

## Utility/Rent/Mortgage Assistance

### American Red Cross Emergency-

Emergency Line: (314) 516-2700  
Main Line: (314) 516-2800  
Financial Division (314) 516-2782

### Ameren UE-

1901 Choteau  
St. Louis, Missouri 63166

Phone number two - automated line for power outages gas odor billing to start or stop service etc.

Phone number three - for repair services payment arrangement and to enroll in medical equipment registry (priority service in case of outages)

The billing negotiation line is open 7am-7pm M-F. 24/7Hour hotline for gas and electric emergencies only.

To Send Payment:

P.O. Box 66529  
St. Louis MO 63166

### Phone Numbers

**billing negotiations 314-342-1111**

**Phone 800-552-7583**

**Spanish 314-992-8838**

**TTY 314-992-6030**

### Cooling Centers-

United Way Phone Number  
800-427-4626

There is a heat advisory hotline run by the Human Development Center. It has a recording at this number with cooling tips and the addresses of the cooling center for St. Louis City and County residents.

\*\* Hotline is only available during the summer otherwise it is the Information/referral line for

the United Way.

\*\*\*HDC has applications for air conditioners; call 535-7607 to request an application.

**Family Haven-**

Phone Number

**Phone**                    **314-423-7770**

**Location:**            3744 Lindell  
                              St. Louis, MO, 63108

**Hours**                Monday , Tuesday, Thursday, Friday :  
                              9AM-11:30AM or by appointment

Family Haven is one of the Salvation Army branches that we use often for 6310163102 63103 63106 63107 and 63108.

They have a family shelter but call Housing Resource Center @ 314-802-5444 NOT Family Haven.

Other Services:

- A. Emergency Rental Assistance - people needing help with their deposit into an apartment or home.
- B. Emergency Utility Assistance - call to see if you qualify for funding.
- C. Food Pantry
- D. Funeral Costs - call to see if you qualify

**Franciscan Connection-**

**Alternate name:** Division of St. Anthony's  
(314) 773-8485

Hours: call for appointment- Monday-Thursday 9 AM- 3 PM and Friday 9 AM- 12 PM

Will pay \$45 of gas electric or water bills that have already been under notice of disconnection.

For minor home repairs Brother Donald is the contact person.

Can only use services once per 6 months or twice per year.

**Heat Up St. Louis/Cool Down St. Louis-**

(314) 241-7668

**Location:** 1221 Locust St.

St. Louis, Missouri 63103

**Hours:** Monday-Friday 9 AM- 5 PM

Saturday and Sunday 10 AM- 2 PM

**Hosea House-**

Hosea House has many programs including food pantry clothing utility assistance. Hosea House hosts a Thanksgiving dinner every year on Thanksgiving Day at St. Vincent DePaul Church that is free and open to the public.

(314) 773-9027

**Location:** 2635 Gravois

St. Louis, Missouri 63118

**Hours:** open daily 9 AM- 12 PM and 1 PM- 3 PM

**Isaiah 58-**

(314) 776-1410

ONLY SERVICES PART OF 63104 63110 63116 AND 63118. Read below for various services:

MUST LIVE BETWEEN Chippewa Chouteau Jefferson and Kingshighway

For assistance client will need valid picture ID proof of Social Security Number proof of address

Utility Assistance: Thursday

9:00a - 12:00p

MAXIMUM DONATION: \$25.00-\$50.00

SPANISH SERVICES: The Director Reverend Millie Slack speaks Spanish and is willing to translate for clients between 9-5 Monday-Friday. When referring clients tell them to ask for her and PLEASE be sure that they know about the documentation requirements. This is likely to be close geographically for many Spanish-speaking callers.

### **Laclede Gas Co. Weatherization Program-**

Laclede Gas Co provides \$50000 annually to fund an expansion of the EnergyWise Program. Laclede provides assistance to low-income residential rental property owners (customer) who purchase and install high efficient natural gas heating and gas or electric cooling equipment for their rental property under the EnergyWise guidelines. The program provides a "no-interest" loan and finances the down payment to the contractor. ACORN administers this program to the community.

(314) 531-6204

4304 Manchester

St. Louis, Missouri 63110

### **Laclede Gas Co. Special Services-**

This is a referral service to help the caller turn their gas back on and get help paying their gas bills. They are NOT a funding source but will direct you with agencies in the community who do. You may also want to provide caller with the Missouri Energy Care (see referral).

(314) 621-6960

### **Low Income Heat Energy Assistance (LIHEAP)-**

SERVICES: To apply for an energy assistance grant to pay back heating utilities first try having the caller call 314-890-7340. Clients can go to the HDC Energy Assistance offices or Community Action Agency (STEP) in the county for applications. Another way clients can get an application for LIHEAP is to call the City DFS at 314-340-5000 or County 314-890-7340 from 9-1 and request that an application be mailed to them. Gives energy grants depending on family size and income from \$158 to \$257. Will only pay utility based on what their primary source of heat is. If they have a gas furnace they will only pay Laclede Gas.

### **New Life Evangelistic Center-**

Call to get latest programs and information. New Life can help people with all kinds of emergency assistance including utility assistance (program described below) food heaters fans Xmas packages and clothing. Air conditioner program - persons with doctor referrals will receive priority.

(314) 421-3020

**Location:** 1411 Locust  
St. Louis, Missouri 63103

### **North Side Team Ministries-**

(314) 534-5656

**Location:** 1908 E. Grand Boulevard  
St. Louis, Missouri 63107

### **PAKT Community Resource Center-**

(314) 524-2710

**Location:** 8301 Booker Avenue  
St. Louis, Missouri 63140

### **St. Augustine (Father Bob's)-**

SERVICES: On Monday Wednesday and Friday from morning 9am. St. Augustine has a walk in program to help with utility and rent needs. The client needs to arrive by 6:00am The client brings in \$25 cash and their utility or rent bill which they give to St. Augustine. Then St. Augustine gives the check for \$50 to the utility company. Clients are asked to use this service only once every 6 months. For rental assistance client must bring lease or rental agreement. (Hamilton runs North and South and starts going North at Delmar between DeBalivere and Goodfellow. The Church is a few blocks North of Page.)

(314) 385-1934

**Location:** 1371 Hamilton  
St. Louis, Missouri 63112

### **St. Patrick Center-**

This is a large agency with many on-going and changing programs. Programs include: utility and rent assistance shelter for homeless mentally ill women employment service including job placement and training programs GED parenting budgeting and housing issues training furniture and household items day programs for mentally ill individuals hot meals 7 days a week food pantry diapers bus passes for transportation to social service agencies and jobs substance abuse counseling and after-care program psychiatric referrals AA and NA meetings.

(314) 802-0700

**Location:** 800 N. Tucker

St. Louis, Missouri 63101

### **St. Vincent DePaul-Emergency Needs-**

They have a thrift store with clothing household goods and furniture. They also have other social service programs at branches like utility rent assistance and emergency needs. Call the central phone listed for agency nearest caller.

Thrift store open hours 9:00am-5:00pm (Mon-Sat)

Assists with transportation for the homeless. Service needs to an out-of-town location would be referred to Mullanphy Travelers Aid and local needs would be provided by the Society via bus and MetroLink passes when available. Serves families and individuals facing homelessness in St. Louis City St. Louis County Jefferson County and St. Charles.

(314) 531-2183

**Location:** 4127 Forest Park Avenue

St. Louis, Missouri 63108

