

TERMS OF THE MISSOURI COLD WEATHER RULE FOR GAS CUSTOMERS

Effective Period: November 1st through March 31st

(This Notice Is In Compliance With The Missouri Public Service Commission Order)

The purpose of this rule is to protect the health and safety of residential customers receiving heat-related utility service, and to give a helping hand to those who are having difficulty paying past-due gas bills.

Liberty Utilities-Empire District will seek to enter into a reasonable payment agreement with any customer who contacts us and states an inability to pay. Proof of income may be required under Section 2.06 F 3 of the Missouri Cold Weather Rule. As long as you abide by the terms of the agreement your service will not be shut off and any deposit billing will be canceled.

The Cold Weather Agreement places your account on the Average Payment Plan (APP)* and allows you to choose the number of months (up to 12) over which to pay existing unpaid gas charges. Extenuating circumstances may allow a period in excess of 12 months over which to pay pre-existing arrears. In determining eligibility for an extended term, these factors will be considered: Amount of the arrears, the time over which it developed, the reasons why it developed, your payment history and your ability to pay.

The initial payment is the APP monthly amount plus 12% of the total due.

If you miss a plan payment, you will need to pay the amount equal to the total of missed payments to remain on the plan. Failure to make agreed payments may result in the discontinuance of your service.

* The monthly APP amount may be reasonably adjusted during the period of the agreement if there is a significant change in CCF use or a rate change. In the APP re-evaluation month, any overage or shortage between actual and APP billings will be used to calculate the new installment.

Financial assistance in paying utility bills or other assistance may be available from the agencies listed on back.

If you are over the age of 60 or handicapped, ask about our EASE program.

If you have any questions regarding this rule, please call our toll-free number at 1-800-424-0427. The Customer Service toll-free number is available 7AM to 7PM, Monday through Friday, except holidays.

To report a gas leak, call 1-800-406-9220 24 hours per day.

Missouri Energy Assistance Agencies

COUNTY	AGENCY	LOCATION	PHONE
<i>Andrew</i>	Community Action Partnership	306 N 4 th St, Savannah, MO 64485	816-324-3473
<i>Atchison</i>	Community Services	322 Main St, Tarkio, MO 64491	660-736-4646
<i>Chariton</i>	Missouri Valley Community Action	601 E Broadway, Brunswick, MO 65236	660-548-3155
<i>Grundy</i>	Green Hills Community Action Agency	1506 Oklahoma Ave, Trenton, MO 64683	660-359-3907
<i>Henry</i>	Samaritan Center West Central MO Community Action	1317 S 2 nd , Clinton, MO 64735 1701 N 2 nd , Ste 19, Clinton, MO 64735	660-885-8555 660-885-5508
<i>Holt</i>	Community Services	1530 Nebraska St, Mound City, MO 64470 -Back Entrance Only-	660-442-5722
<i>Howard</i>	Central MO Community Action Agency	800 N. Providence, Suite 200 Columbia, MO 65203	573-443-1100
<i>Johnson</i>	Missouri Valley Community Action	118 Hout St, Suite E, Warrensburg, MO 64093	660-747-2245
<i>Lafayette</i>	Missouri Valley Community Action	1712 N Main, Higginsville, MO 64037	660-584-3131
<i>Linn</i>	Green Hills Community Action Agency	1506 Oklahoma Ave, Trenton, MO 64683	660-359-3907
<i>Livingston</i>	Green Hills Community Action Agency	1506 Oklahoma Ave, Trenton, MO 64683	660-359-3907
<i>Nodaway</i>	Community Services	1212 S Main St, Ste B, Maryville, MO 64468	660-582-3113
<i>Pettis</i>	Open Door Ministries The Salvation Army American Red Cross Missouri Valley Community Action Pettis County Community Partnership	111 W 6 th , Sedalia, MO 65301 1200 E Broadway Ave, Sedalia, MO 65301 222 S Lamine, Sedalia, MO 65301 505 S Kentucky, Ste A, Sedalia, MO 65301 1400 S Limit, Ste 29, Sedalia, MO 65301	660-827-1613 660-826-1525 660-827-0618 660-826-0804 660-827-0560
<i>Platte</i>	Metro Lutheran Ministry Platt City Resource Center Or mail application to: FSD-LIHEAP	1100 NE Vivion Rd, Kansas City, MO 64118 233 Marshall Rd. Platt City, MO 64079 P.O. Box 1005, Jefferson City, MO 65102	816-454-5295 855-373-4636
<i>Ray</i>	Missouri Valley Community Action	42455 Business Hwy 10, Richmond, MO 64085	816-776-6057
<i>Saline</i>	Missouri Valley Community Action	1415 S O'Dell, Marshall, MO 65340	660-886-7476
<i>Vernon</i>	Community Outreach	229 N Cedar, Nevada, MO 64772	417-667-4339
<i>Worth</i>	Community Services	15 E 4 th St, Grant City, MO 64456	660-564-2182
<i>All</i>	Project Help - Missouri Valley Community Action	1415 S O'Dell, Marshall, MO 65340	660-886-7476