

POWER LINE

OCTOBER 2018



Redwood Electric Cooperative

Cold Weather Rule

Outlines Process to Avoid Winter

*****THE MEMBER MUST CONTACT OUR OFFICE BEFORE THE DISCONNECT DATE IF THEY RECEIVE A DISCONNECT NOTICE ON THEIR BILL*****

Residential Member Notice

An electric cooperative must not disconnect residential service between October 15 and April 15 if the disconnection affects the primary heat source for the residential unit **when the following conditions are met:**

- The member has declared an inability to pay on forms provided by the utility. A member receiving energy assistance has demonstrated this inability. The member **MUST** provide the coop with the approval letter or confirmation from the energy assistance agency;
- The member's household income is less than 50 percent of the state median income;
- Verification of income may be conducted by the local energy assistance provider or the coop, unless the member is automatically eligible for protection against disconnection as a recipient of any form of public assistance, including energy assistance that uses income eligibility in an amount at or below the income eligibility as mentioned above;
- A member whose account is current for the billing period immediately prior to October 15 or who, at any time, enters into a payment arrangement that considers the financial resources of the household and is reasonably current with payments under the arrangement. **Payment arrangements must be honored to avoid disconnection of utility services and for any future payments to be accepted during the cold weather season and;**
- The member receives referrals to energy assistance programs, weatherization, conservation or other programs likely to reduce the member's energy bills.
- It is the members responsibility to contact our office to provide the coop with all required information and if any current payment arrangements need to be changed **prior to the scheduled disconnect date or the payment arrangement date. Payment Arrangements are considered BROKEN if our office is contacted after the arrangement date and NO future arrangements will be made!!!!This is very IMPORTANT!!!**

Members Facing Disconnection

Before disconnecting service to a residential member between **Oct. 15 and April 15**, the following information must be provided to the member:

- A notice of the proposed disconnection;
- A statement that explains the member's rights and responsibilities;

- A list of local energy assistance providers;
- Forms on which to declare an inability to pay; and
- A statement explaining available timely-payment plans and other options to secure continued utility service.

Restrictions For Disconnection

If a member must be involuntarily disconnected between October 15 and April 15 for failure to comply with residential disconnection provisions, it must not occur on a Friday or the day before a holiday. Plus, the disconnection must not occur until 20 days after the notice required, as previously listed, was mailed to the member or 15 days after the notice was personally delivered to the member. Redwood Electric has the **"DISCONNECT NOTICE" IN RED ON THE MEMBERS MONTHLY BILL WITH THE DUE DATE BEING THE 6TH OF EVERY MONTH AND THE AMOUNT DUE IS THE ENTIRE BALANCE.** If the member does not respond to the disconnect notice prior to the due date of the 6th of each month, the coop will continue with the disconnect process. The 20 days starts the day the bill with the DISCONNECT NOTICE on it was mailed. If you have any questions about this, please contact our office. **Then the member receives a "courtesy friendly reminder (COURTESY FRIENDLY REMINDER NOTICE IS NOT THE DISCONNECT NOTICE!!!).**

If a member does not respond to the courtesy friendly reminder that is either emailed, sent via text message (these options are only available if the member has their electric account registered with SmartHub) or is left at the location (\$75 collection fee is charged when the lineman delivers a courtesy friendly reminder notice), the member must not be disconnected until the coop investigates whether the residential unit is actually occupied. If the unit is found to be occupied, the coop must inform the member of the provisions of this section. If the unit is unoccupied, the coop must give seven days written notice to the local energy assistance provider before making a disconnection. If, prior to disconnection, a member appeals a notice of involuntary disconnection as provided by the coop's established appeal procedure, the utility must not disconnect until the appeal is resolved.

Active Duty Military Shut-Off Protection

When a household member has been ordered into active duty, for deployment or for a change of duty station, some members may find it hard to pay their utility bills. Minnesota law protects these military personnel from shut off if they cannot pay their bills in full. For more information and to apply for a payment arrangement, please contact Redwood Electric office.

ELECTRIC HEATING SALES TAX EXEMPTION CERTIFICATE

This is to certify that the main source of heat for my home (more than 50 percent) is furnished by permanently installed electric heating equipment (not portable) and I, therefore, am eligible for the electric heating sales tax exemption as provided by Minnesota State Tax Fact Sheet 157. This exemption is for the billing months of November through April only. *Please notify us if you change from electric heat to a different primary heating source.* If you qualify for Electric Heat Sales Tax Exemption, please fill out this form and mail it to our office.

Account # _____ Member Name: _____

Location # _____ Meter # _____

Address: _____ State _____ Zip _____

Signature _____ Date _____

Please complete and return to:

Redwood Electric Cooperative
60 Pine Street
Clements, MN 56224

HEADED SOUTH FOR THE WINTER?

If you are one of the lucky "snowbirds" who escapes to the sunny south during the winter months, we would like some information from you before you leave. Please fill out the form and mail it or drop it off in our office before you leave. We would also like you to contact our office when you return.

Name: _____

Account #: _____ Location #: _____

Date Leaving: _____ Date Returning: _____

Do you want us to send the bill to your winter address? YES/NO

Winter Mailing Address:

Would you like the Coop to read the meter reading, if you are required to submit monthly readings?

YES/NO

Please complete and return to:

Redwood Electric Cooperative
60 Pine Street
Clements, MN 56224



Old Fashion Apple Crisp

Ingredients:

6 Apples
1 cup Brown Sugar
1 tsp Vanilla
3/4 cup uncooked Old Fashioned Oats
1/2 cup Flour
1 tsp. Cinnamon
1/2 cup Butter, cold

Directions:

1. Peel, core and slice apples. Preheat oven to 375°.
2. Layer apples into 9x13 baking dish.
3. Mix together flour, brown sugar, oats and cinnamon in a bowl.
4. Add in vanilla and cut in butter with a pastry blender or fork.
5. Work until mixture forms large crumbs.
6. Sprinkle over apples.
7. Bake 30-35 minutes or until topping is browned and apples are soft.



Problems paying your electric bill?

Energy assistance may be available?

United Community Action-Marshall

PatE@unitedcapmn.org
1400 South Saratoga Street
Marshall, MN 56258
Ph. 507-537-1416
Fax 507-537-1849

United Community Action-Willmar

PatE@unitedcapmn.org
200 SW 4th St.
PO Box 1359
Willmar, MN 56201
Ph. 320-235-0850 or 1-800-992-1710
Fax 320-235-7703

The Salvation Army HeatShare Willmar

320-235-2033

United Community Action-Redwood Falls

164 E. 2nd Street
PO Box 172
Redwood Falls, MN 56283
Ph. 507-637-2187
Fax 507-537-1849
<https://unitedcapmn.org/services/housing/energy-assistance/>

Redwood County Human Services

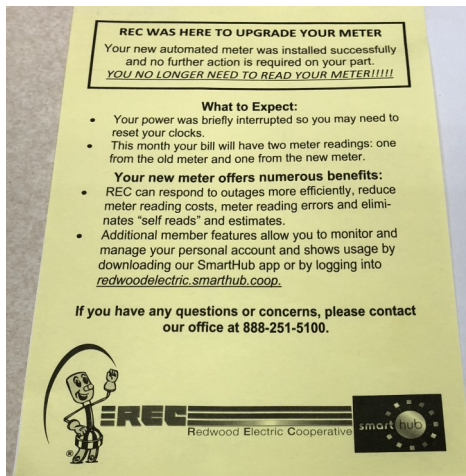
266 E Bridge Street
Redwood Falls, MN 56283
507-637-4041
Toll Free: 888-837-6713

United Way 2-1-1 (1 is a free and confidential service that can help you find local resources.)
Dial 211

****YOU SHOULD ALWAYS CONTACT OUR
OFFICE IN ADDITION TO CONTACTING
PROVIDERS FOR ASSISTANCE!!****

WE WILL BE IN YOUR AREA CHANGING OUT METERS OVER THE NEXT SEVERAL MONTHS!!

- * THIS NOTICE WILL BE POSTED ON YOUR DOOR ONCE YOUR NEW AMI METER HAS BEEN INSTALLED AND YOU NO LONGER HAVE TO READ YOUR METER!
- * YOU WILL EXPERIENCE A BRIEF POWER INTERRUPTION AND YOU MAY NEED TO RESET ELECTRONIC DEVICES.
- * THE NEW METERS WILL NOT AFFECT YOUR ELECTRIC RATE. THIS UPGRADE WILL HELP YOU MANAGE YOUR COSTS AND ENERGY CONSUMPTION.



Redwood Electric Office Will Be Closed:

**November 12th for Veterans Day
And
November 22nd and 23rd for Thanksgiving**

Office Hours & Contact Information

Monday-Friday 7:00 AM-3:30 PM
(888) 251-5100

Email address: office@redwoodelectric.com

Web: www.redwoodelectric.com

SmartHub: redwoodelectric.smarthub.coop

Pay By Phone: 844-846-2696

OUTAGES
(888) 251-5100
24 HOURS A DAY

CALL BEFORE YOU DIG

Gopher State One
Call (800) 252-1166

General Manager

Ronald Horman

Board of Directors

Werner Fischer

Dick Nelson

Michael Baune

Dan Tauer

Leo Mertens

Dean Fultz

Jill Weber VanDerWal

STATEMENT OF NON-DISCRIMINATION

Redwood Electric Cooperative is an equal opportunity provider and employer. If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter by mail to:

U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov.