

# Get prepared for winter weather

Follow these Spire-approved safety tips before, during and after wintry conditions.

As your natural gas provider, we're committed to providing you the best possible service all year round. Part of that commitment means staying prepared for wintry conditions. We're here to help you get prepared, too. Follow these six simple safety tips to keep you and your loved ones protected:

- Only heat your home with appliances specifically designed for space heating, such as your furnace. **Never attempt to heat your home with your stove, oven, grill or anything not designed for space heating.** While electric space heaters are great for warming small spaces, they must be used with care and should not be used to heat your entire home.
- Natural gas appliances require good ventilation to operate safely. Make sure your outdoor vent openings and air intakes are clear and not obstructed by snow or ice.
- Keep your natural gas meter clear of snow and ice by gently removing build-up with a brush or broom. It's important to not chip ice away with a hard object or use hot water or melting chemicals to clean it off.
- Prevent pipes from freezing and warm air from leaking out by insulating your pipes and opening your cabinets.
- Keep back-up generators a safe distance from your home, and never operate a generator indoors.
- And remember: Natural gas smells like rotten eggs. So if you smell gas or hear a hissing sound, leave immediately and call Spire at 800-582-1234 or 911. When leaving, avoid creating a spark — and using or turning electronic devices (such as a light switch or cell phone) on or off.

Get more resources on how to stay safe while saving energy and money by visiting [SpireEnergy.com/ColdWeather](https://www.spireenergy.com/ColdWeather).



# We're here to help



When temperatures drop, it takes more energy to keep you and your home or business warm — which can mean higher energy bills. If you're struggling to pay your bill, there are programs and services to help when you need it.



## SELF-SERVICE

Log in to your online account at **MyAccount.SpireEnergy.com** or call our automated phone system at **800-582-1234** to enroll in:

- **Payment plans and arrangements**
- **Budget billing**



## CALL 2-1-1

Call **2-1-1** for help locating assistance in your area, including:

- **Low-Income Home Energy Assistance Program (LIHEAP)**
  - Energy assistance
  - Energy Crisis Intervention Program (ECIP)
- **Critical medical needs**  
For those with an existing serious illness or chronic condition
- **DollarHelp**  
Grants to income-qualified individuals (Spire program)



## CALL SPIRE

Call **800-582-1234** and speak to a Spire representative to learn more about the **Furnace/Appliance repair program**



## ONLINE

Visit **SpireEnergy.com/Assistance** to learn more about these programs:

- **Disconnection protection** (registered customers)  
For those with household members over the age of 65 or those who have a disability
- **Extended payment date program**  
For Social Security Income (SSI) recipients
- **Medical Emergency Program**  
For those facing a medical crisis
- **Payment Partner Program**  
Combination of monthly bill credits and matching payments

Understanding your bill is important to managing your energy use and costs

Scan the QR below or visit **SpireEnergy.com/Bill** to learn what costs go into your Spire bill

