

Spire Missouri Inc. d/b/a/ Spire

For: Spire Missouri

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**RULES AND REGULATIONS****36. Payment Partner Program**

This Payment Partner Program (the "Program") is provided to eligible customers in Spire Missouri's service territory.

A. The Program may be jointly administered by Spire Missouri and selected Community Action Agencies and other similar social service agencies (CAA) in Spire Missouri's service territory. The Company, Staff of the Missouri Public Service Commission, the Office of the Public Counsel and the CAA will negotiate the compensation for the CAA, but the compensation shall be no greater than 10% of the Program's funds.

B. To be eligible for the Program, customers must have a household income at or below 200% of the federal poverty level (FPL), apply with the CAA for any energy assistance funds for which they might be eligible, and review and agree to implement cost-free, self-help energy conservation measures identified by the CAA. The CAA may use household registration from other assistance programs to determine eligibility for the Program. The CAA shall also make an effort to identify eligible participants who, because of their payment history or other factors, have a greater opportunity to succeed in the Program.

C. The Program shall be funded at a total annual level not to exceed \$2,300,000 (of which no more than 10% shall be set aside annually for each operating unit to pay for the administrative costs specified above) and shall consist of fixed monthly assistance and arrearage repayment. Such total funding level shall not be increased or decreased prior to the effective date of rates in the Company's next general rate case proceeding, provided that any amounts not spent in any annual period shall be rolled over and used to fund the Program in the next annual period. Upon termination of the Program, any unspent amounts shall be used to fund low-income energy assistance, low-income weatherization, or energy efficiency programs for customers who receive natural gas services from Spire Missouri.

D. Fixed Monthly Assistance. Eligible customers will receive a monthly bill credit of \$35 year-round.

E. Arrearage Repayment. Any customer entering the Payment Partner Program who has an arrearage balance shall receive a credit towards their arrearage balance, dollar for dollar, on payments made towards the arrearage balance. The Company will continue to match arrearage payments made by eligible customers until the balance has been fully paid.

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ISSUED BY: Scott A. Weitzel, Managing Director, Regulatory & Legislative Affairs  
Spire Missouri Inc., St. Louis, MO. 63101

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**RULES AND REGULATIONS**

## 36. Payment Partner Program (continued)

F. While the customer is complying with the payment terms, he or she will not incur late payment charges on the outstanding arrearage balance amounts covered under the Program agreement; however, a customer will be allowed not more than two (2) consecutive late payments which may be either full or partial payments without incurring late fees or losing eligibility to remain in the Program, provided that the customer pays all amounts owed under the Program by the next applicable billing payment date.

If a customer fails to satisfy the requirements of the Payment Partner Program, the customer will be terminated from the Program, unless the Company is notified that there have been 'extenuating circumstances' that make termination inappropriate and the Company agrees that enrollment should be extended or reinstated.

G. The Payment Partner Program shall not affect any provisions of the Cold Weather Rule, including the initial payment requirements; provided, however, that the monthly amounts due after deducting all Bill Payment Assistance shall be substituted in place of the monthly budget plan payments due under the Cold Weather Rule in section J(2) of the Company's tariff under the Cold Weather Maintenance of Service.

H. Program tracking information will be collected by the Company and the CAA. The information to be collected, and the format and timing in which it will be provided, will be determined by the Parties participating in the process outlined in Section J and provided to all requesting parties in an electronic version.

I. A third-party study will be utilized to assess the Company's current limited-income programs. The third-party study will be initiated in 2021 and analyze primary and secondary data to make recommendations for programs moving forward.

J. Spire agrees to hold collaborative quarterly planning and implementation meetings regarding its limited income programs with interested stakeholders (such as Staff, OPC, Consumers Council, National Housing Trust, Renew MO, and Legal Services of Eastern Missouri, together with Spire, collectively "the Collaborative") to discuss program progress to date, forecasts on needs, and suggestions for improvement.

K. Any disagreement as to the interpretation, implementation of or redesign of the Programs may be taken to the Commission for a decision.

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