

We're here to help

Your guide to Spire's assistance and energy-efficiency programs



No two households face the same challenges or have the same needs. That's why we have multiple programs to help when you need it. Our team of customer support specialists is ready to help.

Spire assistance programs

Medical Emergency Program – For those facing a medical crisis, we can assist by preventing service disconnections and providing an additional 21-day payment due date extension

Disconnection protection (registered customers) – Protection for those with household members over the age of 65 or with disabilities who are at risk for disconnection

Extended payment date program – For Social Security Income (SSI) recipients, this program extends your due date by 10 days, allowing extra time to pay without incurring late fees

Appliance repair program – Furnace and water heater repair program that provides up to \$2,000 per customer per year for limited income customers

Critical Medical Needs (in partnership with United Way)

For those with an existing serious illness or chronic condition, whose condition would be aggravated by the involuntary disconnection of utility service.

Payment Partner Program – Offers a combination of monthly bill credits and matching payments toward past-due balances. Eligible customers are automatically enrolled in the program after receiving funding from the Energy Crisis Intervention Program (ECIP)

Dollar Help – Funded by Spire customers for Spire customers, this program provides grants to income-qualified individuals struggling to pay their energy bill

Customer Charge Waiver Program – Qualified customers can receive a \$22 monthly credit which waives the customer charge for 12 months. Eligibility is based on criteria established through the Low-Income Home Energy Assistance Program (LIHEAP), which is at or below 60% of the state median income (pre-tax).

Low-Income Home Energy Assistance Program (LIHEAP)

Low-Income Home Energy Assistance Program (LIHEAP) – This government-funded program helps households pay their energy bills

- **Energy assistance:** One-time payment of \$326 available Nov. 1 – May 31
- **Energy Crisis Intervention Program (ECIP):** Customers must have a disconnection notice. Winter – up to \$800 / Summer – up to \$300

To qualify, customers must meet income-eligibility requirements of 60% state median income (pre-tax):

- Family of 2 = \$3,847 per month
- Family of 4 = \$5,657 per month



Scan with your phone camera
to learn more or visit
SpireEnergy.com/Assistance





Other options

Budget Billing – Budget billing allows customers to equally spread their natural gas costs over 12 months – and that means more consistency in monthly payments. Even when temperatures dip, customers can remain comfortable while keeping their budgets on track

Payment plans – Payment arrangements offer flexible options for customers who need a little more time to catch up on their heating bills

We're here to help you save energy — and money

We have options to help you start saving.



Rebates and financing

Rebates and low-interest financing for natural gas appliance repairs and upgrades to make it easier to save energy



Weatherization services

Free home weatherization services to help qualified customers on a limited income to weatherize their home, helping reduce energy costs



Online energy assessments

Free online tool to help identify ways to make your home more energy efficient



Network of trusted natural gas contractors

We can help you find preferred natural gas contractors who offer services in your area



One-on-one energy advisors

To help guide you to energy savings

Connect with us

To learn more about our assistance programs and ways we can help save energy and money, visit [SpireEnergy.com/Assistance](https://spireenergy.com/assistance). Or feel free to give us a call at 800-887-4173.



Scan with your
phone camera
to learn more

