



Aquila

Community Services League, 14500 E. 39th St.
Independence, MO 64055.....816-254-8209

Salvation Army, 14700 E. Truman Rd.
Independence, MO 64055.....816-252-3200

United Services Community Action Agency,
3675 S. Noland Rd., Suite 100
Independence, MO 64050.....816-833-4333

Kansas City

Metropolitan Lutheran Ministry, 3301 Holmes
Kansas City, MO 64109.....816-931-0027

United Services Community Action Agency, 6323 Manchester Ave.
Kansas City, MO 64133.....816-358-6868

Lee's Summit

Lee's Summit Social Service, 108 S.E. 4th St.
Lee's Summit, MO 64063.....816-525-4357

Oak Grove

Community Services League, 111 S.W. 12th St., Suite A
Oak Grove, MO 64075.....816-690-8213

Raytown

Raytown Emergency Assistance Program, 7218 Maple
Raytown, MO 64133.....816-356-0054

JOHNSON COUNTY

Missouri Family Human Resources, 330 East Gay
Warrensburg, MO 64093.....660-747-2245

LAFAYETTE COUNTY

Missouri Valley Community Action Agency, 802 S. Hwy 13
Lexington, MO 64067.....660-259-3676

LINN COUNTY

Green Hills Community Action Agency, 105 W. John St.
Brookfield, MO 64628.....660-258-2211

LIVINGSTON COUNTY

Green Hills Community Action Agency, 511 Elm St.
Chillicothe, MO 64601.....660-646-3379

Operation HELP, 900 Jackson
Chillicothe, MO 64601.....660-646-2602

MERCER COUNTY

Green Hills Community Action Agency, 606 W. Main
Princeton, MO 64673.....660-748-3565

NODAWAY COUNTY

Community Services, 1212 S. Main St.
Maryville, MO 64468.....660-582-3113

PETTIS COUNTY

Missouri Valley Community Action Agency, 505 S. Kentucky
Sedalia, MO 65301.....660-826-0804

American Red Cross, 112 W. 4th
Sedalia, MO 65301.....660-827-0618

Open Door Ministries, 111 W. 6th
Sedalia, MO 65301.....660-827-1613

The Salvation Army, 1305 S. Limit
Sedalia, MO 65301.....660-826-3119

PLATTE COUNTY

Metro Lutheran Ministry, 1104 N.E. Vivion Road
Kansas City, MO 64118.....816-454-5295

United Services Community Action Agency, 412 Perry, P.O. Box 1037
Tracy, MO 64079.....816-858-5153

RAY COUNTY

Missouri Valley Community Action Agency, 42455 Bus Hwy 10
Richmond, MO 64085.....816-776-6057

SALINE COUNTY

Missouri Valley Community Action Agency, 1415 S. Odell
Marshall, MO 65340.....660-886-7476

ST. CLAIR COUNTY

St. Clair Co. Opportunity Center, P.O. Box 73, 2nd & Pine
Osceola, MO 64776.....417-646-8147

West Central MO Community Action Agency, 106 W. 4th St.
Appleton City, MO 64724.....660-476-2185

VERNON COUNTY

West Central MO Community Action Agency
1801 N. Osage Blvd., Suite A
Nevada, MO 64772.....417-667-5741

Community Outreach, 229 N. Cedar
Nevada, MO 64772.....417-667-4339

WORTH COUNTY

Community Services, 101½ E. 1st St.
Grant City, MO 64456.....660-564-2182

If you're concerned that your service will be disconnected because your bill is delinquent, contact Aquila at www.aquila.com or **1-800-303-0752** to make payment arrangements.

Important Information For Aquila Residential Customers

The Cold Weather Rule (CWR) provides payment assistance for Aquila residential customers who aren't able to pay their utility bills in full between November 1 and March 31. To be eligible for the CWR you must:

1. Contact Aquila at www.aquila.com or 1-800-303-0752 to let us know you aren't able to pay your bill in full.
2. Provide income information when applying for financial assistance from one of the agencies listed inside.
3. Make an initial payment and enter into a payment agreement.
4. Not be disqualified from receiving service for other lawful reasons.

Here's How It Works

If you can't pay your entire bill during the CWR period and you follow the steps above, we'll:

- Offer you a payment agreement based on a 12-month budget plan designed to cover the total of all your arrears, current bills and estimated upcoming bills. We won't interrupt your service under this agreement.
- Provide you with a list of assistance agencies and information on the third-party notification plan.
- Attempt to contact you—by mail, phone or door hanger—at least 10 days before and within 96 hours of proposed service interruption.

Your first monthly payment must be received on or before the due date to continue your eligibility. Other conditions that apply during the CWR period include:

- *If you haven't defaulted on a payment plan under CWR and service has been interrupted, your first payment will be 12% of a budget plan designed to cover your total arrears, current bills and Aquila's estimate of upcoming bills.*
- *If you default on a payment plan under the CWR, your first payment to avoid service interruption will be an amount equal to your delinquent CWR budget total. If your service has been interrupted due to default on payment, the initial payment to reconnect will be 80% of your total account balance.*

For Registered Elderly or Disabled Low-Income Customers Only:

If you are a Registered Elderly or Disabled Low-Income customer, your payment agreement will be the lesser of 50% of:

1. The actual bill for usage in that current billing period, **OR**
2. The level payment amount based on a 12-month budget plan designed to cover your total arrears, current bills and Aquila's estimate of upcoming bills.

To qualify as a Low-Income customer, your household income must be less than 150% of federal poverty guidelines. To qualify as a Registered Elderly or Disabled customer, at least one member of your household must register annually with one of the local assistance agencies in this notice, due to the fact that he/she:

- Is 65 years old or older; **OR**
- Is disabled and has filed a medical form submitted by a medical physician attesting that your household must be provided with natural gas or electric utility service to maintain life or health; **OR**
- Has been issued a formal award letter from the federal government of disability benefits.

Energy Assistance Agencies

ANDREW COUNTY

Community Action Partnership, 306 N 4th St.
Savannah, MO 64485.....816-324-3473

ATCHISON COUNTY

Community Services, 101 Walnut St.
Tarkio, MO 64491.....660-736-4646
Division of Family Services, 101 Grant St.
Rockport, MO 64482.....660-744-5317

BARTON COUNTY

Economic Security Corp., 807 Gulf
Lamar, MO 64759.....417-682-5591

BATES COUNTY

West Central MO Community Action Agency, 5 E. Dakota
Butler, MO 64730.....660-679-4108

BENTON COUNTY

West Central Benton County Outreach, 1661 Commercial
Warsaw, MO 65355.....660-438-5158

BUCHANAN COUNTY

Interfaith Community Services, 1412 N. 3rd St.
St. Joseph, MO 64505.....816-232-7779
Community Action Partnership, 817 Monterey St.
St. Joseph, MO 64503.....816-233-8281

CARROLL COUNTY

Missouri Valley Community Action Agency, 16 S. Folger St.
Carrollton, MO 64633.....660-542-0418

CASS COUNTY

Cass County Opportunity Center, 200 Oakland
Harrisonville, MO 64701.....816-380-5375
West Central MO Community Action Agency, 109 Congress
Belton, MO 64012.....816-322-0502

CEDAR COUNTY

West Central MO Community Action Agency, 212 RB Rd.
Stockton, MO 65785.....417-276-3758

CHARITON COUNTY

Missouri Valley Community Action Agency, 601 E. Broadway
Brunswick, MO 65236.....660-548-3155

CLAY COUNTY

Metro Lutheran Ministry, 1104 N.E. Vivion Road
Kansas City, MO 64118.....816-454-5295
United Services Community Action, 218 South St.
Excelsior Springs, MO 64024.....816-630-0037

CLINTON COUNTY

Economic Opportunity Center, 117 W. Maple
Plattsburg, MO 64777.....816-539-3293

DAVISS COUNTY

Green Hills Community Action Agency, Corner of Clay & Jackson
Gallatin, MO 64640.....660-663-3211

DeKALB COUNTY

Community Action Partnership, 118 W. Main
Maysville, MO 64469.....816-449-2163

GENTRY COUNTY

Community Services, 109 N. Polk St.
Albany, MO 64402.....660-726-5663

GRUNDY COUNTY

Green Hills Community Action Agency, 1506 Oklahoma Ave.
Trenton, MO 64683.....660-359-3907

HARRISON COUNTY

Green Hills Community Action Agency, 108 S. 16th St.
Bethany, MO 64424.....660-425-3755

HENRY COUNTY

Henry County Opportunity Center, 1661 N. 2nd
Clinton, MO 64735.....660-885-5508
Samaritan Center, 209 S. Center, P.O. Box 494
Clinton, MO 64735.....660-885-8555
Windsor Outreach Center, 507 W. Colt
Windsor, MO 65360.....660-647-2881

HOLT COUNTY

Community Services, 105 W 6th St.
Mound City, MO 64470.....660-442-5722

HOWARD COUNTY

Human Development Corporation, 104 N. Church St.
Fayette, MO 65248.....660-248-3503

JACKSON COUNTY

Blue Springs
Community Services League, 200 S.W. 10th St.
Blue Springs, MO 64015.....816-229-0033

Buckner

Community Services League, Community of Christ, 1001 S. Sibley
Buckner, MO 64016.....816-249-5820

Grain Valley

Community Services League, First Baptist Church, 509 Chappelle
Grain Valley, MO 64029.....816-229-5890

Grandview

Grandview Assistance Program, 1121 Main St.
Grandview, MO 64030.....816-761-1919
Salvation Army, 6111 E 129th St.
Grandview, MO 64030.....816-763-3244

Independence

Community Services League, Fairmont Christian Church, 800 S. Hardy
Independence, MO 64053.....816-254-0446
Community Services League, 300 W. Maple
Independence, MO 64050.....816-254-4100