

MINNESOTA'S COLD WEATHER RULE

216B.097 www.leg.state.mn.us/leg/statutes.asp

The Cold Weather Rule states that a cooperative electric association must not disconnect and must reconnect the utility service of a residential customer during the period between October 1 and April 30 if the disconnection affects the primary heat source for the residential unit and all of the following conditions are met:

- » **A customer enters into and makes reasonably timely payments under a payment agreement that considers the financial resources of the household.**
- » The household income of the customer is at or below 50 percent of the state median household income. The utility may verify income on forms it provides or obtain verification of income from the local energy assistance provider. A customer is deemed to meet the income requirements of this clause if the customer receives any form of public assistance, including energy assistance that uses an income eligibility threshold set at or below 50 percent of the state median household income.
- » A customer receives referrals to energy assistance, weatherization, conservation, or other programs likely to reduce the customer's energy bills.

THE COLD WEATHER RULE PROVIDES YOU WITH THESE Residential Rights and Responsibilities

The Right to declare your inability to pay your utility bill.

The Responsibility, if you choose to declare inability to pay, to complete the Inability to Pay form and return it to WH.

The Right to a mutually acceptable payment agreement with WH. This payment agreement will cover your existing arrears plus estimated usage during the payment agreement period.

The Responsibility to provide documentation to your local energy assistance provider, that your household income is less than 50 percent of the state median income. The utility may verify income on forms it provides or obtain verification of income from the local energy assistance provider.

The Right to appeal a notice of involuntary disconnection of service to the President and CEO. If a member chooses to appeal, the member must send the Cooperative written notice of the basis of the appeal and the issues in dispute. This written notice must be delivered to the Cooperative prior to the date of disconnection. The member will be notified when WH's President and CEO will consider the appeal, and the member has the right to be present at that time. No disconnection of service will take place during the appeal process.

MINNESOTA'S EXTREME HEAT LAW

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A utility may not effect an involuntary disconnection of residential services in affected counties when an excessive heat watch, heat advisory, or excessive heat warning issued by the National Weather Service is in effect.

Wright-Hennepin Electric (WH) Office Hours

Monday through Friday: 8:00 a.m. to 4:30 p.m. (Sept –May)
7:30 a.m. to 4:00 p.m. (Jun-Aug)

Phone numbers: (763) 477-3000 or (800) 943-2667

Email address: info@whe.org

Energy Assistance and Weatherization Contacts

State Office

Energy Assistance (800) 657-3710
www.commerce.state.mn.us

Carver County

Human Services (952) 361-1600
Community Action Partnership (952) 496-2125

Hennepin County

Energy Assistance (952) 930-3541
Emergency Assistance (612) 596-1300

Meeker County

Social Services (320) 693-5300
United Community Action (320) 235-0850

Stearns County

Energy Assistance Tri-Cap (320) 251-1612
Human Services (320) 656-6000

Wright County

Community Action (320) 963-6500
Human Services (763) 682-7414
(800) 362-3667

Heat Share/Salvation Army

(800) 842-7279

For energy conservation and weatherization tips visit whe.org or contact member services at (763) 477-3000

Inability to Pay Application for Utility Shutoff Protection

EFFECTIVE OCTOBER 1 THROUGH APRIL 30
(Fill out completely – return to PO Box 330, Rockford, MN 55373)

Account Number _____

Name _____

Address _____

Phone _____

Cell _____

Amount Owing _____

Date _____

Total Annual Income _____

Number of persons in home _____

Please provide name of agency to which proof of income has been provided _____

If proof of income is incomplete, you will not be protected from disconnection.

This is a declaration of my inability to pay for heat during the cold weather rule months.

I hereby authorize the electric utility that serves me to exchange billing information. I acknowledge that I have received, read and understand the attached notice of residential rights and responsibilities. I attest that the above information is true and correct.

To be protected from disconnection, I will contact WH to make a payment arrangement and submit this form within **4 (four) business days of the date on this door hanger.**

Payment arrangements must be kept to be protected from disconnection.

Member Signature _____

Date _____

FILL OUT FORM COMPLETELY

RETURN VIA MAIL
PO Box 330
Rockford, MN 55373

RETURN VIA EMAIL
info@whe.org