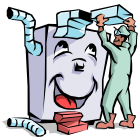


Getting Ready For The Heating Season

A Publication Of The Missouri Public Service Commission

Did you know that a do-it-yourself home energy audit can detect problems that may, when corrected, save significant amounts of energy over time?

Take Steps NOW To Get Ready For Winter



Examine ways to cut down on energy usage. Contact your utility company for information about home energy audits and suggestions to make homes and businesses more energy efficient. Have the furnace checked and tuned-up, if needed. Replace filters regularly.



Identify safe measures to keep homes and businesses energy efficient. Caulk and place weatherstripping on doors and windows that leak air. Add attic insulation if necessary. Ask your utility company if you are eligible for weatherization assistance.



You may want to talk to your local utility company about a "budget" or "level" billing plan. Many Missouri gas and electric companies have programs to assist their customers in paying their energy bills. In most cases, companies will try to work with you to avoid disconnections.



Since 1977, the Public Service Commission has required heat-related utility companies under its jurisdiction to adhere to its Cold Weather Rule, which requires utilities to help customers maintain heat-related service during the winter under certain circumstances. Utilities and the PSC can also provide information on financial assistance programs available to consumers.

Facts About Natural Gas Pricing

The Missouri Public Service Commission has the authority to review how natural gas utilities purchase their gas. Wholesale natural gas prices are determined in an open, competition-based market.

The Commission does not regulate the price of wholesale natural gas which is sold to the local natural gas company who provides you with the service.

For more information

Created in 1913, the Missouri Public Service Commission (PSC) regulates investor-owned telecommunications, water and sewer, natural gas, electric and steam utilities. The PSC works to ensure that Missouri citizens receive safe, reliable and reasonably priced utility services. If you have an inquiry, billing question or service-related problem that your utility provider cannot answer, please call the PSC at 1-800-392-4211 or visit our website at www.psc.mo.gov