

What to do if you meet the conditions

If you meet all the conditions of the Cold Weather Rule as outlined here, can't pay your electric bill and need cold weather protection from utility shutoff, fill out the Cold Weather Disconnect Protection Form and return it to Redwood Electric Cooperative **immediately along with your income**

documentation. The following is a list of energy assistance providers serving Redwood Electric Cooperative:

- United Community Action:
507-537-1416
320-235-0850
507-637-2187
- Salvation Army & Redwood Falls UCAP:
507-637-2187
507-537-1416
- Southwest Health & Human Services:
507-637-4050
- Heat Share-Salvation Army:
888-220-4860 Redwood/Renville Counties

What to do if you don't meet the conditions

If you do not meet all the conditions of the Cold Weather Rule as outlined here, you do not qualify for winter shutoff protection. However, you still can continue to receive electric service if you call us to set up a mutually acceptable payment arrangement. Call Redwood Electric Cooperative at 1-507-692-2214 **BEFORE** the due date.

COLD WEATHER DISCONNECT PROTECTION FORM EFFECTIVE OCTOBER 1 - APRIL 30

Fill out completely and return to:
Redwood Electric Cooperative
60 Pine Street
Clements, MN 56224

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone : _____

Email : _____

Account # (from your bill): _____

Total amount owed: \$ _____

Total annual household income** : \$ _____

No. of persons in household
(Include yourself): _____

Please check this box if you have already been approved for fuel assistance or emergency assistance from a local energy assistance agency based on your income.

By signing this form, I hereby authorize any gas or electric utility that serves us to exchange billing information. I also authorize any energy assistance providers or human service agencies to exchange any income information to help determine income eligibility. I acknowledge that I have received, read and understand the enclosed Notice of Residential Customer Rights and Possible Assistance. I attest that the above information is true and correct.

Signature: _____ Date: _____

****Income documentation must be included with this form per the notice instructions and you MUST contact our office to make payment arrangements.**

IMPORTANT INFORMATION REGARDING WINTER HEATING BILLS

MINNESOTA COLD WEATHER RULE

The Cold Weather Rule does not totally forbid winter disconnects from October 1 - April 30.

If you receive a disconnection notice on your bill, you must act promptly and before the disconnect date.



7:00 a.m. - 3:30 p.m. Monday - Friday
507-692-2214 • 1-888-251-5100
24-Hour Pay-By-Phone 1-844-846-2696
www.redwoodelectric.com
office@redwoodelectric.com
60 Pine Street
Clements, MN 56224

****Income documentation must be included with this form per the notice instructions and you MUST contact our office to make payment arrangements.**

Minnesota's Cold Weather Rule

This notice informs you of your rights and responsibilities under the Cold Weather Rule. It is designed to help you with high winter electric bills. You must act **PROMPTLY**. If you choose not to assert your rights or choose not to enter a mutually acceptable payment plan, your service may be disconnected.

An electric cooperative must not disconnect 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 when 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% of the state median income. Income may be verified on forms provided by the cooperative or by the local energy assistance provider. A customer meets the income requirement if they receive energy assistance or other type of public assistance that uses an income eligibility threshold set at or below 50% of the state median income.
- A customer receives from the cooperative referrals to energy assistance programs, weatherization, conservation, or other programs likely to reduce the customer's energy bills.

Your Residential Rights & Responsibilities

The RIGHT to request and complete the Cold Weather Disconnect Protection Form. If you do so and if your household income is less than 50% of the state median income, the service affecting your primary heat source cannot be disconnected for nonpayment of your bill. However, we have the right to accept or reject your request based on information supplied or other supporting documentation.

The RESPONSIBILITY, if you choose to declare to complete the Cold Weather Disconnect Protection Form you must return it to us within 15 days of receiving the disconnect notice on your bill. You must contact us immediately to arrange a payment plan.

THE RIGHT to a mutually agreeable payment schedule with us. The schedule will cover your existing arrears plus the estimated use during the payment schedule period.

The RIGHT not to be disconnected until the utility investigates whether the residential unit is actually occupied when a customer does not respond to a disconnection notice. If the unit is found to be occupied, the utility must immediately inform the occupant of the provisions of this section. If the unit is unoccupied, the utility must give seven days' written notice of the proposed disconnection to the local energy assistance provider before making a disconnection.

The RIGHT to appeal the disconnection of service to the Redwood Electric Board of Directors. If you choose to appeal, you must deliver or mail a personal letter stating your situation and issues in dispute. Your letter must be in our hands before the date of disconnection. You will be notified when the board of directors will review your appeal and you may be present at the review. No disconnection of service will take place during the appeal process.

**The Cold Weather Rule does not eliminate winter disconnects.
If you receive a disconnection notice on your electric bill, you
must act promptly.**

**All bills are mailed by the 20th of each month & disconnect
notices are found in **RED** on the top & bottom of the bill.**

Contact Redwood Electric by calling 507-692-2214 and complete the form on
the backside of this brochure.