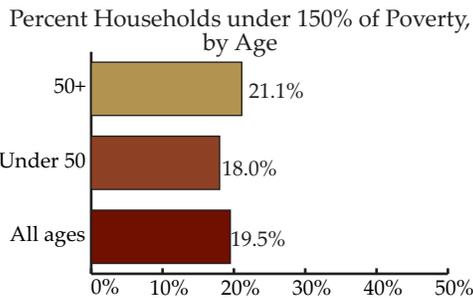


Energy and Telephone Assistance in the States

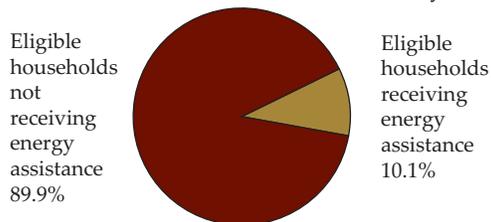
Missouri

Missouri in Brief (2006)

Total state population:	5,842,713
State median income:	\$64,128
Percent households age 50+:	46.6%

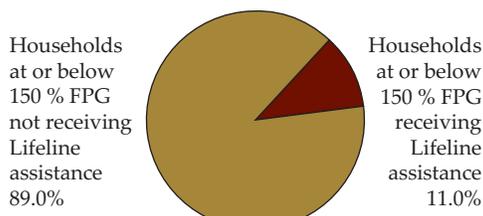


Energy Assistance among Households with Incomes at or Below 150% of Poverty



Telephone penetration rate in state: 92.8%

Percent Households At or Below 150% of Poverty Receiving Lifeline Assistance



Telephone Assistance Programs

Lifeline and Link-Up are the primary sources of telephone assistance for low-income households in Missouri.

Lifeline

Lifeline provides participating low-income households with a monthly credit toward the price of basic local telephone service.

Benefits (2006)

Maximum monthly credit: \$13.50

Basic federal support: \$8.25

State support: \$3.50

Federal match: \$1.75

Funding (2005)

Federal: \$5,104,357

State: \$2,079,336 (est.)

The Missouri Public Service Commission established the Missouri Universal Service Fund (MoUSF) and approved a 0.18% surcharge on local and long distance customer charges to fund the state portion of the benefit.

Eligibility (2006)

To receive Lifeline assistance, state residents must complete an application with their local telephone provider and certify under penalty of perjury that they are enrolled in any of the following programs:

- Medicaid
- Food stamps
- Supplemental Security Income (SSI)
- Federal public housing, Section 8
- Low-Income Home Energy Assistance Program (LIHEAP)
- Temporary Assistance for Needy Families (TANF)
- National School Lunch

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Beneficiaries must recertify with their local telephone provider periodically to remain eligible for this program.

Participation (2005)

Households served: 49,508

Participation rate: 14.7% (based on 125% of the federal poverty guideline)

Link-Up

Qualified customers receive a discount on the price of installing new telephone service.

Benefits (2006)

Link-Up subscribers receive the following:

- A credit of \$30 or a 50% reduction, whichever is less, on the charges customers pay for connecting to new telephone service
- The option of deferring payment on the balance of the connection fee (up to \$200) with no interest charges for a period not to exceed one year

Funding (2005)

Federal: \$177,952

Eligibility (2006)

Eligibility requirements are the same as for Lifeline.

Participation (2005)

Households served: 9,931

Energy Assistance

Low-income energy assistance programs in Missouri include the following:

- Low-Income Energy Assistance Program (LIHEAP)
- Weatherization Assistance Program (WAP)

Low-Income Energy Assistance Program (LIHEAP)

The federal Low-Income Home Energy Assistance Program (LIHEAP) provides the state of Missouri with a block grant to help eligible

low-income households meet their immediate home energy needs. With this grant, Missouri distributes payments under three categories of assistance: heating, heating crisis, and cooling crisis.

Benefits (FY2006)

Energy assistance/regular heating: \$292 maximum per household, \$65 minimum per household (one-time benefit per heating season)

Heating crisis (Energy Crisis Intervention Program): Up to \$600 maximum per household

Cooling crisis (Energy Crisis Intervention Program): Up to \$300 maximum per household

Benefits are paid to the energy provider unless the client's home energy costs are included in rent, in which case the payment is sent directly to the client or applied as a discount toward rent.

Heating assistance is available from October 1 to March 31; crisis assistance is available year-round.

Funding (FY2006)

Total: \$84,299,302

Federal: \$78,219,556

Regular net block grant: \$ 45,240,083

One-time additional net block grant:
\$14,300,822

Total emergency/cont: \$18,678,651

State general funds (Utilicare* supplemental)
\$6,079,746

*In 1997 the Missouri legislature established the Utilicare Stabilization Fund in order to lend additional financial assistance to older, disabled, and other eligible households for the payment of heating and/or cooling expenses. Utilicare is funded through state general funds, with an annual maximum appropriation of \$5,000,000.

The Department of Social Services uses Utilicare funds in conjunction with LIHEAP funds to provide benefits to eligible households.

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Missouri allocated LIHEAP funding in the following manner in FY2006:

Heating assistance:	55%
Crisis assistance:	35%
Administration, etc.:	10%

Eligibility (FY2006)

State residents with household income at or below 125% of poverty are eligible for assistance. Missouri also uses an assets test to determine the financial eligibility of clients for LIHEAP.

Participation (FY2005)

Households served by program component:

Heating:	113,162
Crisis:	73,000

Weatherization Assistance Program (WAP)

Through the Weatherization Assistance Program (WAP), the U.S. Department of Energy provides Missouri with a formula distribution grant to help low-income residents—especially those 60 years and older, disabled, or living with young children—increase the energy efficiency of their homes, reduce their energy expenditures, and improve health and safety.

Benefits (FY2005)

Average benefit per household: \$2,744

Weatherization technicians use energy audits to identify and implement energy-saving measures for each home. Examples of these measures include the following:

- Insulating attics, floors, water heaters, and exposed pipes
- Tuning up, repairing, or replacing the furnace or heating unit and/or air conditioner
- Providing ventilation fans—including electric, attic, ceiling, or whole-house fans—to increase air circulation
- Stopping air infiltration by weather-stripping and caulking around doors and

- windows, replacing broken glass panes, and installing storm windows

Funding (FY2006)

Total: \$6,029,907

Federal: \$6,029,907

Department of Energy: \$6,029,907

Eligibility (FY2006)

Households with incomes at or below 150% of poverty are eligible for assistance. Households with elderly residents, individuals with disabilities, and families with young children are given priority.

The Energy Center of the Missouri Department of Natural Resources distributes grants to 16 regional community action agencies, one city government, and one nonprofit. These agencies accept applications, determine eligibility, and provide weatherization services, such as performing energy audits and implementing suggested measures.

Participation (2005)

Households served: 2,312

Seasonal, Health-, and Income-Related Disconnection Policies

Seasonal

From November 1 to March 31, Missouri prohibits regulated utilities from disconnecting residential electric or natural gas services to customers if the National Weather Service forecasts the temperature to be below 30°F for that calendar day. During the winter protection period, the state prohibits utilities from disconnecting residential service to customers who declare an inability to pay a bill in full, apply for energy assistance, make an initial payment, and agree to a 12-month payment plan to repay the balance.

Health

The state requires utilities to delay for up to 21 days disconnection of residential service for

Energy and Telephone Assistance in the States

nonpayment whenever it is determined that such an action would aggravate a customer's existing medical emergency or that of a permanent member of his or her household.

Deferred Payments

Before disconnecting residential utility service for nonpayment, utilities are required to offer the customer a settlement agreement or payment extension. The utility may not disconnect service if the customer agrees and adheres to such an arrangement.