

Energy Assistance

If you receive a shut-off notice from your utility company, **please do not ignore it**. Call your utility to see if you can work out a payment plan. Many utility companies have assistance programs available for their customers or can refer a customer to an assistance agency.

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM

The Low Income Home Energy Assistance Program (LIHEAP) is a federally-funded program to help eligible low income households meet their home **heating** and **cooling** needs.

The availability of LIHEAP assistance is not guaranteed. Applications are accepted in Community Action Agency offices throughout Missouri. Funds are limited. When applying for LIHEAP funds, you may need the following items:

1. Recent copies of your utility bills.
2. A recent payroll stub or other proof that shows your current gross income.
3. Documentation showing income from Social Security, Unemployment Insurance, Pension Funds, Disability, etc.
4. Final Utility Termination Notice (if you've received a shut-off notice from your energy company).
5. Proof of present address (e.g., rent receipt, lease or deed, property tax bill).
6. Proof of total members living in your household (e.g., birth certificates, school records, etc.).

There are 19 Missouri Community Action Agencies located throughout the state. Each agency has specific service regions. To find an agency that represents your county, please call **573-634-2969** or visit **www.communityaction.org**



For More Information

The Missouri Public Service Commission (PSC) regulates investor-owned water, sewer, natural gas, electric and steam utilities. The PSC also has limited jurisdiction over telecommunications providers in Missouri. The PSC works to ensure Missouri citizens receive safe, reliable and reasonably priced utility services. If you have an inquiry, billing question or service-related issue that your utility provider cannot answer, please call the PSC at **1-800-392-4211** or visit our website at **psc.mo.gov**.



Missouri Public Service Commission

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