

Cold Weather Rule

The state's Cold Weather Rule guides utilities on winter disconnections as long as customers follow these main guidelines.

Residential Customer Notice

An electric cooperative must not disconnect and must reconnect the utility service of a home between October 15 and April 15 if the disconnection affects the primary heat source for the residential unit AND

ALL OF THE FOLLOWING CONDITIONS ARE MET BY THE CUSTOMER:

1. The household income of the customer is at or below 50 percent of the state median household income. The electric cooperative may verify income on forms it provides or obtain verification of income from the local energy assistance provider. A customer meets the income requirements of this clause if the customer receives any public assistance, including energy assistance that uses an income eligibility threshold set at or below 50 percent of the state median household income;
2. A customer enters into and makes reasonably timely payments under a payment agreement that considers the financial resources of the household; and
3. A customer receives referrals to energy assistance, weatherization, conservation or other programs likely to reduce the customer's energy bills. In addition, an electric cooperative must, between August 15 and October 15 of each year, notify all residential customers of these provisions.

Before disconnecting service to a residential customer between October 15 and April 15, an electric cooperative must provide:

1. A notice of the proposed disconnection; **This is the **RED** disconnect notice on your monthly bill*
2. A list of energy assistance providers;
3. Forms on which to declare an inability to pay; and
4. A statement explaining available time-payment plans and other options to secure continued utility service.

Restrictions for Disconnection

1. If a customer must be involuntarily disconnected between October 15 and April 15 for failure to comply with the residential disconnection provisions, it must not occur on a Friday, unless the customer declines to enter into a payment agreement offered that day in person or via personal contact by telephone by the cooperative;
2. The disconnection must not occur on a weekend, holiday or the day before a holiday, when utility offices are closed, or after the close of business on a day when disconnection is permitted, unless a representative from the electric cooperative who is authorized to enter into a payment agreement, accept and continue service offers a payment agreement to the customer; and
3. If a customer does not respond to a disconnection notice, the customer must not be disconnected until the utility investigates whether the home is occupied. If the unit is 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 disconnecting. If prior to disconnection, a customer appeals a notice of involuntary disconnection, as provided by the utility's established appeal procedure, the utility must not disconnect until the appeal is resolved.

If you need help with your electric bill during the winter months, contact energy assistance and apply for funds. It is very important that this is done before October. IF you receive a Disconnect Notice on your monthly bill, it is YOUR responsibility to either pay the balance by the due date or contact our office immediately to make other arrangements.



EMERGENCY ENERGY ASSISTANCE PHONE NUMBERS

United Community Action: 800-658-2448 or 507-537-1416 (Energy Assistance)

Salvation Army: 507-326-5017 or 507-637-2187

Heat Share (Thru Salvation Army): 507-842-7279

Southwest Health and Human Services: 507-637-4050

A Safety Note from Your Cooperative

Don't be THAT guy!



You know that guy that just caused the power outage and your neighbor doesn't have power now. In all seriousness, making contact with a power line that is overhead or underground is serious and can be deadly. Several of these incidents occurred last year to farmers in our own state with tragic results. At our cooperative, we have had many incidents involving farm equipment and we don't want to see anyone get hurt. Even one incident is one too many.

So, how can you become THAT guy?

Making contact with Overhead Power lines

- You decide to place the hay bales right under a line.
- You are moving your irrigation system and you put it right in to the line.
- You turn in the field and hit the pole breaking it at the base.
- Oops, you just snagged the guy wire and down came the pole and lines.
- You planted trees right under the lines, the kind that are fast growing.



Making contact with Underground Power lines

- You back the truck into the underground cabinet, opening it up and exposing the energized equipment.
- You piled material near the underground cabinet and now the crews cannot open it up to maintain it properly.
- You started to dig and, oops, you hit a line; you forgot to call 811 for a locate.

Just as we work to keep our coop safe through awareness and training, we want you to stay safe, too.

Do these actions to NOT be THAT guy?

- Power lines can sag; just because your equipment cleared it last year, it might not this year. Make sure to always keep 10 feet distance from any overhead power line. How can you tell? Use a spotter to watch the equipment being moved.
- Make this a daily habit-look overhead before beginning the day and notice where the power lines are located. Look for the underground cabinets, too. Point out these items to anyone else you are working with.
- Be extra cautious when moving equipment in windy conditions. Always better to lower the equipment before moving it.
- Always lower a grain auger when moving it from bin to bin.



Moist Pumpkin Bread

Ingredients

1/2 cup granulated sugar
1/2 cup brown sugar (dark or light)
1 cup + 1 1/2 Tbsp all purpose flour
3/4 tsp baking soda
1/2 tsp baking powder
1/2 teaspoon salt
1/2 tsp cinnamon
1/2 tsp pumpkin spice
1 large egg or 2 small ones
3/4 cup pumpkin puree
1/3 cup oil
1/3 cup water

Directions

1. In a large bowl, combine both sugars, flour, baking soda, baking powder, salt and spices.
2. In another bowl, combine egg, pumpkin puree, oil and water. Add wet ingredients to dry ingredients. Mix until combined.
3. Grease one 9x4 loaf pan and pour the batter into it.
4. Bake at 350F for 45-60 minutes, or until a toothpick inserted in the middle comes out clean. Let cool for about 5 minutes. Then take out of the pan and wrap in aluminum foil. Let it cool off completely.

**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. 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.**

REC WAS HERE TO UPGRADE YOUR METER
Your new automated meter was installed successfully and no further action is required on your part.
YOU NO LONGER NEED TO READ YOUR METER!!!!


What to Expect:


- Your power was briefly interrupted so you may need to reset your clocks.
- This month your bill will have two meter readings: one from the old meter and one from the new meter.

Your new meter offers numerous benefits:

- REC can respond to outages more efficiently, reduce meter reading costs, meter reading errors and eliminates "self reads" and estimates.
- Additional member features allow you to monitor and manage your personal account and shows usage by downloading our SmartHub app or by logging into redwoodelectric.smarthub.coop.

If you have any questions or concerns, please contact our office at 888-251-5100.

 **REC**
Redwood Electric Cooperative

 smart hub

A Safety Note...

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- Build grain bins away from power lines to reduce the risk of grain augers coming into contact with the lines. This action also eliminates the chance of a storm blowing a power line onto a metal building which then becomes electrified.
- If you are planning to move a building or bring a new one onto your site, call the co-op to make sure the lines can be safely moved and cleared.
- Report any lines that appear low or sagging.
- Always call 811 before doing any digging.
- Never assume a line or underground cabinet is safe to touch; we cannot tell if it is energized simply by looking at it. Again, call the co-op promptly.
- If your equipment gets in a power line, do not leave the equipment. Remain in the cab, as long as it is not on fire, and call the co-op right away. If you must leave, know how to leave the cab properly.
- Don't let anyone approach the cab of any equipment that has come in contact with a power line; keep them a safe distance away which is usually at least 40 feet.
- Always have an emergency plan in place. Teach all family members what to do in case of an emergency. Don't touch or move anyone who is in contact with electricity. You could be shocked. When calling 911 or your local emergency number, be sure to report an electric-contact accident.



Operator of field cultivator knocked it off the base



Operator of equipment hit pole, snapping it in half but lines remained in the air

Office Hours & Contact Information

Monday-Friday 7:00 AM-3:30 PM

(507) 692-2214 or (888) 251-5100

Email address: office@redwoodelectric.com

Web: www.redwoodelectric.com

Pay By Phone: 844-846-2696

OUTAGES

(507) 692-2214 or (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

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Michael Baune

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Dean Fultz

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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](http://www.ascr.usda.gov/complaint_filing_cust.html) 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.