

# New Customer Charge Waiver Program



New energy assistance program will waive customer charges based on income eligibility

## What is it?

Spire's new Customer Charge Waiver Program waives the monthly customer charge for qualified customers on limited incomes for a period of 12 months.

## Who qualifies?

Program eligibility is based on criteria established through the Low Income Home Energy Assistance Program (LIHEAP\*). To qualify, customers in Missouri must meet income-eligibility requirements, with income thresholds at or below 60% of the state median income for their household size.

- Two household members = \$3,847 per month
- Four household members = \$5,657 per month

\*You do not have to be enrolled in LIHEAP to participate

## How can I apply?

1. Get started by contacting your local community action agency or local LIHEAP administrator. You can find contact information for agencies in your area at [SpireEnergy.com/Waiver](https://SpireEnergy.com/Waiver).
2. Agencies will send your application to Spire.
3. We'll get you enrolled and confirm your participation via email or letter.

At the end of the 12-month period, you may be eligible to re-apply for the program. If you get disconnected for non-payment while enrolled, don't worry. You'll be automatically re-enrolled once you reconnect your service.



Learn more about the Customer Charge Waiver Program and other programs you may qualify for at [SpireEnergy.com/Assistance](https://SpireEnergy.com/Assistance).

