

Resources

FOOD		
Hunger Hotline	314-726-5355	
SNAP Benefits	1-855-373-4636	mo.gov
Operation Food Search		Follow FB for location updates
Crazy Bowls and Wraps	1224 S 14 St	Free kid meals 10:30-1
Peabody Elementary		Free kid meals 11am-4pm 3/16-3/20
St. Louis Area Food Bank		Find a pantry: Stlfoodbank.org
UTILITIES		
Ameren		Suspending disconnects and forgiving late payment fees
MO American Water		Suspending disconnects and reconnecting those who are currently shut off
Spire		Suspended disconnects and late fees until May 1st
Spectrum		60 day free wifi and install for children K-college
Heat UP STL	314-657-1599	Heatupstlouis.org
United Way	211, 1-800-427-4626	
Community Action Agency	314-863-0015	
Urban League	314-615-3640	
Salvation Army	314-646-3000	*funds based on zip code
Even though Utility companies are suspending disconnections, it is important to stay current on your bills to avoid future large balance and disconnect. Contact your Resource Specialist if behind more than 1 month.		
RENT – Assistance is not guaranteed. Check often for updates		
United Way	211, 1-800-427-4626	
Employment Connections	314-333-5627	
Urban League	314-388-9840	
Community Action Agency	314-863-0015	No funding available at this time
Salvation Army	314-646-3000	*funds based on zip code
Baby Needs		
Project Downtown	314-556-0938	1 time 50 diapers. *currently closed*
Queen of Peace	314-531-0511	Monthly diapers to those enrolled in Nurturing Networks. Call for info.
STL Crisis Nursery	314-533-6902	Basic needs for children/infants. Call for appointment
COVID-19		
State of Missouri	877-435-8411	General questions
STLCO Health Line	314-615-2660	Call w/ Symptoms

COMMUNITY RESOURCES FOR FAMILIES

RESOURCES		
Bill Assistance	Ameren →	Suspended disconnections; late fees forgiveness→Call for assistance (
	Spire→	Suspended disconnections and late fees until May 1, 2020. Call for assistance (1-800-887-4173)
	Missouri Water Company→	Suspended shut offs; and If your service has been turned off, prior to March 12, 2020, we will restart your service. Cease water shutoffs until May 15 th
Internet	Spectrum→	Offering internet services free for 60 days (1-844-488-8395)
TESTING		
	Mercy Chesterfield →	Call Mercy's line at (314-251-0500) Must be exhibiting: <ul style="list-style-type: none"> • 100.4 fever or higher <ul style="list-style-type: none"> • Dry Cough • Shortness of breath
	SSM→	Virtual visit for anyone concerned about exposure or experiencing symptoms of COVID-19 Free for residents in MO, IL, OK, & WI regardless of insurance. https://ssmhealth.zipnosis.com/?_ga=2.28395900.1307818453.1584330925-801878372.1583446499
COVID-19 INFORMATION		
	State of Missouri→	General questions and Missouri's response (1-877-435-8411)
	St. Louis County Health Line→	Residents experiencing symptoms of fever, cough, and difficulty breathing should contact the hotline @ (314-615-2660)
Housing	St. Louis County→	County has asked landlords to refrain from evictions-unclear on enforcement
HOTLINES		
Emergency Response	Salvation Army→	St. Louis Euclid (314-531-5621)
Community Response	United Way	211
Disaster Distress	SAMHSA→	1-800-985-5990; text Talkwithus to 66746
Youth Connection Hotline	Behavioral Health Response→	(314-819-8802) (1-844-985-8282)

COMMUNITY RESOURCES FOR FAMILIES

Disaster Relief	St. Vincent de Paul →	(314-881-6000)
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Ameren Missouri



9 hrs · 🌐

As a provider of essential services, we're committed to helping our customers get through these difficult and unpredictable times. Effective immediately, Ameren Missouri will suspend all disconnections for non-payment and forgive any late payment fees for residential and business customers. We encourage customers who are having difficulty paying their bill to contact our customer care team or visit us at <http://spr.ly/61831SFHX> for a variety of payment options. We will continue to look for ways to further support the needs of our customers and our communities throughout the duration of the pandemic.

At Spire, safety is at the heart of what we do. And during this time of uncertainty, we're working extra hard to take good care of employees, customers and communities.

Our goal is to keep everyone safe while continuing to provide the same safe, reliable and clean energy you're used to enjoying. We're following the [CDC's recommendations](#) and watching closely as things evolve.

For customers:

Because ensuring the safety and well-being of our employees, customers and communities is at the heart of what we do, we've suspended disconnects and late fees until May 1 for residential and business customers.

If you're impacted by the Coronavirus and need help with your natural gas service or bill, don't worry. [Contact us](#). We're in this together, and we're here to help.

If you have an appointment or natural gas emergency, we're encouraging our technicians to maintain social distancing of at least six feet at all times.

For emergencies or customer service

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Eastern Missouri

800-887-4173



Use this number to report natural gas leaks or other natural gas emergencies 24/7.

Our customer service hours are Monday-Friday 7 a.m. to 7 p.m.

City of St. Louis and St. Louis County, St. Charles County, all areas and communities served in Butler, Iron, Jefferson, Madison, St. Francois and Ste. Genevieve Counties.

American Missouri Water Company

About the Coronavirus and Your Drinking Water

At Missouri American Water, the health and safety of our customers, communities and employees is our top priority. We provide an essential service that is critically important and much like many other companies in the U.S. and across the globe, Missouri American Water has established coronavirus preparedness plans.

To minimize the risk of exposure to the coronavirus (COVID-19), we have initiated our business continuity plans to help provide additional stability to our operations that include water/wastewater services to your homes and businesses.

Missouri American Water continues to monitor situational updates provided by the Center for Disease Control, World Health Organization and Johns Hopkins University as well as other state and federal organizations. We are continuously evaluating the situation and latest developments to determine how we can adopt and amend measures, as necessary, to support our customers and communities we serve and our employees.

It is important for you to know that Missouri American Water's drinking water treatment barriers provide protection that includes filtration and disinfection of our surface water supplies (e.g., those from lakes, reservoirs, or rivers) and disinfection of our ground water sources (e.g., underground wells). These treatments are effective in removing and/or inactivating viruses. **Our water meets all current federal and state drinking water requirements.**

For additional information about the coronavirus and drinking water and wastewater please visit:

- [Environmental Protection Agency - Americans can continue to use and drink water from their tap as usual](#)
- [World Health Organization - Water treatment practices effective against COVID-19, WHO says](#)

In an effort to keep our customers safe during the coronavirus pandemic, Missouri American Water will be placing a moratorium and discontinuing service shut offs at this time. We will continue to evaluate this moratorium as more information becomes available. Additionally, Missouri American Water will **begin the restoration of service to previously shut-off customers.** The restoration may take some time, but we will work as quickly and safely as possible. **If your service has been turned off, prior to March 12, 2020, we will restart your service.**

Missouri American Water has been focused on two high priorities as the spread of the coronavirus has evolved - the health and safety of our employees and the health and safety of our customers. As such, Missouri American Water will also be suspending all non-essential field appointments and will limit the amount and nature of contact with customers during all emergency field appointments.