

The payment agreement terminates at the expiration of the cold weather period unless a longer period is mutually agreed to by the customer and the utility.

Each utility shall use reasonable efforts to restore service within 24 hours of an accepted payment agreement, taking into consideration customer availability, employee availability, and construction-related activity.

Disputes regarding the previously listed options can be appealed to your utility. Copies of the Cold Weather Rules are available at your local utility.

Where can you receive financial assistance?

If you need help paying your gas or electric utility bills, you may qualify for state or federal fuel assistance. For complete qualifications and application information, contact your local county welfare or Community/Citizens' Action Council (CAC). These organizations may also provide budget counseling.

Please contact in the following order:

Sherburne County Tri-Cap
1-320-251-1612
Toll Free 1-888-765-5597
www.tricap.org

Sherburne County Health & Human Services
763-765-4000
1-800-433-5239

Wright County Energy Assistance
1-320-963-6500

Suburban Hennepin County
952-930-3541

Salvation Army
local 763-682-8941
320-252-4552

CAER
(after all resources exhausted)
763-441-1020



**Elk River
Municipal Utilities**

13069 Orono Parkway • P.O. Box 430
Elk River, MN 55330-0430
763-441-2020
www.ElkRiverUtilities.com



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COLD WEATHER PROTECTION

*know your rights and
responsibilities*



Cold Weather Rule: Application for Winter Disconnect Protection

Read the enclosed notice of customer rights and possible assistance before completing this form.

IF YOU CAN'T PAY YOUR FULL BILLS AND NEED TO MAKE SPECIAL ARRANGEMENTS TO SPREAD YOUR PAYMENTS, contact our office at 763-441-2020.

INABILITY TO PAY DECLARATION FORM

IF YOU CAN'T PAY YOUR FULL BILLS AND NEED COLD WEATHER PROTECTION FROM UTILITY SHUTOFF. Fill out this form and return it to your utility immediately. Minnesota Public Utilities Commission Cold Weather Rule provides that from Oct. 15 through April 15 a utility cannot disconnect a residential utility customer for nonpayment if you enter information, and keep current with, a mutually agreed upon arrangement with the utility.

Fill out completely—please print

NAME _____ SS# _____

SERVICE ADDRESS _____ APT# _____

CITY _____ STATE _____ ZIP _____

PHONE: HOME _____ WORK _____

ACCOUNT NUMBER FROM BILL _____

TOTAL AMOUNT YOU OWE _____

Total annual (yearly) household income \$ _____ Number of persons in household (include yourself) _____

Source of income (circle appropriate sources):

- Employment
- AFDC/GA
- GA Medical Care/Medical Assistance/
- I do not pay for any of my own medical expenses

Please circle if any of the following exists in your home:

- Medical emergency (Must provide Dr. letter)
- Disabled person in residence

Payment Arrangements (Inability to pay):

I propose to pay my outstanding and future bills according to the following schedule of payments:

\$ _____ by (date) _____.

\$ _____ by (date) _____.

\$ _____ by (date) _____.

\$ _____ by (date) _____.

\$ _____ by (date) _____.

If you are the "Third Party" for the Customer whose Service is affected by this notice and are submitting this for That customer, please sign below.

Signature _____

Phone number: _____ Date _____

By signing this form, I hereby acknowledge that I have received, read and understand the enclosed Notice of Residential Customer's Rights and Possible Assistance. I declare that the above information is true and correct. I give my permission to any energy provider or public assistance agency that serves me to exchange income and billing information with other energy providers and the public utilities commission for the purpose of program qualification.

Customer signature _____ Date: _____

Notice of Residential Customer Rights and Responsibilities

The Minnesota Legislature and Public Utilities Commission have issued the Cold Weather Rule. A utility must go through certain steps before disconnecting a customer's service. The rule applies from October 15 through April 15 and if the disconnection affects the primary heat source.

Cold Weather Rule

During the cold weather period, a utility may not disconnect and must reconnect utility heating service of a customer whose household income is at or below 50 percent of the state median income *if the customer enters into and makes reasonable timely payments under a mutually acceptable payment agreement with the utility* that is based on the financial resources and circumstances of the household; provided that, a utility may not require a customer to pay more than ten percent of the household income toward current and past utility bills for utility heating service.

A utility may accept more than ten percent of the household income as the payment arrangement amount if agreed to by the customer.

The customer or a designated third party may request a modification of the terms of a payment agreement previously entered into if the customer's financial circumstances have changed or the customer is unable to make reasonable timely payments.