions will be shared with the Company for internal evaluation purposes.

The Company shall make non-confidential data, as well as any and all internal and external program evaluations that are conducted, available to Missouri PSC Staff and Office of Public Counsel upon request.

Pursuant to a Stipulation and Agreement in Case No. GR-2004-0072, this program may be evaluated in the Company's next rate or complaint case.

DATE OF ISSUE: August 9, 2007
ISSUED BY: Kelly S. Walters, Vice President

EFFECTIVE DATE: September 8, 2007

Empire District Gas Company

Level Payment Plan

STATE OF MISSOURI, PUBLIC SERVICE COMMISSION

P.S.C. MO. No.	<u>2</u>	<u>1st</u>	Revised	Sheet No.	<u>R-36</u>
Canceled P.S.C. MO. No.	<u>2</u>		Original	Sheet No.	<u>R-36</u>

THE EMPIRE DISTRICT GAS COMPANY
JOPLIN, MO 64802

FOR: All Communities and Rural Areas Receiving
Natural Gas Service

RULES AND REGULATIONS
GAS

6.05 Level Payment Plan

- A. The purpose of the level payment plan is to levelize, insofar as possible, the amount a customer is required to pay monthly over a year's period.
- B. This level payment plan is available to all eligible residential customers. A customer who has been delinquent three (3) or more times in the last twelve (12) months at his current or previous location may be refused participation in the level payment plan until the customer has established a twelve (12) consecutive month payment period with no more than two (2) delinquent payments. Level payment billing levels are subject to change. Failure to maintain a current account will disqualify customers from participating in the program. At Company's option, certain nonresidential customers, based on usage patterns and payment history, may be allowed to participate in Company's level payment plan.
- C. The level payment amount will be based on twelve (12) months' historical information as adjusted for any significant rate changes during the period, abnormal weather conditions, or other factors. The estimated annual adjusted billing, and thus the monthly level payment amount, may be revised if it is obvious the earlier estimate was underestimated or overestimated due to customer use, weather conditions, rate tariff changes, or other factors during the subsequent level payment period.
- D. Customers may enter the level payment plan during any month of the year. Level payment amounts for customers with less than twelve (12) months to the true-up cycle will be estimated based on estimated monthly use for such period. In any event, the estimated billing will be compared to actual billing once each year and the outstanding balance due will be reflected over the next twelve month payment plan.
- E. The customer bill will show the actual monthly amount, the current status of the account, and the monthly level payment amount.

DATE OF ISSUE: November 1, 2009
ISSUED BY: Kelly S. Walters, Vice President

EFFECTIVE DATE: December 1, 2009

FILED
Missouri Public
Service Commission
JG-2010-0307

Missouri Gas Utility

Unanimous Stipulation
and Agreement

Cases: GR-2008-0060
&
GR-2007-0178

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

In the Matter of the General Rate Increase)	
for Natural Gas Service Provided)	Case No. GR-2008-0060
by Missouri Gas Utility, Inc.)	

In the Matter of Missouri Gas Utility, Inc.'s)	
Purchased Gas Adjustment (PGA) Factors)	Case No. GR-2007-0178
To be Audited in Its 2005-2006 Actual Cost)	
Adjustment.		

**UNANIMOUS
STIPULATION AND AGREEMENT**

COME NOW Missouri Gas Utility, Inc. (MGU or Company), the Staff of the Missouri Public Service Commission (Staff), and the Office of the Public Counsel (Public Counsel), and respectfully state to the Missouri Public Service Commission (Commission) that, as a result of negotiations, the undersigned parties have reached the unanimous stipulations and agreements contained herein.

1. **Issues Settled.** This Stipulation and Agreement is intended to settle among the Parties for purposes of the above captioned cases all issues previously identified through testimony in Case No. GR-2008-0060 and Case No. GR-2007-0178. The Signatories recommend that the Commission accept this Stipulation and Agreement as a fair compromise of their respective positions on these issues.

2. **Annual Revenue Requirement.** MGU shall be authorized to file revised tariff sheets containing rate schedules for natural gas service designed to produce overall Missouri jurisdictional gross annual gas revenues, exclusive of any applicable license, occupation, franchise, gross receipts taxes or other similar fees or taxes, in the amount of \$878,201, an increase of \$301,000 annually. The revised specimen tariff sheets designed to implement this agreement are attached as Appendix A.

3. **Rate Design/Class Cost of Service.** The Parties agree that the revenue increase established in this case shall be allocated in accordance with the amounts set forth on **Appendix B** hereto. The tariff sheets set forth in Appendix A to this Agreement reflect the Parties' agreement as to the various components of the Cost of Service, including: use of transportation revenue in the amount of \$170,000, deducted from the revenue requirement, in order to solve for retail sales rates; an equal percentage increase in all classes' revenues for GS, CS and LVS; volume and customer count determinants per the Staff's case; a customer charge for General Service in the amount of \$15, and an equal percentage increase for all other classes' rate components; and, the use of the Conception, Missouri weather station for weather normalization.

4a. **MGU prospective accounting changes – capitalization of costs.** No later than April 1, 2008, the beginning of its next fiscal year, MGU will implement more detailed time coding for MGU employees in order to provide the ability to assign time to sales and promotion efforts. All costs incurred by MGU, or allocated to it by CNG Holdings, Inc. (CNG Holdings) or other affiliated entity, in relation to promotional, demonstrating, and selling activities, the object of which is to promote or retain the use of utility services by present and prospective customers of MGU, is to be charged to expense as incurred beginning no later than April 1, 2008. MGU shall fully abide by the provisions of the Uniform System of Accounts (USOA) - Gas Corporations (4 CSR 240-40.040), including the Gas Plant Instructions included therein. MGU shall not include in its plant in service balances any direct costs not specifically listed in section 20.043 of the USOA as being potentially subject to capitalization and that do not otherwise meet the USOA criteria for capitalization. MGU shall not include in its plant in service

balances any overhead costs that do not comply with the USOA criteria for capitalization of overhead costs in section 20,044 of the USOA. These provisions shall apply to MGU's plant accounting whether the costs are directly incurred by MGU or were allocated from CNG Holdings or other affiliated companies.

4b. **MGU Prospective Accounting Changes – Corporate Governance.** As of April 1, 2008, the beginning of its next fiscal year, MGU will implement more detailed time coding for CNG Holdings employees in order to provide the ability to track corporate governance efforts. "Corporate governance" shall be defined as those activities related to maintenance of CNG Holdings current corporate structure, or those activities related to consideration of or implementation of prospective changes in CNG Holdings' corporate ownership structure. Corporate governance costs shall include any incurred costs related to investigation of or implementation of merger/acquisition/purchase/sale opportunities affecting CNG Holdings or any of its affiliates, including MGU. All corporate governance costs incurred by CNG Holdings employees or its affiliates' employees shall be segregated and separately identified on CNG Holdings or its affiliates' books and records, and shall not be allocated to MGU for inclusion in MGU's financial statements. Any costs incurred directly by MGU employees relating to corporate governance activities shall likewise be segregated and separately identified on MGU's books and records.

4c. **MGU Prospective Accounting Changes – Regulatory Costs.** Beginning no later than April 1, 2008, MGU shall include all costs incurred by it, or allocated to it by CNG Holdings or other affiliates, in connection with formal cases before the Missouri Public Service Commission in USOA account 928, Regulatory

Commission Expenses. These costs shall not be capitalized into MGU's plant in service balances.

4d. **MGU Prospective Accounting Changes – Other.** Beginning no later than April 1, 2008, MGU will separately record disconnection revenues, reconnection revenues and occurrences of disconnection and reconnection on a going forward basis.

5. **Tariff changes.** The revised specimen tariff sheets attached as Appendix A include the following changes from MGU's existing tariff provisions: a disconnect charge, reconnect charge and trip charge in the amount of \$40 for each event; an insufficient funds charge in the amount of \$30; the removal of language in existing tariff sheet number 82 that provides that labor rates are subject to change without notice; and customer deposit interest language that is consistent with Staff's preference.

6. **Case No. GR-2007-0178.** MGU should be ordered to adjust the ACA account balance in its next ACA filing to reflect the following adjustments and to reflect the (over)/under-recovered ACA balance as found in the Staff Recommendation filed in Case No. GR-2007-0178 on August 16, 2007:

Description	Company's ACA Balance Per Filing	Staff Adjustments	Staff Recommended ACA Balance
Beginning Balance 9/1/05	\$(35,355)	\$(3,861)	\$(39,216)
Cost of Gas	\$628,142	\$(12,482)	\$615,660
Recoveries	\$(654,292)		\$(654,292)
Interest on Under- or (Over-)Recovery of ACA Gas Costs	\$370	\$(692)	\$(322)
Company	\$17		\$17

Adjustment Not in Ending Balance			
Ending Balance 8/31/06	\$(61,118)	\$(17,035)	\$(78,153)

7. **Class Cost of Service Study.** At the time it files its next general or small company rate case, MGU will provide to Staff and Public Counsel the items the parties need to perform a class cost of service study as identified in Appendix C attached hereto.

8. **One-Time Contribution of Conservation Funds.** Within thirty (30) days after the effective date of new rates resulting from this case, MGU will make a one-time contribution in the amount of \$3,717 to Green Hill Community Action Agency in order to promote conservation of natural gas usage. Public Counsel and Staff agree to not file any pleading seeking the right to pursue penalties against MGU for issues related to non-sufficient funds charges or disconnect and/or reconnect charges as referenced in the Direct Testimony of Public Counsel witness Barbara A. Meisenheimer, submitted January 18, 2008, at pages 3 through 7, line 7, only for the time period referenced.

9. **Annual Contribution of Conservation Funds.** On an annual basis, MGU will either make a contribution in the amount of \$9,000 to Green Hill Community Action Agency in order to promote conservation of natural gas usage for natural gas space heating customers or spend a like amount through a Commission-approved program for the same purpose.

10. **Rate Case Moratorium.** Each of the Parties agrees that before April 1, 2011, it will not file any tariff or pleading with the Commission, or encourage or assist in

the filing of any tariff or pleading with the Commission, which tariff or pleading seeks a general increase or decrease in the base rates of MGU unless a significant, unusual event that has a major impact on the Company occurs, including but not limited to: (i) terrorist activity or an act of God; (ii) a significant change in federal or state tax laws; or, (iii) a significant change in federal or state utility or environmental laws or regulations.

11. **Effective Date of Rates.** The Parties request that the Commission consider and approve this Stipulation and Agreement as soon as is reasonably practicable.

Contingent Waiver of Rights

12. This Stipulation and Agreement is being entered into solely for the purpose of settling the issues in the cases that are listed above. Unless otherwise explicitly provided herein, none of the Parties to this Stipulation and Agreement shall be deemed to have approved or acquiesced in any ratemaking or procedural principle, including, without limitation, any method of cost determination or cost allocation or revenue-related methodology. Other than explicitly provided herein, none of the Parties shall be prejudiced or bound in any manner by the terms of this Stipulation and Agreement in these or any other proceeding regardless of whether this Stipulation and Agreement is approved.

13. This Stipulation and Agreement has resulted from extensive negotiations among the Parties and the terms hereof are interdependent. If the Commission does not approve this Stipulation and Agreement unconditionally and without modification, then this Stipulation and Agreement shall be void and no Party shall be bound by any of the agreements or provisions hereof, except as explicitly provided herein.

14. If the Commission does not approve this Stipulation and Agreement without condition or modification, and notwithstanding the provision herein that it shall become void; neither this Stipulation and Agreement nor any matters associated with its consideration by the Commission shall be considered or argued to be a waiver of the rights that any Party has for a decision in accordance with §536.080 RSMo 2000 or Article V, Section 18 of the Missouri Constitution, and the Parties shall retain all procedural and due process rights as fully as though this Stipulation and Agreement had not been presented for approval, and any suggestions, memoranda, testimony, or exhibits that have been offered or received in support of this Stipulation and Agreement 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 purpose whatsoever.

15. In the event the Commission accepts the specific terms of this Stipulation and Agreement without condition or modification, the Parties waive their respective rights to present oral argument and written briefs pursuant to §536.080.1 RSMo 2000; their respective rights to the reading of the transcript by the Commission pursuant to RSMo §536.080.2 RSMo 2000; their respective rights to seek rehearing, pursuant to §536.500 RSMo 2000; and their respective rights to judicial review pursuant to §386.510 RSMo 2000. This waiver applies only to a Commission order approving this Stipulation and Agreement without condition or modification issued in this proceeding and only to the issues that are resolved hereby. It does not apply to any matters raised in any prior or subsequent Commission proceeding nor any matters not explicitly addressed by this Stipulation and Agreement.


Right to Disclose

16. The Staff may file suggestions or a memorandum in support of this Stipulation and Agreement. Each of the Parties shall be served with a copy of any such suggestions or memorandum and shall be entitled to submit to the Commission, within five (5) days of receipt of Staff's suggestions or memorandum, responsive suggestions or a responsive memorandum, which shall also be served on all Parties. The contents of any suggestions or memorandum provided by any Party are its own and are not acquiesced in or otherwise adopted by the other signatories to this Stipulation and Agreement, whether or not the Commission approves and adopts this Stipulation and Agreement.

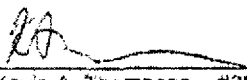
17. The Staff also shall have the right to provide, at any agenda meeting at which this Stipulation and Agreement is noticed to be considered by the Commission, whatever oral explanation the Commission requests; provided, that the Staff shall, to the extent reasonably practicable, provide the other Parties with advance notice of when the Staff shall respond to the Commission's request for such explanation once such explanation is requested from the Staff. The Staff's oral explanation shall be subject to public disclosure, except to the extent it refers to matters that are privileged or protected from disclosure pursuant to Commission Rule 4 CSR 240-2.135.

WHEREFORE, for the foregoing reasons, the undersigned Parties respectfully request that the Commission issue its Order approving all of the specific terms and conditions of this Stipulation and Agreement.


Respectfully submitted,


Dean L. Cooper #36592
BRYDON SWEARENGEN &
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(573) 635-3847 (fax)
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ATTORNEY FOR THE STAFF OF THE
MISSOURI PUBLIC SERVICE COMMISSION


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(573) 751-5562 FAX
marc.poston@ted.mo.gov
ATTORNEY FOR THE OFFICE OF
THE PUBLIC COUNSEL

CERTIFICATE OF SERVICE

I do hereby certify that a true and correct copy of the foregoing document has been sent by electronic mail this 3rd day of March, 2008, to:

Kevin Thompson
General Counsel's Office
Kevin.Thompson@psc.mo.gov

Marc Poston
Office of the Public Counsel
marc.poston@ted.mo.gov


Dean L. Cooper

Missouri Gas Utility

Average Payment Plan

P.S.C. MO No. 1	Cancels	First Revised Original	Sheet No. 86 Sheet No. 86
Missouri Gas Utility, Inc. Name of Issuing Company	For:	All Towns and Communities* Within MGU Certificated Service Areas * Community, Town or City	
NATURAL GAS TARIFF			
<p>(31) <u>Precedence</u> To the extent that this rule, or any provision(s) hereof, conflict with any other provision(s) of the Company's filed tariff, Rules and Regulations, or contracts, this rule shall take precedence.</p> <p>(32) <u>Special Meter Readings</u> 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.</p> <p>(33) <u>Collection Trip Charge</u> When 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.</p> <p>(34) <u>Average Payment Plan</u> By mutual agreement between the customer and the Company any residential customer 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 residential customers will be notified of the Plan by the Company issuing a bill containing two amounts, the actual amount and the payment due under the Plan. If the Customer elects to go with the Plan, he pays the average amount. If the customer pays the actual amount, the next month's bill will also contain the two amounts, giving the Customer another opportunity to sign up.</p> <p>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. Missouri Gas Utility, Inc. 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.</p> <p>* Indicates New Rate or Text + Indicates Change</p>			

Issue Date: June 3, 2009
 Month/Day/Year

Effective Date: July 5, 2009
 Month/Day/Year

Issued By: Timothy R. Johnston
Vice President
 Name and Title of Issuing Officer

7810 Shaffer Parkway, Ste. 120
Littleton, Colorado 80127
 Company Mailing Address

Filed
 Missouri Public
 Service Commission

GA-2009-0264; YG-2009-0853

P.S.C. MO No. 1 Canceled <u>Missouri Gas Utility, Inc.</u> Name of Issuing Company	First Revised Original All Towns and Communities* For: <u>Within MGU Certificated Service Areas *</u> Community, Town or City	Sheet No. 87 Sheet No. 87
RULES AND REGULATIONS (CONT'D.)		
<p>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.</p> <p>(35) Promotional Practices</p> <p>In compliance with rules prescribed by 4 CSR 240-14.040(2), 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:</p> <p style="margin-left: 40px;">(a) Conversion Policy</p> <p>Missouri Gas Utility, Inc. applied to the Missouri Public Service Commission on December 13, 2004 for a waiver from 4 CSR 240-14.020(1)(E) and (F). This promotional practice is being provided on a uniform basis to all classes of customers as described in the terms and conditions contained in Section 25 - Free Conversion Rules and Regulations of Missouri Gas Utility's Natural Gas Tariff Number 1.</p> <p>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 Missouri Gas Utility, Inc., pursuant to its Tariff Sheet Nos. 78-83.</p> <p style="margin-top: 20px;">* Indicates New Rate or Text + Indicates Change</p>		

Issue Date: June 3, 2009
 Month/Day/Year

Effective Date: July 5, 2009
 Month/Day/Year

Issued By: Timothy R. Johnston
Vice President
 Name and Title of Issuing Officer

7810 Shaffer Parkway, Ste. 120
Littleton, Colorado 80127
 Company Mailing Address

Filed
 Missouri Public
 Service Commission

Southern Missouri Gas Company

Unanimous Stipulation and Agreement

Case: GC-2006-0180

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

Office of the Public Counsel)	
)	
Complainant,)	
)	
v.)	Case No. GC-2006-0180
)	
Southern Missouri Gas Company, L.P.)	
)	
Respondent.)	

UNANIMOUS STIPULATION AND AGREEMENT

COME NOW Office of the Public Counsel ("Public Counsel"), the Staff of the Missouri Public Service Commission ("Staff") and Southern Missouri Gas Company, L.P. d/b/a Southern Missouri Natural Gas ("SMNG" or "Company")(collectively referred to as "Signatory Parties"), by and through their respective counsel, and pursuant to 4 CSR 240-2.115, submit the following Stipulation And Agreement which, if approved by the Missouri Public Service Commission ("Commission"), will dispose of all issues in this proceeding:

Procedural History

1. The Public Counsel filed a complaint against SMNG on October 21, 2005, alleging that the Company has failed to comply with Commission Rule 4 CSR 240-40.018. The Commission issued its Notice of Complaint on October 24, 2005, and the Company timely filed its Answer and Motion To Dismiss on November 23, 2005. The Commission issued its Order Denying Motion To Dismiss on December 22, 2005.

2. A prehearing conference was held on December 15, 2005. The parties also met to

discuss the issues in this case on January 18, 2006 and informally thereafter.

Agreed Upon Terms and Conditions

3. As a result of settlement negotiations, Public Counsel, Staff and SMNG hereby offer the following stipulations and agreements to resolve the issues that are the subject of the Public Counsel's Complaint in this proceeding:

a. The Signatory Parties agree that it is reasonable and appropriate to establish a formal process for SMNG to provide the Commission, Commission Staff and Public Counsel with information regarding natural gas physical purchases and hedging provided each spring and updates provided each summer and early fall. This process will include provisions for notification to the Commission, Commission Staff and Public Counsel if any substantial changes to plans are made prior to a scheduled update. Any review of SMNG's plan and any resulting comments of Staff or Public Counsel shall not be construed as pre approval of SMNG's gas purchasing plans or practices and shall in no way be a substitute for Staff's PGA/ACA audit process and may not be used as a defense of SMNG's decision making concerning either its reliability planning or the prudence of its hedging or other gas buying decisions.

b. In order to initiate the process discussed in Paragraph 3a. above, SMNG agrees to prepare a gas supply plan that will include how management plans to implement its natural gas physical purchases and hedging strategies for the upcoming winter of 2006-2007. The gas supply plan will use a planning horizon of at least three years. The gas supply plan shall be submitted to the Commission, Commission Staff and Public Counsel by April 1, 2006. The plan shall be updated on July 1, 2006 and October 1, 2006. In the event that there

are substantial changes to SMNG's gas supply plan between scheduled updates, SMNG will provide notice to the Commission, Commission Staff and Public Counsel and submit a follow-up status report outlining the changes, the actual status of hedges in place, and explaining any reasons SMNG changed its gas supply plan or otherwise deviated from its plan.

c. Unless ordered by the Commission, SMNG agrees to prepare a gas supply plan consistent with the process discussed in Paragraph 3b. above, each year until the effective date for new rates approved in the Company's next general rate case, or until the Signatory Parties hereto otherwise mutually agree that the filing of such plans are no longer necessary.

d. The Signatory Parties agree that SMNG's initial gas supply purchasing and hedging strategies plan to be filed on April 1, 2006, for the 06-07 winter heating season shall adhere to the following requirements: (1) SMNG will secure a minimum of 20% of normal winter heating-season gas supply at fixed prices or otherwise hedged against market exposure, no later than April 30, 2006, unless good cause is shown for deviating from this benchmark; (2) SMNG will secure a minimum of 40% normal winter heating-season gas supply at fixed prices or otherwise hedged against market exposure, no later than July 15 of 2006, unless good cause is shown for deviating from this benchmark; (3) SMNG will secure a minimum of 55% of normal winter heating-season gas supply at fixed prices or otherwise hedged against market exposure, no later than October 1, 2006, unless good cause is shown for deviating from this benchmark. Notwithstanding these minimum hedging percentage requirements, the Company shall still be responsible for making prudent decisions

concerning but not limited to: the timing of any hedges, the quantity hedged, and the type of hedging instrument used and the terms of the hedging instrument. Review of the plan by Staff or Public Counsel shall not be considered to be pre-approval of the plan nor shall it be construed in any way to replace the staff's PGA/ACA audit process and may not be used as a defense of SMNGC's decision making concerning either its reliability planning or the prudence of its hedging or other gas buying decisions.

e. The terms "fixed prices" and "otherwise hedged against market exposure" shall not include so-called "first-of-month (FOM)" pricing or "basis hedging".

f. The term "normal winter heating-season" shall mean normal weather for the five months of November, December, January, February, and March. The minimum requirements shall be achieved on a monthly basis for each month of the "normal winter heating-season".

g. Non-winter months shall mean the months of April through October. These months should be evaluated by the Company for prudent hedges but no minimums are stated for the purposes of this Stipulation and Agreement.

h. The Signatory Parties agree that SMNG's gas supply purchasing and hedging strategies plans filed by April 1, of each year subsequent to April 1, shall adhere to the guidelines set forth in 3 d (1)-(3) unless good cause is shown for deviating from these benchmarks.

i. SMNG retains all responsibility for its decisions regarding gas purchasing and hedging and will remain subject to prudence reviews as part of the annual PGA/ACA processes, and any rate case and complaint proceedings. Public Counsel and the

Commission Staff shall retain the ability to challenge the prudence of any gas purchasing or hedging activities undertaken by SMNG.

j. The Signatory Parties also agree that it is reasonable and appropriate to establish a process by which SMNG will receive comments on its gas purchasing and hedging plan submissions in a timely manner so as to not delay SMNG's implementation of its plan. Public Counsel and Staff agree to provide SMNG with any comments in writing within thirty (30) days after SMNG submits an initial plan, regular update or notice and follow-up status report to Public Counsel and Staff. Public Counsel's and Staff's comments, however, will be informal and preliminary only and shall not be considered to constitute a review of SMNG's prudence or reliability for ACA/PGA reviews, and may not be used as a defense of SMNG's decision making concerning either its reliability planning or the prudence of its hedging or other gas buying decisions.

5. SMNG also agrees it will permit customers to enter into payment arrangement that would recover any arrearages above the minimum payment requirement under 4 CSR 240-13.055 to be re-connected to the natural gas system over an eighteen (18) month period rather than the twelve (12) month period currently required by 4 CSR 240-13.055. SMNG will inform customers inquiring about reconnection of this option. SMNG will annually advertise the availability of this option through newspaper or radio announcements, and provide a copy of the advertisement to Public Counsel and Staff.

6. SMNG agrees to initiate a rebate program designed to encourage the installation of new energy efficient, ENERGY STAR® qualified natural gas furnaces in the Company's service area. SMNG agrees to file with the Commission tariff sheets which implement an expanded rebate

program for new energy efficient, ENERGY STAR® qualified natural gas furnaces and new natural gas water heaters within ten (10) days of the effective date of the Order Approving Stipulation And Agreement. (See Sample Tariff in Attachment No. 1).

7. The Complaint filed on October 21, 2005 in this matter will be dismissed without further action of the parties upon the approval of the Stipulation And Agreement by the Commission. The parties agree that the case may be closed following the approval of the Stipulation And Agreement herein.

General Provisions

8. This Stipulation and Agreement shall become effective upon Commission approval without modification by final Commission order. Such order becomes "final" either by issuance of a Commission order on rehearing or, if no rehearing request is filed, upon the effective date of the Commission's order approving the Stipulation And Agreement.

9. This Stipulation and Agreement has resulted from extensive negotiations among the parties and the terms hereof are interdependent. In the event the Commission does not adopt this Stipulation and Agreement in total, then this Stipulation and Agreement shall be void and no Party shall be bound by any of the agreements or provisions hereof. The stipulations herein are specific to the resolution of this proceeding, and all stipulations are made without prejudice to the rights of the Parties to take other positions in other proceedings. Specifically, this Stipulation and Agreement shall not limit in any way, nor be used by any party to limit any party's review, audit or the recommendations made in any current or future PGA/ACA case. Further this Stipulation and Agreement shall not be used to defend against any disallowances any party may propose or recommendations that any party may make in any current or future ACA/PGA proceeding.

10. This Stipulation and Agreement is being entered into for the purpose of disposing of all issues in this case. None of the Parties to this Stipulation and Agreement shall have been deemed to have approved, agreed, consented or acquiesced to any accounting principle, ratemaking principle or cost of service determination underlying, or supposed to underlie any of the issues provided for herein.

11. All parties further understand and agree that the provisions of this Stipulation and Agreement relate only to the specific matters referred to in the Stipulation and Agreement and no Party waives any claim or right which it otherwise may have with respect to any matters not expressly provided for in this Stipulation. All parties further reserve the right to withdraw their support for the settlement in the event that the Commission modifies the Stipulation and Agreement in a manner which is adverse to the party withdrawing its support and further, all parties reserve the right to contest any such Commission order modifying the settlement in a manner which is adverse to the party contesting such Commission order. Additionally all parties agree that the stipulations and agreements reached in this case have no precedential effect in any future case filed or other case pending in front of this Commission.

12. In the event the Commission accepts the specific terms of this Stipulation and Agreement, the Parties waive, with respect to the issues resolved herein: their respective rights pursuant to Section 536.070(2), RSMo 2000 to call, examine and cross-examine witnesses; their respective rights to present oral argument or written briefs pursuant to Section 536.080.1, RSMo 2000; their respective rights to the reading of the transcript by the Commission pursuant to Section 536.080.2, RSMo 2000; their respective rights to seek rehearing pursuant to Section 386.500, RSMo 2000; and their respective rights to judicial review pursuant to Section 386.510, RSMo 2000. If this

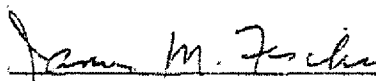
Stipulation and Agreement is not approved by the Commission, the Parties request that a procedural schedule be established which provides for a hearing, to include the opportunity for cross-examination.


13. Staff shall, within seven (7) business days of the filing of this Stipulation and Agreement, file with the Commission suggestions or a memorandum in support of this Stipulation and Agreement and the other parties shall have the right to file responsive suggestions within five (5) days of receipt of Staff's memorandum.

14. The Staff shall also have the right to provide, at any agenda meeting at which this Stipulation and Agreement is noticed to be considered by the Commission, whatever oral explanation the Commission requests, provided that the Staff shall, to the extent reasonably practicable, promptly provide other parties with advance notice of when the Staff shall respond to the Commission's request for such explanation once such explanation is requested from Staff. Staff's oral explanation shall be subject to public disclosure, except to the extent it refers to matters that are privileged or protected from disclosure pursuant to any Protective Order issued in this case.

WHEREFORE, the undersigned parties respectfully request that the Commission issue its Order approving all of the terms and conditions of this Unanimous Stipulation and Agreement.

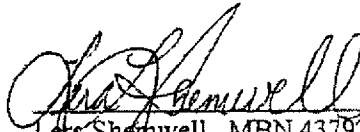
Respectfully submitted,


James M. Fischer MBN 27543
FISCHER & DORITY, P.C.
101 Madison Street, Suite 400
Jefferson City, Missouri 65101
Telephone: (573) 636-6758
Facsimile: (573) 636-0383
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Marc D. Poston MBN 45722
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Jefferson City, Missouri 65102
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Facsimile: (573) 751-5562

Attorney for Southern Missouri Gas
Company, L.P. d/b/a Southern Missouri
Natural Gas

Attorney for the Office of the Public Counsel


Lera Shemwell, MBN 43792
Senior Counsel
Missouri Public Service Commission
P.O. Box 360
Jefferson City, Missouri 65102
Telephone: (573) 751-5239
Facsimile: (573) 751-9285

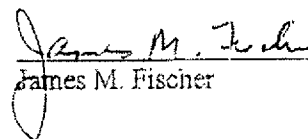
Attorney for the Staff of the
Missouri Public Service Commission

CERTIFICATE OF SERVICE

I do hereby certify that a true and correct copy of the foregoing document has been hand-delivered, emailed or mailed, First Class, postage prepaid, this 10th day of March, 2006, to:

Lewis Mills
Office of the Public Counsel
P.O. Box 2230
Jefferson City, MO 65102

Lera Shemwell
Missouri Public Service Commission
P.O. Box 360
Jefferson City, MO 65102


James M. Fischer

FORM NO. 13 P.S.C. No. 1 (original) Sheet No. 72
Cancelling P.S.C. MO No. 1 1st (revised) (original) Sheet No. 72
(revised)
Southern Missouri Gas Company, L.P. All Communities and Rural Areas
d/b/a Southern Missouri Natural Gas For Receiving Natural Gas Service
Name of Issuing Corporation Community, Town or City

Experimental Water Heater and Furnace Rebate Program

Application:

The Experimental Water Heater and Furnace Rebate Program (Program) offered by Southern Missouri Gas Company, LP d/b/a Southern Missouri Natural Gas (SMNG or Company) to customers in its designated service area is designed to encourage more effective utilization of natural gas by encouraging energy efficiency improvements. The program provides rebates to current and new residential and commercial customers who purchase and install new, more energy efficient natural gas water heaters and Energy Star® Qualified Furnaces to replace existing less efficient equipment. The program encourages effective utilization of natural gas in new construction in the Company's service area by providing rebates to builders, developers, sub-contractors and that sell and/or install new, more energy efficient, natural gas water heaters and Energy Star® Qualified Furnaces in residential and commercial units under construction or renovation. The Company plans to contract with certain appliance stores in their service area to provide point of purchase rebates on natural gas water heaters and Energy Star® Qualified Furnaces as a convenience to participants in the Program. The Company will provide installation of water heaters for the safety and convenience of participants in the Program. This Program is pursuant to the Unanimous Stipulation and Agreement approved by the Missouri Public Service Commission in Case No. GC-2006-0180.

Definitions:

Administrator: Company will administer the Program.

Funds: The Program is funded by the Company.
The Company anticipates 100-150 participants annually, so the estimated cost of the Program would be \$10,000 - \$20,000 annually.

Participant: Current residential customer or new residential customer in the SMNG service area who purchases and installs a new natural gas water heater and/or new Energy Star natural gas furnace. To qualify for the rebate the customer must complete and submit the SMNG application for the rebate and allow SMNG personnel to inspect the new installation. If the new water heater or new furnace is replacing existing equipment the customer must also allow SMNG to inspect the equipment replaced.

DATE OF ISSUE March, 2006
month day year

DATE EFFECTIVE April, 2006
month day year

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

— Attachment No. 1 —

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

(original)

Sheet No. 73

Cancelling P.S.C. MO No. 1

1st (revised)

Sheet No. 73

(original)

(revised)

Southern Missouri Gas Company, L.P.

d/b/a Southern Missouri Natural Gas

Name of Issuing Corporation

All Communities and Rural Areas

For Receiving Natural Gas Service

Community, Town or City

Current commercial customer or commercial residential customer in the SMNG service area who purchases and installs a new natural gas water heater and/or new Energy Star® natural gas furnace. To qualify for the rebate the customer must complete and submit the SMNG application for the rebate and allow SMNG personnel to inspect the new installation. If the new water heater or new furnace is replacing existing equipment the customer must also allow SMNG to inspect the equipment replaced.

Builder, developer, or sub-contractor of new or renovated residential or commercial units in the SMNG service area who purchases and installs a new natural gas water heater and/or new Energy Star® natural gas furnace. To qualify for the rebate the builder, developer, or sub-contractor must complete and submit the SMNG application for the rebate and allow SMNG personnel to inspect the new installation. If the new water heater or new furnace is replacing existing equipment the builder, developer, or sub-contractor must also allow SMNG to inspect the equipment replaced.

Purpose:

This Program is intended to promote the use of energy efficient natural gas water heaters and Energy Star® qualified natural gas furnaces.

Availability:

This voluntary program is available to current and new residential and commercial customers in the SMNG service area. The voluntary program is also available to builders, developers, sub-contractor installing natural gas water heaters and Energy Star® qualified furnaces in newly-constructed or renovated residential and commercial units in the Company's service area. This Program is available for buildings which heat exclusively with natural gas.

Rebates:

Residential:

- 1) The Administrator will rebate \$40 as a credit on the participant's SMNG bill for a current or new customer replacing an existing natural gas water heater with a new, more energy efficient natural gas water heater.
- 2) The Administrator will rebate \$100 as a credit on the participant's SMNG bill for a current or new customer replacing an electric water heater with a new, more

DATE OF ISSUE March 2006
month day year

DATE EFFECTIVE April 2006
month day year

ISSUE BY Randa T. Maffei
name of officer

Managing Partner
title

301 E. 17th Street, Mountain Grove, MO 65711
address

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

(original)

Sheet No. 74

Cancelling P.S.C. MO No. 1

1st (revised)

Sheet No. 74

(original)

(revised)

Southern Missouri Gas Company, L.P.

All Communities and Rural Areas

d/b/a Southern Missouri Natural Gas

For Receiving Natural Gas Service

Name of Issuing Corporation

Community, Town or City

energy efficient natural gas water heater.

- 3) The Administrator will rebate \$250 as a credit on the participant's SMNG bill for a current or new customer replacing an existing furnace with an Energy Star® qualified natural gas furnace.

Commercial:

- 1) The Administrator will rebate \$40 as a credit on the participant's SMNG bill for a current or new customer replacing an existing natural gas water heater with a new, more energy efficient natural gas water heater.
- 2) The Administrator will rebate \$100 as a credit on the participant's SMNG bill for a current or new customer replacing an electric water heater with a new, more energy efficient natural gas water heater.
- 3) The Administrator will rebate \$250 as a credit on the participant's SMNG bill for current or new customer replacing an existing electric furnace with an Energy Star® qualified natural gas furnace.

Builder, Developer, or Sub-Contractor

- 1) The Administrator will rebate \$150 as cash, check or credit payment to a Participant for installing a new, more energy efficient natural gas water heater in any newly-constructed or renovated residential or commercial unit.
- 2) The Administrator will rebate \$250 as cash, check or credit payment for a Participant installing a new Energy Star® qualified furnace in any newly-constructed or renovated residential or commercial unit.

Point of Purchase Rebates

The Company plans to contract with certain appliance stores that serve customers located in the Company's service area to provide point of purchase rebates on natural gas water heaters and Energy Star® furnaces as a convenience to qualified participants in the Program.

DATE OF ISSUE March, 2006
month day year

DATE EFFECTIVE April, 2006
month day year

ISSUE BY Kendal T. Moffett
name of officer

Managing Partner
title

201 E. 17th Street, Mountain Grove, MO 65711
address

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

(original)

Sheet No. 75

Cancelling P.S.C. MO No. 1

1st (revised)

Sheet No. 75

(original)

(revised)

Southern Missouri Gas Company, L.P.

All Communities and Rural Areas

d/b/a Southern Missouri Natural Gas

For Receiving Natural Gas Service

Name of Issuing Corporation

Community, Town or City

Company Installation of Water Heaters

The Company will provide installation of water heaters for the safety and convenience of participants in the Program.

Terms of Rebate:

- 1) A complete application form must be submitted to SMNG and a Company inspection is required of participants.
- 2) The rebate applies to all participants and the rebate is between the Company and the participant.
- 3) Rebates must be redeemed through the Administrator.
- 4) All rebates are subject to review by the Administrator.
- 5) The customer will not be required to reimburse an appliance store which provided a point of purchase rebate in the event that the customer is subsequently determined not to be eligible to be a participant in the rebate program.

Term of Program:

The Program will conclude on December 31, 2008, unless it is extended by the Company before that date.

On October 1, of every year that the Program is in effect, the Company will provide the Commission Staff and the Office of the Public Counsel with detailed information to evaluate the success of the program.

Within three months of the Program's conclusion, the Company will provide to the Commission Staff and the Office of the Public Counsel a final report detailing the overall success of the Program.

DATE OF ISSUE March 2006
month day year

DATE EFFECTIVE April 2006
month day year

ISSUE BY Randal T. Maffett
name of officer

Managing Partner
title

301 E. 17th Street, Mountain Grove, MO 65711
address

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.

All Communities and Rural Areas

d/b/a Southern Missouri Natural Gas

For Receiving Natural Gas Service

Name of Issuing Corporation

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

FORM NO. 13 P.S.C. No. 1 (original) Sheet No. 71
 Cancellng 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 23, 2005
 month day year
 December 23, 2005

ISSUED BY: Kendra T. Bueffer Managers Partner 201 E. 17th Street, Mountain Grove, MO 65711
 name of officer title address

FILED
MO PSC
 BAM SUP DIR-1 Page 57

Southern Missouri Natural Gas Company

Average Payment Plan

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

(original)
1st (revised)

Sheet No. 70

Cancelling P.S.C. MO No. 1

(original)
(revised)

Sheet No. 70

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

All Communities and Rural Areas
For 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 Cof 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

ISSUED BY Randa T. Maftie Manager, Partner 301 E. 12th Street, Mountain Grove, MO 65711
name of officer title address

FORM NO. 13 P.S.C. No. 1 (original) Sheet No. 71
 3rd (revised)
 Cancellation P.S.C. MO No. 1 (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. GU-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 DATE EFFECTIVE December 9, 2005
 month day year month day year
 ISSUE BY Kenneth T. Maffett Managing Partner 301 E. 17th Street, Mountain Grove, MO 65711
 name of officer title address

FILED
MO PSC
 BAM SUP DIR-1 Page 60

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

BAM SUP DIR-1 Page 64

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)

P.S.C. MO. No. 1
Canceling P.S.C. MO. No. 1

Original

SHEET No. 103

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
BAM SUP DIR-1 PMS 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

P.S.C. MO. No. 1
Canceling P.S.C. MO. No. 1

Original

SHEET No. 103.2

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
BAM SUP DIR-1 **MO** **PSC**

P.S.C. MO. No. 1
Canceling P.S.C. MO. No. 1

First Revised
Original

SHEET No. 103.3

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 28², 2004
month day year

ISSUED BY: Michael R. Noack

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

GR-2004-0206

FILED
BAM SUP DIR-1 Page 70
MO PSC

Missouri Gas Energy

Average Bill Calculation

P.S.C. MO. No. 1
Cancelling P.S.C. MO. No. 1

Sixth Revised
Fifth Revised

SHEET No. R-47
SHEET No. R-47

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

P.S.C. MO. No. 1
Canceling P.S.C. MO. No. 1

Third Revised
Second Revised

SHEET No. R-48
SHEET No. R-48

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

P.S.C. MO. No. 1
Canceling P.S. C. MO. No. 1

Third Revised
Second Revised

SHEET No. R-48A
SHEET No. R-48A

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

P.S.C. MO. No. 1
Canceling P.S.C. MO. No. 1

Second Revised
First Revised

SHEET No. R-48B
SHEET No. R-48B

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

Laclede Gas Company

Budget Billing Plan

CANCELLING All Previous Schedules

Laclede Gas Company
Name of Issuing Corporation or Municipality

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

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 October 15, 1998

ISSUED BY K.J. Neyses, Senior Vice President, 720 Olive Street, St. Louis, MO 63101

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

Filed

BAM SUP DIR-1 Page 79

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

Filed

BAM/SUP DIR-1 Page 80

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 DATE EFFECTIVE May 13, 2006
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

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

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Commission

**P.S.C. MO. No. 5 Consolidated, First Revised Sheet No. R-53
CANCELLING P.S.C. MO. No. 5 Consolidated, Original Sheet No R-53**

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
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

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

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 Assistances 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 CAAAs 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,

770 Olive St.,

St. Louis, MO 63101

Name of Officer




Title

Address

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 UrbanLeague 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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Jun 30, 2009

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SOURCE: AmerenUE

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

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Participating Companies:

AmerenUE

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Missouri Gas Energy

Empire Electric

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Kansas City Power & Light

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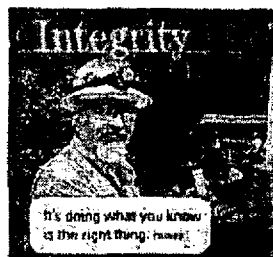


Energy assistance

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, LIHFAP, 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.

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Media Releases

 search blogs  share it  blog it**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.amerenu.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 making a check, money order, or cashier's 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.



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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 65 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 800-923-2403 or 417-781-0352. They are located at 302 Joplin Avenue, Joplin, Missouri.

What qualifies as "emergency energy-related expenses"?

Any average 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.

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Make a Selection

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 [Gas](#)

Gas

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

Helping our neighbors is a tradition at 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 65 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.

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Residential Home.

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Figure 1

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Contributors' Note

Medical Director

2000, 2001, 2002, 2003, 2004, 2005, 2006, 2007, 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019, 2020, 2021, 2022, 2023, 2024, 2025, 2026, 2027, 2028, 2029, 2030, 2031, 2032, 2033, 2034, 2035, 2036, 2037, 2038, 2039, 2040, 2041, 2042, 2043, 2044, 2045, 2046, 2047, 2048, 2049, 2050, 2051, 2052, 2053, 2054, 2055, 2056, 2057, 2058, 2059, 2060, 2061, 2062, 2063, 2064, 2065, 2066, 2067, 2068, 2069, 2070, 2071, 2072, 2073, 2074, 2075, 2076, 2077, 2078, 2079, 2080, 2081, 2082, 2083, 2084, 2085, 2086, 2087, 2088, 2089, 2090, 2091, 2092, 2093, 2094, 2095, 2096, 2097, 2098, 2099, 2100, 2101, 2102, 2103, 2104, 2105, 2106, 2107, 2108, 2109, 2110, 2111, 2112, 2113, 2114, 2115, 2116, 2117, 2118, 2119, 2120, 2121, 2122, 2123, 2124, 2125, 2126, 2127, 2128, 2129, 2130, 2131, 2132, 2133, 2134, 2135, 2136, 2137, 2138, 2139, 2140, 2141, 2142, 2143, 2144, 2145, 2146, 2147, 2148, 2149, 2150, 2151, 2152, 2153, 2154, 2155, 2156, 2157, 2158, 2159, 2160, 2161, 2162, 2163, 2164, 2165, 2166, 2167, 2168, 2169, 2170, 2171, 2172, 2173, 2174, 2175, 2176, 2177, 2178, 2179, 2180, 2181, 2182, 2183, 2184, 2185, 2186, 2187, 2188, 2189, 2190, 2191, 2192, 2193, 2194, 2195, 2196, 2197, 2198, 2199, 2200, 2201, 2202, 2203, 2204, 2205, 2206, 2207, 2208, 2209, 2210, 2211, 2212, 2213, 2214, 2215, 2216, 2217, 2218, 2219, 2220, 2221, 2222, 2223, 2224, 2225, 2226, 2227, 2228, 2229, 2230, 2231, 2232, 2233, 2234, 2235, 2236, 2237, 2238, 2239, 2240, 2241, 2242, 2243, 2244, 2245, 2246, 2247, 2248, 2249, 2250, 2251, 2252, 2253, 2254, 2255, 2256, 2257, 2258, 2259, 2260, 2261, 2262, 2263, 2264, 2265, 2266, 2267, 2268, 2269, 2270, 2271, 2272, 2273, 2274, 2275, 2276, 2277, 2278, 2279, 2280, 2281, 2282, 2283, 2284, 2285, 2286, 2287, 2288, 2289, 2290, 2291, 2292, 2293, 2294, 2295, 2296, 2297, 2298, 2299, 2300, 2301, 2302, 2303, 2304, 2305, 2306, 2307, 2308, 2309, 2310, 2311, 2312, 2313, 2314, 2315, 2316, 2317, 2318, 2319, 2320, 2321, 2322, 2323, 2324, 2325, 2326, 2327, 2328, 2329, 2330, 2331, 2332, 2333, 2334, 2335, 2336, 2337, 2338, 2339, 2340, 2341, 2342, 2343, 2344, 2345, 2346, 2347, 2348, 2349, 2350, 2351, 2352, 2353, 2354, 2355, 2356, 2357, 2358, 2359, 2360, 2361, 2362, 2363, 2364, 2365, 2366, 2367, 2368, 2369, 2370, 2371, 2372, 2373, 2374, 2375, 2376, 2377, 2378, 2379, 2380, 2381, 2382, 2383, 2384, 2385, 2386, 2387, 2388, 2389, 2390, 2391, 2392, 2393, 2394, 2395, 2396, 2397, 2398, 2399, 2400, 2401, 2402, 2403, 2404, 2405, 2406, 2407, 2408, 2409, 2410, 2411, 2412, 2413, 2414, 2415, 2416, 2417, 2418, 2419, 2420, 2421, 2422, 2423, 2424, 2425, 2426, 2427, 2428, 2429, 2430, 2431, 2432, 2433, 2434, 2435, 2436, 2437, 2438, 2439, 2440, 2441, 2442, 2443, 2444, 2445, 2446, 2447, 2448, 2449, 2450, 2451, 2452, 2453, 2454, 2455, 2456, 2457, 2458, 2459, 2460, 2461, 2462, 2463, 2464, 2465, 2466, 2467, 2468, 2469, 2470, 2471, 2472, 2473, 2474, 2475, 2476, 2477, 2478, 2479, 2480, 2481, 2482, 2483, 2484, 2485, 2486, 2487, 2488, 2489, 2490, 2491, 2492, 2493, 2494, 2495, 2496, 2497, 2498, 2499, 2500, 2501, 2502, 2503, 2504, 2505, 2506, 2507, 2508, 2509, 2510, 2511, 2512, 2513, 2514, 2515, 2516, 2517, 2518, 2519, 2520, 2521, 2522, 2523, 2524, 2525, 2526, 2527, 2528, 2529, 2530, 2531, 2532, 2533, 2534, 2535, 2536, 2537, 2538, 2539, 2540, 2541, 2542, 2543, 2544, 2545, 2546, 2547, 2548, 2549, 2550, 2551, 2552, 2553, 2554, 2555, 2556, 2557, 2558, 2559, 2560, 2561, 2562, 2563, 2564, 2565, 2566, 2567, 2568, 2569, 2570, 2571, 2572, 2573, 2574, 2575, 2576, 2577, 2578, 2579, 2580, 2581, 2582, 2583, 2584, 2585, 2586, 2587, 2588, 2589, 2590, 2591, 2592, 2593, 2594, 2595, 2596, 2597, 2598, 2599, 2600, 2601, 2602, 2603, 2604, 2605, 2606, 2607, 2608, 2609, 2610, 2611, 2612, 2613, 2614, 2615, 2616, 2617, 2618, 2619, 2620, 2621, 2622, 2623, 2624, 2625, 2626, 2627, 2628, 2629, 2630, 2631, 2632, 2633, 2634, 2635, 2636, 2637, 2638, 2639, 2640, 2641, 2642, 2643, 2644, 2645, 2646, 2647, 2648, 2649, 2650, 2651, 2652, 2653, 2654, 2655, 2656, 2657, 2658, 2659, 2660, 2661, 2662, 2663, 2664, 2665, 2666, 2667, 2668, 2669, 2670, 2671, 2672, 2673, 2674, 2675, 2676, 2677, 2678, 2679, 2680, 2681, 26

¹ *Journal of Management Studies*, 37(1), 113-127.

Tests & Calculations

1994, 1995, 1996, 1997, 1998, 1999, 2000, 2001, 2002, 2003, 2004, 2005, 2006, 2007, 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019, 2020, 2021, 2022, 2023, 2024, 2025, 2026, 2027, 2028, 2029, 2030, 2031, 2032, 2033, 2034, 2035, 2036, 2037, 2038, 2039, 2040, 2041, 2042, 2043, 2044, 2045, 2046, 2047, 2048, 2049, 2050, 2051, 2052, 2053, 2054, 2055, 2056, 2057, 2058, 2059, 2060, 2061, 2062, 2063, 2064, 2065, 2066, 2067, 2068, 2069, 2070, 2071, 2072, 2073, 2074, 2075, 2076, 2077, 2078, 2079, 2080, 2081, 2082, 2083, 2084, 2085, 2086, 2087, 2088, 2089, 2090, 2091, 2092, 2093, 2094, 2095, 2096, 2097, 2098, 2099, 2100, 2101, 2102, 2103, 2104, 2105, 2106, 2107, 2108, 2109, 2110, 2111, 2112, 2113, 2114, 2115, 2116, 2117, 2118, 2119, 2120, 2121, 2122, 2123, 2124, 2125, 2126, 2127, 2128, 2129, 2130, 2131, 2132, 2133, 2134, 2135, 2136, 2137, 2138, 2139, 2140, 2141, 2142, 2143, 2144, 2145, 2146, 2147, 2148, 2149, 2150, 2151, 2152, 2153, 2154, 2155, 2156, 2157, 2158, 2159, 2160, 2161, 2162, 2163, 2164, 2165, 2166, 2167, 2168, 2169, 2170, 2171, 2172, 2173, 2174, 2175, 2176, 2177, 2178, 2179, 2180, 2181, 2182, 2183, 2184, 2185, 2186, 2187, 2188, 2189, 2190, 2191, 2192, 2193, 2194, 2195, 2196, 2197, 2198, 2199, 2200, 2201, 2202, 2203, 2204, 2205, 2206, 2207, 2208, 2209, 2210, 2211, 2212, 2213, 2214, 2215, 2216, 2217, 2218, 2219, 2220, 2221, 2222, 2223, 2224, 2225, 2226, 2227, 2228, 2229, 2230, 2231, 2232, 2233, 2234, 2235, 2236, 2237, 2238, 2239, 2240, 2241, 2242, 2243, 2244, 2245, 2246, 2247, 2248, 2249, 2250, 2251, 2252, 2253, 2254, 2255, 2256, 2257, 2258, 2259, 2260, 2261, 2262, 2263, 2264, 2265, 2266, 2267, 2268, 2269, 2270, 2271, 2272, 2273, 2274, 2275, 2276, 2277, 2278, 2279, 2280, 2281, 2282, 2283, 2284, 2285, 2286, 2287, 2288, 2289, 2290, 2291, 2292, 2293, 2294, 2295, 2296, 2297, 2298, 2299, 2300, 2301, 2302, 2303, 2304, 2305, 2306, 2307, 2308, 2309, 2310, 2311, 2312, 2313, 2314, 2315, 2316, 2317, 2318, 2319, 2320, 2321, 2322, 2323, 2324, 2325, 2326, 2327, 2328, 2329, 2330, 2331, 2332, 2333, 2334, 2335, 2336, 2337, 2338, 2339, 2340, 2341, 2342, 2343, 2344, 2345, 2346, 2347, 2348, 2349, 2350, 2351, 2352, 2353, 2354, 2355, 2356, 2357, 2358, 2359, 2360, 2361, 2362, 2363, 2364, 2365, 2366, 2367, 2368, 2369, 2370, 2371, 2372, 2373, 2374, 2375, 2376, 2377, 2378, 2379, 2380, 2381, 2382, 2383, 2384, 2385, 2386, 2387, 2388, 2389, 2390, 2391, 2392, 2393, 2394, 2395, 2396, 2397, 2398, 2399, 2400, 2401, 2402, 2403, 2404, 2405, 2406, 2407, 2408, 2409, 2410, 2411, 2412, 2413, 2414, 2415, 2416, 2417, 2418, 2419, 2420, 2421, 2422, 2423, 2424, 2425, 2426, 2427, 2428, 2429, 2430, 2431, 2432, 2433, 2434, 2435, 2436, 2437, 2438, 2439, 2440, 2441, 2442, 2443, 2444, 2445, 2446, 2447, 2448, 2449, 2450, 2451, 2452, 2453, 2454, 2455, 2456, 2457, 2458, 2459, 2460, 2461, 2462, 2463, 2464, 2465, 2466, 2467, 2468, 2469, 2470, 2471, 2472, 2473, 2474, 2475, 2476, 2477, 2478, 2479, 2480, 2481, 2482, 2483, 2484, 2485, 2486, 2487, 2488, 2489, 2490, 2491, 2492, 2493, 2494, 2495, 2496, 2497, 2498, 2499, 2500, 2501, 2502, 2503, 2504, 2505, 2506, 2507, 2508, 2509, 2510, 2511, 2512, 2513, 2514, 2515, 2516, 2517, 2518, 2519, 2520, 2521, 2522, 2523, 2524, 2525, 2526, 2527, 2528, 2529, 2530, 2531, 2532, 2533, 2534, 2535, 2536, 2537, 2538, 2539, 2540, 2541, 2542, 2543, 2544, 2545, 2546, 2547, 2548, 2549, 2550, 2551, 2552, 2553, 2554, 2555, 2556, 2557, 2558, 2559, 2560, 2561, 2562, 2563, 2564, 2565, 2566, 2567, 2568, 2569, 2570, 2571, 2572, 2573, 2574, 2575, 2576, 2577, 2578, 2579, 2580, 2581, 2582, 2583, 2584, 2585, 2586, 2587, 2588, 2589, 2590, 2591, 2592, 2593, 2594, 2595, 2596, 2597, 2598, 2599, 2600, 2601, 2602, 2603, 2604, 2605, 2606, 2607, 2608, 2609, 2610, 2611, 2612, 2613, 2614, 2615, 2616, 2617, 2618, 2619, 2620, 2621, 2622, 2623, 2624, 2625, 2626, 2627, 2628, 2629, 2630, 2631, 2632, 2633, 2634, 2635, 2636, 2637, 2638, 2639, 2640, 2641, 2642, 2643, 2644, 2645, 2646, 2647, 2648, 2649, 2650, 2651, 2652, 2653, 2654, 2655, 2656, 2657, 2658, 2659, 2660, 2661, 2662, 2663, 2664, 2665, 2666, 2667, 2668, 2669, 2670, 2671, 2672, 2673, 2674, 2675, 26

பாடல்கள்

Billing & Payment Assistance

Customer Assistance

Payment 13/11/2006

1459. 1999. A study of the effects of the 1997-1998 El Niño on the Pacific Ocean. The authors note that the 1997-1998 El Niño was the strongest in the 20th century.

- **Product fitting** - We ask patients to wear a pad every 12 months, usually after a 6-week monitoring period. Angiogram - a set of pictures taken from different angles of a coronary artery, with contrast dye, showing places for stents and rate stenosis. Each month, a special dye is injected into the coronary arteries and a picture is taken.
- **Cardiac or health care professionals** - and the health care professionals

Financial Assistance Programs

- [illegible]

Customers with Special Needs

- **Admission:** The date of a program that allows an alien residing in the Social Security or Supplemental Security Income (SSDI) or Supplemental Security Income (SSI) to enter the country on the receipt of a benefit.
- **Admission:** The process of a person who, depending on the status, is considered an alien or a resident alien, who is admitted to the United States or a territory of the United States.
- **Admission:** The process of a person who, depending on the status, is considered an alien or a resident alien, who is admitted to the United States or a territory of the United States.

Helping Others in Need

- **Protein and Disulfide Bonds** are the most important factors in determining the structure of a protein. An amino acid with an α hydrogen atom and a carboxylate group can form a covalent bond with another amino acid, forming a peptide bond. The amino acid residues are linked together by peptide bonds, forming a polypeptide chain. The sequence of amino acids in a polypeptide chain is determined by the sequence of nucleotides in the gene. The sequence of amino acids in a polypeptide chain is also determined by the sequence of nucleotides in the gene.
- **Disulfide Bonds** are formed between two cysteine residues in a protein. They are covalent bonds that form between the sulfur atoms of two cysteine residues. Disulfide bonds are important for the stability of a protein's structure. They are often found in proteins that are secreted or that are located in the extracellular space. Disulfide bonds are also found in proteins that are located in the cytoplasm.


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BUSINESS SERVICE

OTHER BUSINESSES

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Last Name on Account*

Donation Amount*

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☐

\$10

☐

\$50

☐

Other

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\$5

☐

\$20

☐

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☐

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Select Pages From:

Missouri 2008 Home
Energy Affordability
Gap

Missouri 2008
Home Energy Affordability Gap
(Published April 2009)

| County | Shortfall Calculations | | | |
|-----------------------|--|----------------------|---------------------|--------------------|
| | Less than 50% of Federal Poverty Level | | | |
| | Individual HH Shortfall | Number of Households | Aggregate Shortfall | Home Energy Burden |
| Adair County | \$1,485 | 1193 | \$1,771,634 | 45.5% |
| Andrew County | \$1,735 | 184 | \$318,907 | 49.0% |
| Atchison County | \$1,653 | 161 | \$266,760 | 50.4% |
| Audrain County | \$1,484 | 607 | \$901,424 | 44.2% |
| Barry County | \$1,543 | 781 | \$1,204,882 | 45.0% |
| Barton County | \$1,549 | 226 | \$349,508 | 44.9% |
| Bates County | \$1,607 | 334 | \$536,502 | 46.6% |
| Benton County | \$1,561 | 400 | \$623,534 | 47.6% |
| Bollinger County | \$1,607 | 209 | \$335,598 | 45.9% |
| Boone County | \$1,372 | 3932 | \$5,395,231 | 41.7% |
| Buchanan County | \$1,413 | 1746 | \$2,466,705 | 42.4% |
| Butler County | \$1,352 | 1086 | \$1,468,031 | 41.1% |
| Caldwell County | \$1,970 | 161 | \$316,301 | 55.8% |
| Callaway County | \$1,574 | 557 | \$877,301 | 45.3% |
| Camden County | \$1,390 | 661 | \$919,126 | 42.8% |
| Cape Girardeau County | \$1,321 | 1228 | \$1,621,221 | 40.1% |
| Carroll County | \$1,670 | 189 | \$315,315 | 49.1% |
| Carter County | \$1,627 | 172 | \$280,376 | 47.6% |
| Cass County | \$1,607 | 845 | \$1,358,063 | 45.0% |
| Cedar County | \$1,440 | 420 | \$604,907 | 43.8% |
| Chariton County | \$1,681 | 126 | \$212,565 | 49.7% |
| Christian County | \$1,542 | 594 | \$916,070 | 43.9% |
| Clark County | \$1,742 | 168 | \$293,211 | 50.5% |
| Clay County | \$1,429 | 1774 | \$2,535,245 | 42.2% |
| Clinton County | \$1,655 | 224 | \$371,191 | 47.0% |
| Cole County | \$1,435 | 938 | \$1,338,934 | 42.9% |
| Cooper County | \$1,566 | 250 | \$391,300 | 45.9% |
| Crawford County | \$1,732 | 621 | \$1,076,235 | 49.6% |
| Dade County | \$1,586 | 127 | \$201,463 | 46.7% |
| Dallas County | \$1,707 | 314 | \$535,387 | 48.5% |
| Davies County | \$1,948 | 756 | \$303,907 | 55.3% |
| DeKalb County | \$1,817 | 128 | \$232,803 | 52.1% |
| Dent County | \$1,538 | 373 | \$573,586 | 45.4% |
| Douglas County | \$1,764 | 358 | \$631,039 | 50.7% |
| Dunklin County | \$1,309 | 1400 | \$1,833,452 | 39.8% |
| Franklin County | \$1,526 | 1054 | \$1,608,364 | 43.3% |
| Gasconade County | \$1,679 | 184 | \$308,969 | 49.1% |
| Gentry County | \$1,763 | 115 | \$202,489 | 51.5% |
| Greene County | \$1,297 | 4691 | \$6,084,529 | 40.1% |
| Grundy County | \$1,570 | 273 | \$429,453 | 47.7% |
| Harrison County | \$1,841 | 194 | \$357,982 | 54.1% |
| Henry County | \$1,474 | 442 | \$651,761 | 44.5% |
| Hickory County | \$1,562 | 297 | \$464,556 | 47.8% |
| Holt County | \$1,636 | 80 | \$130,191 | 48.9% |
| Howard County | \$1,575 | 190 | \$298,981 | 46.2% |
| Howell County | \$1,597 | 879 | \$1,402,751 | 46.7% |
| Iron County | \$1,465 | 302 | \$441,991 | 43.4% |
| Jackson County | \$1,358 | 16052 | \$21,804,039 | 41.0% |
| Jasper County | \$1,333 | 2219 | \$2,957,214 | 40.0% |
| Jefferson County | \$1,489 | 2043 | \$3,040,957 | 41.7% |

Missouri 2008
Home Energy Affordability Gap
(Published April 2009)

| County | Shortfall Calculations | | | |
|-----------------------|--|----------------------|---------------------|--------------------|
| | Less than 50% of Federal Poverty Level | | | |
| | Individual HH Shortfall | Number of Households | Aggregate Shortfall | Home Energy Burden |
| Johnson County | \$1,515 | 1117 | \$1,692,443 | 43.7% |
| Knox County | \$1,796 | 77 | \$136,116 | 52.8% |
| Laclede County | \$1,613 | 654 | \$1,054,747 | 46.6% |
| Lafayette County | \$1,603 | 421 | \$674,314 | 46.1% |
| Lawrence County | \$1,532 | 711 | \$1,089,860 | 44.3% |
| Lewis County | \$1,686 | 286 | \$482,391 | 49.1% |
| Lincoln County | \$1,573 | 449 | \$706,865 | 43.5% |
| Linn County | \$1,606 | 314 | \$504,075 | 47.9% |
| Livingston County | \$1,594 | 278 | \$443,235 | 47.5% |
| McDonald County | \$1,545 | 657 | \$1,015,932 | 43.8% |
| Macon County | \$1,657 | 247 | \$410,057 | 49.1% |
| Madison County | \$1,394 | 354 | \$493,058 | 41.6% |
| Marion County | \$1,742 | 178 | \$310,889 | 50.0% |
| Marion County | \$1,492 | 496 | \$740,703 | 44.3% |
| Mercer County | \$1,660 | 90 | \$149,430 | 49.9% |
| Miller County | \$1,519 | 452 | \$687,097 | 44.5% |
| Mississippi County | \$1,372 | 605 | \$829,626 | 41.2% |
| Moniteau County | \$1,578 | 186 | \$292,721 | 45.4% |
| Monroe County | \$1,618 | 198 | \$320,441 | 47.0% |
| Montgomery County | \$1,546 | 203 | \$313,593 | 45.4% |
| Morgan County | \$1,533 | 476 | \$729,054 | 45.5% |
| New Madrid County | \$1,373 | 825 | \$1,132,586 | 40.9% |
| Newton County | \$1,493 | 788 | \$1,176,657 | 43.2% |
| Nodaway County | \$1,596 | 653 | \$1,042,283 | 48.0% |
| Oregon County | \$1,714 | 345 | \$591,244 | 50.4% |
| Osage County | \$1,927 | 184 | \$354,327 | 53.6% |
| Ozark County | \$1,636 | 295 | \$482,016 | 48.4% |
| Pemiscot County | \$1,357 | 1019 | \$1,381,847 | 40.2% |
| Perry County | \$1,554 | 203 | \$315,732 | 44.7% |
| Pettis County | \$1,483 | 715 | \$1,059,824 | 43.6% |
| Phelps County | \$1,445 | 1113 | \$1,607,968 | 43.6% |
| Pike County | \$1,574 | 437 | \$687,844 | 45.9% |
| Platte County | \$1,466 | 650 | \$953,467 | 43.2% |
| Polk County | \$1,566 | 682 | \$1,067,982 | 45.1% |
| Pulaski County | \$1,516 | 567 | \$859,933 | 42.9% |
| Putnam County | \$1,773 | 107 | \$190,323 | 52.8% |
| Ralls County | \$1,805 | 137 | \$246,973 | 51.2% |
| Randolph County | \$1,441 | 426 | \$613,308 | 43.1% |
| Ray County | \$1,749 | 329 | \$575,266 | 49.0% |
| Reynolds County | \$1,615 | 210 | \$339,119 | 47.8% |
| Ripley County | \$1,545 | 404 | \$623,674 | 45.5% |
| St. Charles County | \$1,544 | 1714 | \$2,647,791 | 42.9% |
| St. Clair County | \$1,589 | 337 | \$535,264 | 47.8% |
| Ste. Genevieve County | \$1,653 | 146 | \$241,686 | 46.4% |
| St. Francois County | \$1,343 | 1110 | \$1,490,796 | 40.1% |
| St. Louis County | \$1,384 | 12858 | \$17,801,839 | 41.3% |
| Saline County | \$1,548 | 433 | \$670,883 | 45.6% |
| Schuyler County | \$1,742 | 70 | \$122,480 | 51.2% |
| Scotland County | \$1,876 | 100 | \$187,072 | 53.0% |
| Scott County | \$1,377 | 976 | \$1,343,797 | 40.5% |

Missouri 2008
Home Energy Affordability Gap
(Published April 2009)

| Shortfall Calculations | | | | |
|--|-------------------------|----------------------|----------------------|--------------------|
| Less than 50% of Federal Poverty Level | | | | |
| County | Individual HH Shortfall | Number of Households | Aggregate Shortfall | Home Energy Burden |
| Shannon County | \$1,786 | 369 | \$659,116 | 51.3% |
| Shelby County | \$1,755 | 140 | \$245,562 | 51.7% |
| Stoddard County | \$1,416 | 750 | \$1,061,493 | 42.7% |
| Stone County | \$1,520 | 497 | \$755,737 | 45.4% |
| Sullivan County | \$1,820 | 193 | \$351,987 | 52.9% |
| Taney County | \$1,320 | 829 | \$1,094,653 | 40.4% |
| Texas County | \$1,656 | 779 | \$1,289,915 | 48.7% |
| Vernon County | \$1,532 | 436 | \$668,007 | 45.3% |
| Warren County | \$1,569 | 313 | \$490,410 | 44.5% |
| Washington County | \$1,542 | 837 | \$1,291,015 | 43.8% |
| Wayne County | \$1,485 | 442 | \$657,018 | 44.8% |
| Webster County | \$1,727 | 694 | \$1,199,401 | 47.6% |
| Worth County | \$1,783 | 57 | \$101,900 | 53.2% |
| Wright County | \$1,674 | 543 | \$908,725 | 48.4% |
| St. Louis city | \$1,201 | 18492 | \$22,202,487 | 37.9% |
| Totals | \$1,412 | 113,308 | \$159,962,012 | 42.2% |

Missouri 2008
Home Energy Affordability Gap
(Published April 2009)

| County | Shortfall Calculations | | | |
|-----------------------|----------------------------------|----------------------|---------------------|--------------------|
| | 50%-74% of Federal Poverty Level | | | |
| | Individual HH Shortfall | Number of Households | Aggregate Shortfall | Home Energy Burden |
| Adair County | \$1,147 | 536 | \$614,313 | 18.2% |
| Andrew County | \$1,372 | 158 | \$216,729 | 19.6% |
| Atchison County | \$1,318 | 56 | \$73,234 | 20.2% |
| Audrain County | \$1,134 | 406 | \$460,223 | 17.7% |
| Barry County | \$1,187 | 611 | \$725,244 | 18.0% |
| Barton County | \$1,191 | 175 | \$208,487 | 18.0% |
| Bates County | \$1,251 | 258 | \$322,375 | 18.6% |
| Benton County | \$1,223 | 200 | \$244,573 | 19.0% |
| Bollinger County | \$1,244 | 203 | \$252,134 | 18.3% |
| Boone County | \$1,026 | 2053 | \$2,107,524 | 16.7% |
| Buchanan County | \$1,064 | 1014 | \$1,078,809 | 17.0% |
| Butler County | \$1,005 | 909 | \$914,178 | 16.4% |
| Caldwell County | \$1,614 | 91 | \$147,227 | 22.3% |
| Callaway County | \$1,213 | 346 | \$419,983 | 18.1% |
| Camden County | \$1,050 | 467 | \$490,603 | 17.1% |
| Cape Girardeau County | \$972 | 871 | \$845,873 | 16.0% |
| Carroll County | \$1,321 | 157 | \$206,837 | 19.6% |
| Carter County | \$1,274 | 215 | \$274,577 | 19.0% |
| Cass County | \$1,236 | 358 | \$442,134 | 18.0% |
| Cedar County | \$1,097 | 209 | \$228,716 | 17.5% |
| Chariton County | \$1,335 | 137 | \$183,417 | 19.9% |
| Christian County | \$1,176 | 465 | \$547,045 | 17.6% |
| Clark County | \$1,390 | 92 | \$127,700 | 20.2% |
| Clay County | \$1,073 | 1002 | \$1,075,007 | 16.9% |
| Clinton County | \$1,292 | 205 | \$264,369 | 18.8% |
| Cole County | \$1,085 | 671 | \$728,072 | 17.2% |
| Cooper County | \$1,213 | 183 | \$221,556 | 18.4% |
| Crawford County | \$1,374 | 362 | \$498,072 | 19.8% |
| Dade County | \$1,235 | 181 | \$223,730 | 18.7% |
| Dallas County | \$1,346 | 400 | \$538,906 | 19.4% |
| Daviess County | \$1,593 | 148 | \$235,071 | 22.1% |
| DeKalb County | \$1,462 | 118 | \$173,266 | 20.8% |
| Dent County | \$1,186 | 357 | \$423,593 | 18.1% |
| Douglas County | \$1,409 | 253 | \$355,882 | 20.3% |
| Dunklin County | \$960 | 858 | \$824,107 | 15.9% |
| Franklin County | \$1,157 | 683 | \$790,971 | 17.3% |
| Gasconade County | \$1,328 | 186 | \$247,167 | 19.6% |
| Gentry County | \$1,414 | 74 | \$104,564 | 20.6% |
| Greene County | \$955 | 3225 | \$3,078,496 | 16.0% |
| Grundy County | \$1,231 | 135 | \$165,922 | 19.1% |
| Harrison County | \$1,496 | 133 | \$199,103 | 21.7% |
| Henry County | \$1,129 | 414 | \$467,302 | 17.8% |
| Hickory County | \$1,226 | 263 | \$322,850 | 19.1% |
| Holt County | \$1,293 | 100 | \$129,274 | 19.6% |
| Howard County | \$1,223 | 129 | \$158,053 | 18.5% |
| Howell County | \$1,244 | 896 | \$1,114,718 | 18.7% |
| Iron County | \$1,113 | 215 | \$239,362 | 17.4% |
| Jackson County | \$1,009 | 7378 | \$7,446,131 | 16.4% |
| Jasper County | \$980 | 1757 | \$1,722,795 | 16.0% |
| Jefferson County | \$1,114 | 1332 | \$1,483,245 | 16.7% |

Missouri 2008
Home Energy Affordability Gap
(Published April 2009)

| Shortfall Calculations | | | | |
|----------------------------------|-------------------------|----------------------|---------------------|--------------------|
| 50%-74% of Federal Poverty Level | | | | |
| County | Individual HH Shortfall | Number of Households | Aggregate Shortfall | Home Energy Burden |
| Johnson County | \$1,153 | 750 | \$865,283 | 17.5% |
| Knox County | \$1,450 | 104 | \$150,534 | 21.1% |
| Laclede County | \$1,256 | 533 | \$669,718 | 18.7% |
| Lafayette County | \$1,243 | 296 | \$368,015 | 18.4% |
| Lawrence County | \$1,173 | 528 | \$619,357 | 17.7% |
| Lewis County | \$1,333 | 169 | \$224,938 | 19.6% |
| Lincoln County | \$1,195 | 382 | \$456,557 | 17.4% |
| Linn County | \$1,261 | 241 | \$304,283 | 19.2% |
| Livingston County | \$1,248 | 171 | \$212,847 | 19.0% |
| McDonald County | \$1,178 | 502 | \$590,691 | 17.5% |
| Macon County | \$1,311 | 230 | \$301,896 | 19.7% |
| Madison County | \$1,042 | 143 | \$149,086 | 16.6% |
| Maries County | \$1,386 | 138 | \$191,542 | 20.0% |
| Marion County | \$1,142 | 433 | \$494,145 | 17.7% |
| Mercer County | \$1,319 | 48 | \$63,401 | 20.0% |
| Miller County | \$1,163 | 314 | \$364,805 | 17.8% |
| Mississippi County | \$1,022 | 360 | \$367,666 | 16.5% |
| Moniteau County | \$1,217 | 131 | \$159,289 | 18.2% |
| Monroe County | \$1,263 | 106 | \$134,372 | 18.8% |
| Montgomery County | \$1,193 | 143 | \$170,496 | 18.2% |
| Morgan County | \$1,184 | 347 | \$410,916 | 18.2% |
| New Madrid County | \$1,019 | 377 | \$384,161 | 16.4% |
| Newton County | \$1,131 | 675 | \$764,265 | 17.3% |
| Nodaway County | \$1,254 | 370 | \$463,344 | 19.2% |
| Oregon County | \$1,366 | 275 | \$375,177 | 20.2% |
| Osage County | \$1,562 | 82 | \$127,493 | 21.4% |
| Ozark County | \$1,289 | 225 | \$289,457 | 19.4% |
| Pemiscot County | \$999 | 651 | \$650,817 | 16.1% |
| Perry County | \$1,193 | 224 | \$266,982 | 17.9% |
| Pettis County | \$1,128 | 609 | \$687,142 | 17.4% |
| Phelps County | \$1,099 | 657 | \$722,032 | 17.4% |
| Pike County | \$1,220 | 200 | \$243,903 | 18.4% |
| Platte County | \$1,112 | 395 | \$439,334 | 17.3% |
| Polk County | \$1,206 | 320 | \$385,673 | 18.0% |
| Pulaski County | \$1,146 | 344 | \$394,299 | 17.1% |
| Putnam County | \$1,432 | 114 | \$163,611 | 21.1% |
| Ralls County | \$1,445 | 104 | \$150,731 | 20.5% |
| Randolph County | \$1,092 | 271 | \$295,559 | 17.2% |
| Ray County | \$1,383 | 100 | \$138,304 | 19.6% |
| Reynolds County | \$1,267 | 181 | \$229,725 | 19.1% |
| Ripley County | \$1,193 | 365 | \$435,903 | 18.2% |
| St. Charles County | \$1,168 | 1167 | \$1,363,278 | 17.2% |
| St. Clair County | \$1,247 | 191 | \$238,199 | 19.1% |
| Ste. Genevieve County | \$1,284 | 177 | \$226,908 | 18.5% |
| St. Francois County | \$988 | 926 | \$914,442 | 16.0% |
| St. Louis County | \$1,031 | 6769 | \$6,981,737 | 16.5% |
| Saline County | \$1,196 | 306 | \$366,200 | 18.3% |
| Schuyler County | \$1,395 | 58 | \$81,180 | 20.5% |
| Scotland County | \$1,519 | 105 | \$159,000 | 21.2% |
| Scott County | \$1,018 | 787 | \$801,415 | 16.2% |

Missouri 2008
Home Energy Affordability Gap
(Published April 2009)

| Shortfall Calculations | | | | |
|------------------------|----------------------------------|----------------------|---------------------|--------------------|
| County | 50%-74% of Federal Poverty Level | | | |
| | Individual HH Shortfall | Number of Households | Aggregate Shortfall | Home Energy Burden |
| Shannon County | \$1,431 | 251 | \$358,653 | 20.5% |
| Shelby County | \$1,409 | 161 | \$227,381 | 20.7% |
| Stoddard County | \$1,069 | 472 | \$504,079 | 17.1% |
| Stone County | \$1,173 | 447 | \$523,914 | 18.2% |
| Sullivan County | \$1,471 | 141 | \$207,904 | 21.2% |
| Taney County | \$975 | 553 | \$539,502 | 16.2% |
| Texas County | \$1,307 | 613 | \$800,942 | 19.5% |
| Vernon County | \$1,181 | 389 | \$458,947 | 18.1% |
| Warren County | \$1,202 | 189 | \$227,741 | 17.8% |
| Washington County | \$1,175 | 435 | \$511,107 | 17.5% |
| Wayne County | \$1,141 | 380 | \$433,213 | 17.9% |
| Webster County | \$1,354 | 372 | \$504,159 | 19.1% |
| Worth County | \$1,443 | 35 | \$49,979 | 21.3% |
| Wright County | \$1,319 | 449 | \$591,807 | 19.4% |
| St. Louis city | \$862 | 8733 | \$7,529,229 | 15.2% |
| Totals | \$1,080 | 68,358 | \$73,842,186 | 17.1% |

Missouri 2008
Home Energy Affordability Gap
(Published April 2009)

| County | Shortfall Calculations | | | |
|-----------------------|----------------------------------|----------------------|---------------------|--------------------|
| | 75%-99% of Federal Poverty Level | | | |
| | Individual HH Shortfall | Number of Households | Aggregate Shortfall | Home Energy Burden |
| Adair County | \$921 | 529 | \$487,371 | 13.0% |
| Andrew County | \$1,131 | 175 | \$198,179 | 14.0% |
| Atchison County | \$1,095 | 99 | \$108,499 | 14.4% |
| Audrain County | \$901 | 441 | \$397,479 | 12.6% |
| Barry County | \$949 | 828 | \$786,157 | 12.8% |
| Barton County | \$952 | 234 | \$223,151 | 12.8% |
| Bates County | \$1,013 | 353 | \$358,014 | 13.3% |
| Benton County | \$998 | 564 | \$562,327 | 13.6% |
| Bollinger County | \$1,002 | 224 | \$224,387 | 13.1% |
| Boone County | \$796 | 1732 | \$1,378,037 | 11.9% |
| Buchanan County | \$831 | 1363 | \$1,133,086 | 12.1% |
| Butler County | \$774 | 1117 | \$864,811 | 11.7% |
| Caldwell County | \$1,376 | 166 | \$228,082 | 15.9% |
| Callaway County | \$973 | 324 | \$315,167 | 12.9% |
| Camden County | \$824 | 671 | \$552,973 | 12.2% |
| Cape Girardeau County | \$739 | 800 | \$664,660 | 11.4% |
| Carroll County | \$1,088 | 224 | \$244,130 | 14.0% |
| Carter County | \$1,040 | 214 | \$222,291 | 13.6% |
| Cass County | \$989 | 531 | \$525,415 | 12.9% |
| Cedar County | \$868 | 360 | \$312,482 | 12.5% |
| Chariton County | \$1,104 | 137 | \$151,281 | 14.2% |
| Christian County | \$932 | 792 | \$738,808 | 12.6% |
| Clark County | \$1,155 | 156 | \$179,849 | 14.4% |
| Clay County | \$836 | 1183 | \$989,499 | 12.0% |
| Clinton County | \$1,050 | 238 | \$250,148 | 13.4% |
| Cole County | \$852 | 745 | \$634,261 | 12.3% |
| Cooper County | \$978 | 200 | \$195,604 | 13.1% |
| Crawford County | \$1,136 | 466 | \$529,179 | 14.2% |
| Dade County | \$1,001 | 118 | \$118,598 | 13.3% |
| Dallas County | \$1,105 | 363 | \$401,218 | 13.9% |
| Daviess County | \$1,356 | 179 | \$242,927 | 15.8% |
| DeKalb County | \$1,226 | 134 | \$163,962 | 14.9% |
| Dent County | \$952 | 301 | \$286,694 | 13.0% |
| Douglas County | \$1,172 | 304 | \$355,945 | 14.5% |
| Dunklin County | \$728 | 1015 | \$738,646 | 11.4% |
| Franklin County | \$912 | 704 | \$641,594 | 12.4% |
| Gasconade County | \$1,095 | 215 | \$235,076 | 14.0% |
| Gentry County | \$1,181 | 143 | \$168,850 | 14.7% |
| Greene County | \$726 | 3892 | \$2,826,888 | 11.5% |
| Grundy County | \$1,005 | 282 | \$283,102 | 13.6% |
| Harrison County | \$1,267 | 166 | \$210,451 | 15.5% |
| Henry County | \$899 | 453 | \$407,383 | 12.7% |
| Hickory County | \$1,002 | 206 | \$206,658 | 13.7% |
| Holt County | \$1,064 | 109 | \$116,344 | 14.0% |
| Howard County | \$988 | 129 | \$127,294 | 13.2% |
| Howell County | \$1,008 | 982 | \$989,861 | 13.3% |
| Iron County | \$878 | 286 | \$250,982 | 12.4% |
| Jackson County | \$777 | 8309 | \$6,452,496 | 11.7% |
| Jasper County | \$746 | 2043 | \$1,523,154 | 11.4% |
| Jefferson County | \$864 | 1462 | \$1,263,221 | 11.9% |

Missouri 2008
Home Energy Affordability Gap
(Published April 2009)

| Shortfall Calculations | | | | |
|----------------------------------|-------------------------|----------------------|---------------------|--------------------|
| 75%-99% of Federal Poverty Level | | | | |
| County | Individual HH Shortfall | Number of Households | Aggregate Shortfall | Home Energy Burden |
| Johnson County | \$912 | 716 | \$653,099 | 12.5% |
| Knox County | \$1,220 | 142 | \$173,769 | 15.1% |
| Laclede County | \$1,018 | 634 | \$645,314 | 13.3% |
| Lafayette County | \$1,003 | 387 | \$388,716 | 13.2% |
| Lawrence County | \$933 | 671 | \$626,258 | 12.7% |
| Lewis County | \$1,099 | 183 | \$200,504 | 14.0% |
| Lincoln County | \$944 | 312 | \$294,710 | 12.4% |
| Linn County | \$1,031 | 292 | \$301,403 | 13.7% |
| Livingston County | \$1,017 | 262 | \$266,695 | 13.6% |
| McDonald County | \$933 | 519 | \$484,313 | 12.5% |
| Macon County | \$1,081 | 325 | \$351,434 | 14.0% |
| Madison County | \$807 | 311 | \$250,978 | 11.9% |
| Maries County | \$1,148 | 143 | \$163,733 | 14.3% |
| Marion County | \$908 | 416 | \$377,719 | 12.7% |
| Mercer County | \$1,093 | 76 | \$83,252 | 14.3% |
| Miller County | \$926 | 545 | \$504,638 | 12.7% |
| Mississippi County | \$788 | 302 | \$237,691 | 11.8% |
| Moniteau County | \$977 | 205 | \$200,364 | 13.0% |
| Monroe County | \$1,026 | 132 | \$135,007 | 13.4% |
| Montgomery County | \$958 | 213 | \$204,315 | 13.0% |
| Morgan County | \$951 | 452 | \$429,983 | 13.0% |
| New Madrid County | \$783 | 516 | \$403,829 | 11.7% |
| Newton County | \$891 | 875 | \$779,405 | 12.3% |
| Nodaway County | \$1,026 | 325 | \$333,800 | 13.7% |
| Oregon County | \$1,135 | 313 | \$353,191 | 14.4% |
| Osage County | \$1,319 | 144 | \$189,555 | 15.3% |
| Ozark County | \$1,057 | 332 | \$350,659 | 13.8% |
| Pemiscot County | \$761 | 713 | \$543,215 | 11.5% |
| Perry County | \$953 | 198 | \$188,280 | 12.8% |
| Pettis County | \$891 | 671 | \$597,855 | 12.5% |
| Phelps County | \$869 | 806 | \$700,254 | 12.5% |
| Pike County | \$983 | 367 | \$360,847 | 13.1% |
| Platte County | \$875 | 351 | \$307,223 | 12.3% |
| Polk County | \$965 | 616 | \$594,630 | 12.9% |
| Pulaski County | \$899 | 470 | \$422,851 | 12.2% |
| Putnam County | \$1,205 | 134 | \$161,544 | 15.1% |
| Ralls County | \$1,205 | 82 | \$98,786 | 14.6% |
| Randolph County | \$858 | 441 | \$378,280 | 12.3% |
| Ray County | \$1,139 | 163 | \$185,795 | 14.0% |
| Reynolds County | \$1,036 | 156 | \$161,420 | 13.7% |
| Ripley County | \$958 | 420 | \$402,263 | 13.0% |
| St. Charles County | \$917 | 1168 | \$1,070,548 | 12.3% |
| St. Clair County | \$1,019 | 263 | \$268,142 | 13.6% |
| Ste. Genevieve County | \$1,039 | 217 | \$225,282 | 13.2% |
| St. Francois County | \$751 | 1057 | \$794,527 | 11.4% |
| St. Louis County | \$796 | 8126 | \$6,468,653 | 11.8% |
| Saline County | \$962 | 444 | \$426,794 | 13.0% |
| Schuyler County | \$1,165 | 163 | \$189,581 | 14.6% |
| Scotland County | \$1,279 | 113 | \$144,935 | 15.1% |
| Scott County | \$778 | 738 | \$573,914 | 11.6% |

Missouri 2008
Home Energy Affordability Gap
(Published April 2009)

| Shortfall Calculations | | | | |
|----------------------------------|-------------------------|----------------------|---------------------|--------------------|
| 75%-99% of Federal Poverty Level | | | | |
| County | Individual HH Shortfall | Number of Households | Aggregate Shortfall | Home Energy Burden |
| Shannon County | \$1,195 | 268 | \$320,507 | 14.7% |
| Shelby County | \$1,179 | 155 | \$182,759 | 14.8% |
| Stoddard County | \$837 | 794 | \$664,462 | 12.2% |
| Stone County | \$941 | 562 | \$529,113 | 13.0% |
| Sullivan County | \$1,238 | 149 | \$184,233 | 15.1% |
| Taney County | \$745 | 614 | \$457,570 | 11.6% |
| Texas County | \$1,074 | 606 | \$651,250 | 13.9% |
| Vernon County | \$947 | 362 | \$342,885 | 12.9% |
| Warren County | \$958 | 292 | \$279,391 | 12.7% |
| Washington County | \$931 | 465 | \$432,967 | 12.5% |
| Wayne County | \$912 | 388 | \$353,830 | 12.8% |
| Webster County | \$1,105 | 565 | \$623,907 | 13.6% |
| Worth County | \$1,216 | 53 | \$64,243 | 15.2% |
| Wright County | \$1,082 | 541 | \$585,385 | 13.8% |
| St. Louis city | \$637 | 9190 | \$5,849,340 | 10.8% |
| Totals | \$852 | 79,385 | \$67,638,467 | 12.2% |

Missouri 2008
Home Energy Affordability Gap
(Published April 2009)

| County | Shortfall Calculations | | | |
|-----------------------|------------------------------------|----------------------|---------------------|--------------------|
| | 100%-124% of Federal Poverty Level | | | |
| | Individual HH Shortfall | Number of Households | Aggregate Shortfall | Home Energy Burden |
| Adair County | \$695 | 515 | \$358,224 | 10.1% |
| Andrew County | \$889 | 246 | \$218,234 | 10.9% |
| Atchison County | \$871 | 122 | \$106,482 | 11.2% |
| Audrain County | \$668 | 429 | \$286,624 | 9.8% |
| Barry County | \$712 | 792 | \$563,607 | 10.0% |
| Barton County | \$713 | 362 | \$258,023 | 10.0% |
| Bates County | \$776 | 340 | \$263,874 | 10.4% |
| Benton County | \$773 | 470 | \$363,270 | 10.6% |
| Bollinger County | \$760 | 285 | \$216,597 | 10.2% |
| Boone County | \$565 | 2032 | \$1,148,965 | 9.3% |
| Buchanan County | \$599 | 1552 | \$928,914 | 9.4% |
| Butler County | \$543 | 1129 | \$613,371 | 9.1% |
| Caldwell County | \$1,139 | 205 | \$233,622 | 12.4% |
| Callaway County | \$733 | 637 | \$466,724 | 10.1% |
| Camden County | \$597 | 739 | \$441,298 | 9.5% |
| Cape Girardeau County | \$506 | 1038 | \$525,204 | 8.9% |
| Carroll County | \$855 | 213 | \$182,025 | 10.9% |
| Carter County | \$805 | 181 | \$145,905 | 10.6% |
| Cass County | \$742 | 757 | \$546,561 | 10.0% |
| Cedar County | \$639 | 452 | \$288,821 | 9.7% |
| Chariton County | \$674 | 182 | \$158,628 | 11.1% |
| Christian County | \$688 | 838 | \$576,856 | 9.8% |
| Clark County | \$920 | 153 | \$140,668 | 11.2% |
| Clay County | \$599 | 1665 | \$997,698 | 9.4% |
| Clinton County | \$808 | 284 | \$229,665 | 10.5% |
| Cole County | \$618 | 854 | \$527,974 | 9.5% |
| Cooper County | \$743 | 183 | \$136,200 | 10.2% |
| Crawford County | \$897 | 477 | \$428,262 | 11.0% |
| Dade County | \$768 | 156 | \$119,536 | 10.4% |
| Dallas County | \$864 | 481 | \$415,717 | 10.8% |
| Daviess County | \$1,119 | 157 | \$175,847 | 12.3% |
| DeKalb County | \$990 | 143 | \$141,877 | 11.6% |
| Dent County | \$717 | 344 | \$247,158 | 10.1% |
| Douglas County | \$936 | 427 | \$399,918 | 11.3% |
| Dunklin County | \$495 | 974 | \$481,960 | 8.8% |
| Franklin County | \$666 | 1225 | \$815,757 | 9.6% |
| Gasconade County | \$861 | 343 | \$295,306 | 10.9% |
| Gentry County | \$948 | 182 | \$172,417 | 11.4% |
| Greene County | \$498 | 4411 | \$2,196,148 | 8.9% |
| Grundy County | \$779 | 357 | \$277,601 | 10.6% |
| Harrison County | \$1,038 | 180 | \$186,410 | 12.0% |
| Henry County | \$669 | 535 | \$358,209 | 9.9% |
| Hickory County | \$778 | 263 | \$204,538 | 10.6% |
| Holt County | \$835 | 153 | \$127,906 | 10.9% |
| Howard County | \$753 | 289 | \$217,327 | 10.3% |
| Howell County | \$773 | 1245 | \$962,151 | 10.4% |
| Iron County | \$643 | 262 | \$168,702 | 9.7% |
| Jackson County | \$544 | 9940 | \$5,406,583 | 9.1% |
| Jasper County | \$511 | 2320 | \$1,184,932 | 8.9% |
| Jefferson County | \$614 | 1996 | \$1,225,429 | 9.3% |

Missouri 2008
Home Energy Affordability Gap
(Published April 2009)

| County | Shortfall Calculations | | | |
|-----------------------|------------------------------------|----------------------|---------------------|--------------------|
| | 100%-124% of Federal Poverty Level | | | |
| | Individual HH Shortfall | Number of Households | Aggregate Shortfall | Home Energy Burden |
| Johnson County | \$670 | 842 | \$564,446 | 9.7% |
| Knox County | \$989 | 151 | \$149,249 | 11.7% |
| Laclede County | \$780 | 815 | \$635,714 | 10.4% |
| Lafayette County | \$764 | 463 | \$353,636 | 10.2% |
| Lawrence County | \$693 | 827 | \$573,237 | 9.9% |
| Lewis County | \$864 | 198 | \$171,333 | 10.9% |
| Lincoln County | \$692 | 581 | \$402,311 | 9.7% |
| Linn County | \$801 | 341 | \$273,351 | 10.6% |
| Livingston County | \$787 | 402 | \$315,995 | 10.6% |
| McDonald County | \$688 | 645 | \$443,194 | 9.7% |
| Macon County | \$850 | 408 | \$346,476 | 10.9% |
| Madison County | \$572 | 362 | \$207,257 | 9.2% |
| Maries County | \$910 | 204 | \$186,075 | 11.1% |
| Marion County | \$674 | 648 | \$436,608 | 9.8% |
| Mercer County | \$866 | 84 | \$73,099 | 11.1% |
| Miller County | \$689 | 445 | \$306,868 | 9.9% |
| Mississippi County | \$554 | 512 | \$283,934 | 9.2% |
| Moniteau County | \$737 | 186 | \$136,706 | 10.1% |
| Monroe County | \$789 | 195 | \$153,992 | 10.4% |
| Montgomery County | \$722 | 228 | \$164,621 | 10.1% |
| Morgan County | \$718 | 478 | \$343,500 | 10.1% |
| New Madrid County | \$547 | 450 | \$246,421 | 9.1% |
| Newton County | \$650 | 947 | \$615,227 | 9.6% |
| Nodaway County | \$798 | 386 | \$308,333 | 10.7% |
| Oregon County | \$903 | 420 | \$379,324 | 11.2% |
| Osage County | \$1,076 | 105 | \$113,410 | 11.9% |
| Ozark County | \$826 | 290 | \$239,786 | 10.8% |
| Pemiscot County | \$523 | 650 | \$340,331 | 8.9% |
| Perry County | \$712 | 303 | \$215,460 | 9.9% |
| Pettis County | \$655 | 922 | \$603,661 | 9.7% |
| Phelps County | \$638 | 826 | \$591,198 | 9.7% |
| Pike County | \$747 | 293 | \$218,581 | 10.2% |
| Platte County | \$639 | 592 | \$377,898 | 9.6% |
| Polk County | \$725 | 614 | \$444,935 | 10.0% |
| Pulaski County | \$653 | 633 | \$413,038 | 9.5% |
| Putnam County | \$978 | 136 | \$132,763 | 11.7% |
| Ralls County | \$966 | 125 | \$118,899 | 11.4% |
| Randolph County | \$625 | 451 | \$281,922 | 9.6% |
| Ray County | \$895 | 349 | \$312,401 | 10.9% |
| Reynolds County | \$804 | 173 | \$139,068 | 10.6% |
| Ripley County | \$723 | 572 | \$413,586 | 10.1% |
| St. Charles County | \$666 | 1525 | \$1,015,462 | 9.5% |
| St. Clair County | \$790 | 266 | \$210,052 | 10.6% |
| Ste. Genevieve County | \$793 | 287 | \$227,444 | 10.3% |
| St. Francois County | \$515 | 1109 | \$571,163 | 8.9% |
| St. Louis County | \$561 | 9281 | \$5,203,218 | 9.2% |
| Saline County | \$728 | 511 | \$371,549 | 10.1% |
| Schuyler County | \$934 | 58 | \$53,913 | 11.4% |
| Scotland County | \$1,039 | 150 | \$155,667 | 11.8% |
| Scott County | \$538 | 993 | \$534,745 | 9.0% |

Missouri 2008
Home Energy Affordability Gap
(Published April 2009)

| Shortfall Calculations | | | | |
|------------------------------------|-------------------------|----------------------|---------------------|--------------------|
| 100%-124% of Federal Poverty Level | | | | |
| County | Individual HH Shortfall | Number of Households | Aggregate Shortfall | Home Energy Burden |
| Shannon County | \$958 | 283 | \$270,925 | 11.4% |
| Shelby County | \$948 | 173 | \$164,151 | 11.5% |
| Stoddard County | \$606 | 817 | \$494,759 | 9.5% |
| Stone County | \$710 | 655 | \$465,177 | 10.1% |
| Sullivan County | \$1,006 | 194 | \$194,921 | 11.8% |
| Taney County | \$515 | 981 | \$505,556 | 9.0% |
| Texas County | \$842 | 655 | \$550,891 | 10.8% |
| Vernon County | \$714 | 468 | \$333,759 | 10.1% |
| Warren County | \$713 | 369 | \$263,184 | 9.9% |
| Washington County | \$686 | 560 | \$384,455 | 9.7% |
| Wayne County | \$682 | 388 | \$264,776 | 10.0% |
| Webster County | \$856 | 617 | \$528,049 | 10.6% |
| Worth County | \$990 | 75 | \$74,546 | 11.8% |
| Wright County | \$845 | 568 | \$480,095 | 10.8% |
| St. Louis city | \$411 | 9004 | \$3,699,381 | 8.4% |
| Totals | \$623 | 91,834 | \$57,179,408 | 9.5% |

Missouri 2008
Home Energy Affordability Gap
(Published April 2009)

| County | Shortfall Calculations | | | |
|-----------------------|------------------------------------|----------------------|---------------------|--------------------|
| | 125%-149% of Federal Poverty Level | | | |
| | Individual HH Shortfall | Number of Households | Aggregate Shortfall | Home Energy Burden |
| Adair County | \$470 | 461 | \$216,316 | 8.3% |
| Andrew County | \$647 | 264 | \$170,582 | 8.9% |
| Atchison County | \$648 | 172 | \$111,408 | 9.2% |
| Audrain County | \$435 | 500 | \$217,281 | 8.0% |
| Barry County | \$474 | 1058 | \$501,631 | 8.2% |
| Barton County | \$475 | 387 | \$183,734 | 8.2% |
| Bates County | \$538 | 439 | \$235,998 | 8.5% |
| Benton County | \$548 | 529 | \$289,602 | 8.7% |
| Bollinger County | \$518 | 404 | \$209,514 | 8.3% |
| Boone County | \$335 | 2551 | \$854,207 | 7.6% |
| Buchanan County | \$366 | 2012 | \$736,179 | 7.7% |
| Butler County | \$312 | 1095 | \$341,819 | 7.5% |
| Caldwell County | \$901 | 180 | \$162,267 | 10.1% |
| Callaway County | \$493 | 663 | \$326,848 | 8.2% |
| Camden County | \$370 | 771 | \$285,343 | 7.8% |
| Cape Girardeau County | \$273 | 1426 | \$390,119 | 7.3% |
| Carroll County | \$623 | 234 | \$145,888 | 8.9% |
| Carter County | \$570 | 192 | \$109,352 | 8.6% |
| Cass County | \$495 | 1010 | \$499,688 | 8.2% |
| Cedar County | \$410 | 287 | \$117,650 | 8.0% |
| Chariton County | \$643 | 206 | \$132,465 | 9.0% |
| Christian County | \$444 | 1077 | \$478,630 | 6.0% |
| Clark County | \$685 | 152 | \$103,938 | 9.2% |
| Clay County | \$362 | 2020 | \$731,971 | 7.7% |
| Clinton County | \$566 | 233 | \$132,072 | 8.6% |
| Cole County | \$385 | 878 | \$338,175 | 7.8% |
| Cooper County | \$507 | 329 | \$166,758 | 8.4% |
| Crawford County | \$658 | 538 | \$354,399 | 9.0% |
| Dade County | \$534 | 214 | \$114,415 | 8.5% |
| Dallas County | \$624 | 384 | \$239,255 | 8.8% |
| Daviess County | \$882 | 230 | \$202,420 | 10.1% |
| DeKalb County | \$753 | 272 | \$204,760 | 9.5% |
| Dent County | \$483 | 497 | \$240,200 | 8.2% |
| Douglas County | \$699 | 405 | \$283,146 | 9.2% |
| Dunklin County | \$262 | 889 | \$233,021 | 7.2% |
| Franklin County | \$420 | 1262 | \$530,382 | 7.9% |
| Gasconade County | \$627 | 286 | \$179,137 | 8.9% |
| Gentry County | \$716 | 210 | \$150,515 | 9.4% |
| Greene County | \$270 | 5496 | \$1,481,404 | 7.3% |
| Grundy County | \$552 | 256 | \$141,232 | 8.7% |
| Harrison County | \$808 | 358 | \$289,692 | 9.8% |
| Henry County | \$439 | 514 | \$225,805 | 8.1% |
| Hickory County | \$554 | 209 | \$115,983 | 8.7% |
| Holt County | \$606 | 137 | \$82,783 | 8.9% |
| Howard County | \$518 | 239 | \$123,641 | 8.4% |
| Howell County | \$537 | 1270 | \$682,609 | 8.5% |
| Iron County | \$409 | 357 | \$145,827 | 7.9% |
| Jackson County | \$311 | 11222 | \$3,492,674 | 7.5% |
| Jasper County | \$276 | 2573 | \$709,659 | 7.3% |
| Jefferson County | \$364 | 2520 | \$916,990 | 7.6% |

Missouri 2008
Home Energy Affordability Gap
(Published April 2009)

| County | Shortfall Calculations | | | |
|----------------------|------------------------------------|----------------------|---------------------|--------------------|
| | 125%-149% of Federal Poverty Level | | | |
| | Individual HH Shortfall | Number of Households | Aggregate Shortfall | Home Energy Burden |
| Johnson County | \$429 | 1005 | \$431,150 | 7.9% |
| Knox County | \$759 | 116 | \$87,691 | 9.6% |
| Laclede County | \$541 | 970 | \$525,151 | 8.5% |
| Lafayette County | \$524 | 576 | \$301,788 | 8.4% |
| Lawrence County | \$453 | 939 | \$425,843 | 8.1% |
| Lewis County | \$629 | 293 | \$184,308 | 8.9% |
| Lincoln County | \$441 | 575 | \$253,222 | 7.9% |
| Linn County | \$571 | 436 | \$248,797 | 8.7% |
| Livingston County | \$556 | 246 | \$136,938 | 8.6% |
| McDonald County | \$443 | 575 | \$254,494 | 8.0% |
| Macon County | \$620 | 366 | \$227,012 | 8.9% |
| Madison County | \$337 | 358 | \$120,828 | 7.6% |
| Marion County | \$673 | 180 | \$121,173 | 9.1% |
| Marion County | \$440 | 602 | \$265,019 | 8.1% |
| Mercer County | \$639 | 121 | \$77,202 | 9.1% |
| Miller County | \$452 | 632 | \$286,023 | 8.1% |
| Mississippi County | \$320 | 322 | \$103,236 | 7.5% |
| Moniteau County | \$497 | 248 | \$122,970 | 8.3% |
| Monroe County | \$552 | 213 | \$117,663 | 8.5% |
| Montgomery County | \$487 | 288 | \$140,141 | 8.3% |
| Morgan County | \$486 | 493 | \$239,282 | 8.3% |
| New Madrid County | \$311 | 452 | \$140,789 | 7.4% |
| Newton County | \$409 | 1222 | \$499,822 | 7.9% |
| Nodaway County | \$570 | 413 | \$235,513 | 8.7% |
| Oregon County | \$672 | 378 | \$253,791 | 9.2% |
| Osage County | \$833 | 211 | \$176,264 | 9.7% |
| Ozark County | \$594 | 273 | \$162,130 | 8.8% |
| Pemiscot County | \$285 | 522 | \$148,818 | 7.3% |
| Perry County | \$471 | 359 | \$169,141 | 8.1% |
| Pettis County | \$418 | 779 | \$326,055 | 7.9% |
| Phelps County | \$408 | 830 | \$338,650 | 7.9% |
| Pike County | \$510 | 425 | \$216,755 | 8.4% |
| Platte County | \$402 | 627 | \$252,236 | 7.9% |
| Polk County | \$485 | 647 | \$313,608 | 8.2% |
| Pulaski County | \$406 | 896 | \$363,544 | 7.8% |
| Putnam County | \$751 | 179 | \$134,578 | 9.6% |
| Ralls County | \$726 | 270 | \$196,130 | 9.3% |
| Randolph County | \$392 | 637 | \$249,458 | 7.8% |
| Ray County | \$651 | 355 | \$230,938 | 8.9% |
| Reynolds County | \$573 | 208 | \$119,302 | 8.7% |
| Ripley County | \$488 | 490 | \$239,374 | 8.3% |
| St. Charles County | \$415 | 2014 | \$835,066 | 7.8% |
| St. Clair County | \$562 | 306 | \$171,682 | 8.7% |
| St. Genevieve County | \$547 | 216 | \$118,304 | 8.4% |
| St. Francois County | \$270 | 1246 | \$347,007 | 7.3% |
| St. Louis County | \$325 | 10901 | \$3,545,652 | 7.5% |
| Saline County | \$493 | 519 | \$255,940 | 8.3% |
| Schuyler County | \$703 | 99 | \$69,677 | 9.3% |
| Scotland County | \$799 | 121 | \$96,560 | 9.6% |
| Scott County | \$299 | 911 | \$272,166 | 7.4% |

Missouri 2008
Home Energy Affordability Gap
(Published April 2009)

| Shortfall Calculations | | | | |
|------------------------------------|-------------------------|----------------------|---------------------|--------------------|
| 125%-149% of Federal Poverty Level | | | | |
| County | Individual HH Shortfall | Number of Households | Aggregate Shortfall | Home Energy Burden |
| Shannon County | \$722 | 285 | \$205,520 | 9.3% |
| Shelby County | \$718 | 209 | \$150,180 | 9.4% |
| Stoddard County | \$374 | 913 | \$341,200 | 7.8% |
| Stone County | \$478 | 644 | \$308,003 | 8.3% |
| Sullivan County | \$773 | 200 | \$154,619 | 9.6% |
| Taney County | \$285 | 1145 | \$326,780 | 7.4% |
| Texas County | \$609 | 693 | \$422,245 | 8.9% |
| Vernon County | \$460 | 593 | \$284,838 | 8.2% |
| Warren County | \$469 | 373 | \$174,910 | 8.1% |
| Washington County | \$442 | 590 | \$260,496 | 8.0% |
| Wayne County | \$453 | 346 | \$156,538 | 8.2% |
| Webster County | \$607 | 757 | \$459,770 | 8.7% |
| Worth County | \$763 | 77 | \$59,118 | 9.7% |
| Wright County | \$608 | 650 | \$394,725 | 8.8% |
| St. Louis city | \$185 | 8701 | \$1,611,427 | 6.9% |
| Totals | \$390 | 102,104 | \$39,788,632 | 7.8% |

Low-Income Bill Credit Calculation at 4% Energy Burden

Line

Average Annual Residential Use (1)

17645

Average Annual Residential Expenditures (2)

\$ 1,283.56

(1) Source 2007 LIHEAP Notebook Midwest ave. annual MinBTU for
Electric as main heat source converted to kWh

(2) Expenditures for LIHEAP grant months Nov-Apr

Estimated Average Annual Bill Based On Household Size **

| Poverty Level Range | Household Size | | | | | |
|---------------------|----------------|---------|---------|---------|---------|---------|
| | 1 | 2 | 3 | 4 | 5 | 6 |
| 25% | \$1,155 | \$1,155 | \$1,284 | \$1,284 | \$1,412 | \$1,412 |
| 50% | \$1,155 | \$1,155 | \$1,284 | \$1,284 | \$1,412 | \$1,412 |
| 75% | \$1,155 | \$1,155 | \$1,284 | \$1,284 | \$1,412 | \$1,412 |
| 100% | \$1,155 | \$1,155 | \$1,284 | \$1,284 | \$1,412 | \$1,412 |
| 125% | \$1,155 | \$1,155 | \$1,284 | \$1,284 | \$1,412 | \$1,412 |
| 135% | \$1,155 | \$1,155 | \$1,284 | \$1,284 | \$1,412 | \$1,412 |
| 150% | \$1,155 | \$1,155 | \$1,284 | \$1,284 | \$1,412 | \$1,412 |

**Assumed 10% variation in household use based on family size

Less LIHEAP Assistance based on Poverty Level by Household Size (FY2010)

| Poverty Level Range | Household Size | | | | | |
|---------------------|----------------|-------|-------|-------|-------|-------|
| | 1 | 2 | 3 | 4 | 5 | 6 |
| 25% | \$385 | \$385 | \$385 | \$385 | \$385 | \$385 |
| 50% | \$360 | \$360 | \$360 | \$360 | \$360 | \$360 |
| 75% | \$335 | \$335 | \$335 | \$335 | \$335 | \$335 |
| 100% | \$310 | \$310 | \$310 | \$310 | \$310 | \$310 |
| 125% | \$285 | \$285 | \$285 | \$285 | \$285 | \$285 |
| 135% | \$260 | \$260 | \$260 | \$260 | \$260 | \$260 |
| 150% | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |

*LIHEAP assistance values used are the values for the specified % of income. The actual LIHEAP assistance varies within the income range.

Less Energy Burden at 4% Based On Poverty Level by Household Size

| Poverty Level Range | Household Size | | | | | |
|---------------------|----------------|-------|---------|---------|---------|---------|
| | 1 | 2 | 3 | 4 | 5 | 6 |
| 25% | \$108 | \$146 | \$183 | \$221 | \$258 | \$295 |
| 50% | \$217 | \$291 | \$366 | \$441 | \$516 | \$591 |
| 75% | \$325 | \$437 | \$549 | \$662 | \$774 | \$886 |
| 100% | \$433 | \$583 | \$732 | \$882 | \$1,032 | \$1,181 |
| 125% | \$542 | \$728 | \$916 | \$1,103 | \$1,289 | \$1,477 |
| 135% | \$585 | \$787 | \$989 | \$1,191 | \$1,393 | \$1,595 |
| 150% | \$650 | \$874 | \$1,099 | \$1,323 | \$1,547 | \$1,772 |

Source: Concept of 4% Energy Burden based on the median individual energy burden for all Midwest households from 2007 LIHEAP Notebook pg. 71

Equals the Shortfall or Excess of an Affordable Bill

| Poverty Level Range | Household Size | | | | | |
|---------------------|----------------|---------|---------|---------|---------|---------|
| | 1 | 2 | 3 | 4 | 5 | 6 |
| 25% | (\$662) | (\$625) | (\$715) | (\$678) | (\$769) | (\$732) |
| 50% | (\$578) | (\$504) | (\$557) | (\$482) | (\$536) | (\$461) |
| 75% | (\$495) | (\$383) | (\$399) | (\$287) | (\$303) | (\$191) |
| 100% | (\$412) | (\$262) | (\$241) | (\$91) | (\$70) | \$79 |
| 125% | (\$328) | (\$142) | (\$83) | \$104 | \$162 | \$350 |
| 135% | (\$310) | (\$109) | (\$35) | \$167 | \$241 | \$443 |
| 150% | (\$505) | (\$281) | (\$185) | \$40 | \$135 | \$360 |

Resulting Average Shortfall or Excess of an Affordable Bill for All Household Sizes

| Poverty Level | All Household Size
Ave. Annual +/- | All Household Size
Ave. Monthly +/- | Proposed 12
Monthly Credits |
|---------------|---------------------------------------|--|--------------------------------|
| 25% | (\$697.00) | (\$58.08) | \$60.00 |
| 50% | (\$520.00) | (\$43.33) | \$45.00 |
| 75% | (\$343.00) | (\$28.58) | \$30.00 |
| 100% | (\$166.00) | (\$13.83) | \$15.00 |
| 125% | \$11.00 | \$0.92 | |
| 135% | \$66.00 | \$5.50 | |
| 150% | (\$73.00) | (\$6.08) | |

Resulting Program Costs Including Bill Credits to Achieve a 4% Energy Burden

| Poverty Level Range | Proposed
Participants | Annual Credit per
Participant | Bill Credit Costs |
|---------------------|--------------------------|----------------------------------|-------------------|
| 25% | 300 | \$720.00 | \$216,000 |
| 50% | 300 | \$540.00 | \$162,000 |
| 75% | 100 | \$360.00 | \$36,000 |
| 100% | 100 | \$180.00 | \$18,000 |

\$432,000

\$80,000

\$43,200

\$555,200

Total Bill Credit Costs

Arrears Repayment Incentive at \$100 per Participant

Estimated 10% Administrative & Evaluation Cost

Total Program Cost

Low-Income Bill Credit Calculation at 6% Energy Burden

Line

Average Annual Residential Use (1)
Average Annual Residential Expenditures (2)

| | |
|--|-------------|
| | 17645 |
| | \$ 1,283.56 |

(1) Source 2007 LIHEAP Notebook Midwest ave. annual MmbTU for
Electric as main heat source converted to kWh
(2) Expenditures for LIHEAP grant months Nov-Apr

Estimated Average Annual Bill Based On Household Size **

| Poverty Level Range | 1 | 2 | 3 | 4 | 5 | 6 |
|---------------------|---------|---------|---------|---------|---------|---------|
| 25% | \$1,155 | \$1,155 | \$1,284 | \$1,284 | \$1,412 | \$1,412 |
| 50% | \$1,155 | \$1,155 | \$1,284 | \$1,284 | \$1,412 | \$1,412 |
| 75% | \$1,155 | \$1,155 | \$1,284 | \$1,284 | \$1,412 | \$1,412 |
| 100% | \$1,155 | \$1,155 | \$1,284 | \$1,284 | \$1,412 | \$1,412 |
| 125% | \$1,155 | \$1,155 | \$1,284 | \$1,284 | \$1,412 | \$1,412 |
| 135% | \$1,155 | \$1,155 | \$1,284 | \$1,284 | \$1,412 | \$1,412 |
| 150% | \$1,155 | \$1,155 | \$1,284 | \$1,284 | \$1,412 | \$1,412 |

**Assumed 10% variation in household use based on family size

Less LIHEAP Assistance based on Poverty Level by Household Size (FY2010)

| Poverty Level Range | 1 | 2 | 3 | 4 | 5 | 6 |
|---------------------|-------|-------|-------|-------|-------|-------|
| 25% | \$385 | \$385 | \$385 | \$385 | \$385 | \$385 |
| 50% | \$360 | \$360 | \$360 | \$360 | \$360 | \$360 |
| 75% | \$335 | \$335 | \$335 | \$335 | \$335 | \$335 |
| 100% | \$310 | \$310 | \$310 | \$310 | \$310 | \$310 |
| 125% | \$285 | \$285 | \$285 | \$285 | \$285 | \$285 |
| 135% | \$260 | \$260 | \$260 | \$260 | \$260 | \$260 |
| 150% | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |

*LIHEAP assistance values used are the values for the specified % of income. The actual LIHEAP assistance varies within the income range.

Less Energy Burden at 6% Based On Poverty Level by Household Size

| Poverty Level Range | 1 | 2 | 3 | 4 | 5 | 6 |
|---------------------|-------|---------|---------|---------|---------|---------|
| 25% | \$163 | \$219 | \$275 | \$331 | \$387 | \$443 |
| 50% | \$325 | \$437 | \$549 | \$662 | \$774 | \$886 |
| 75% | \$488 | \$656 | \$824 | \$993 | \$1,160 | \$1,329 |
| 100% | \$650 | \$874 | \$1,099 | \$1,323 | \$1,547 | \$1,772 |
| 125% | \$813 | \$1,093 | \$1,373 | \$1,654 | \$1,934 | \$2,215 |
| 135% | \$878 | \$1,180 | \$1,483 | \$1,787 | \$2,089 | \$2,392 |
| 150% | \$975 | \$1,311 | \$1,648 | \$1,985 | \$2,321 | \$2,658 |

Source: Concept of 4% Energy Burden based on the median individual energy burden for all Midwest households from 2007 LIHEAP Notebook pg. 71

Equals the Shortfall or Excess of an Affordable Bill

| Poverty Level Range | 1 | 2 | 3 | 4 | 5 | 6 |
|---------------------|---------|---------|---------|---------|---------|---------|
| 25% | (\$608) | (\$552) | (\$624) | (\$568) | (\$640) | (\$584) |
| 50% | (\$470) | (\$358) | (\$374) | (\$262) | (\$278) | (\$166) |
| 75% | (\$333) | (\$165) | (\$125) | \$44 | \$84 | \$252 |
| 100% | (\$195) | \$29 | \$125 | \$350 | \$445 | \$670 |
| 125% | (\$58) | \$222 | \$375 | \$656 | \$807 | \$1,088 |
| 135% | (\$17) | \$285 | \$460 | \$763 | \$937 | \$1,240 |
| 150% | (\$180) | \$156 | \$365 | \$701 | \$909 | \$1,246 |

Resulting Average Shortfall or Excess of an Affordable Bill for All Household Sizes

| Poverty Level | All Household Size
Ave. Annual +/- | All Household Size
Ave. Monthly +/- | Proposed 12
Monthly Credits |
|---------------|---------------------------------------|--|--------------------------------|
| 25% | (\$596.00) | (\$49.67) | \$50.00 |
| 50% | (\$318.00) | (\$26.50) | \$30.00 |
| 75% | (\$40.00) | (\$3.33) | \$5.00 |
| 100% | \$237.00 | \$19.75 | |
| 125% | \$515.00 | \$42.92 | |
| 135% | \$611.00 | \$50.92 | |
| 150% | \$533.00 | \$44.42 | |

Resulting Program Costs Including Bill Credits to Achieve a 6% Energy Burden

| Poverty Level Range | Proposed Participants | Annual Credit per
Participant | Bill Credit Costs |
|---------------------|-----------------------|----------------------------------|-------------------|
| 25% | 400 | \$600.00 | \$240,000 |
| 50% | 400 | \$360.00 | \$144,000 |
| 75% | 400 | \$60.00 | \$24,000 |
| 100% | 0 | \$0.00 | \$0 |

\$408,000

Total Bill Credit Costs

\$120,000

Arrears Repayment Incentive at \$100 per Participant

\$40,800

Estimated 10% Administrative & Evaluation Cost

\$568,800

Total Program Cost