

IF YOU DO NOT MEET ALL THE CONDITIONS OF THE COLD WEATHER LAW AS OUTLINED ON THE REVERSE SIDE, 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 Crow Wing Power **BEFORE** the due date.

IF YOU MEET ALL OF THE CONDITIONS OF THE COLD WEATHER LAW, CAN'T PAY YOUR ELECTRIC BILL, AND NEED COLD WEATHER PROTECTION FROM UTILITY SHUTOFF, contact us for an Income Verification Form at 218-829-2827 or 1-800-648-9401.

#### **Energy Assistance Providers**

**(Crow Wing County)** Lutheran Social Service Energy Assistance, 716 E Street, Brainerd MN 56401

218-829-5000 or 1-800-829-5902

**(Morrison County)** Tri County Action Program, Inc. 1210 23<sup>rd</sup> Ave S, PO Box 683 Waite Park, MN 56387

320-251-1612 or 1-888-765-5597

**(Cass County)** Cass County Energy Assistance, Bi-County Cap, PO Box 579, Bemidji, MN 56619-0579

218-751-4631 or 1-800-332-7161

10/6/2009

Crow Wing Power works with members during the Cold Weather Law period, just as we do throughout the year. Before a residential customer must be involuntarily disconnected for failure to comply with the NOTICE OF RESIDENTIAL CUSTOMER RIGHTS AND POSSIBLE ASSISTANCE on the reverse side, the cooperative must provide the following information:

- Notice of proposed disconnection (disconnection notice);
- Statement explaining customers' rights and responsibilities;
- List of energy assistance providers;
- Forms available for customer to request cold weather disconnect protection and
- A statement explaining the payment plan to secure continued service.

Please contact Crow Wing Power if you have any questions about the Cold Weather Law or energy assistance programs. IF YOU CANNOT PAY YOUR FULL BILL AND NEED TO MAKE SPECIAL ARRANGEMENTS TO SPREAD OUT YOUR PAYMENTS, Call Crow Wing Power at 1-800-648-9401 or 218-829-2827 before the due date.

## **Important Information Regarding Winter Bills**

### Minnesota Cold Weather Law

**The cold weather law does not totally forbid winter cutoffs. If you receive a disconnection notice this winter, you must act promptly.**



Business Hours

7:30 a.m. – 5:00 p.m. Monday-Friday

Hwy 371 N  
Brainerd MN 56401  
218-829-2827 or 1-800-648-9401

**Read the Notice of Residential Customer Rights and Possible Assistance on the reverse side of this notice BEFORE completing the Cold Weather Disconnect Protection Form**

## NOTICE OF RESIDENTIAL CUSTOMER RIGHTS AND POSSIBLE ASSISTANCE

This notice informs you of your rights and responsibilities under the Cold Weather Law. They are 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 and must reconnect the utility service of a residential customer during the period 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:**

(1) the household income of the customer is at or below 50 percent of the state median household 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 the customer receives energy assistance or other type of public 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 from the cooperative referrals to energy assistance, weatherization, conservation, or other programs likely to reduce the customer's energy bills.

## THE COLD WEATHER LAW PROVIDES YOU WITH THESE OPTIONS

**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 complete the Cold Weather Disconnect Protection Form you must return it to us prior to the disconnect date. 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 usage during the payment schedule period.

**The RIGHT** not to be involuntarily disconnected on a Friday or on a day before a holiday, or until at least twenty (20) days after the postmark on the notice to disconnect or until fifteen (15) days after the notice and information has been personally delivered.

**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 Crow Wing Power 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. Crow Wing Power will review your appeal within 10 days after it's received. No disconnection of service will take place during the appeal process.

## LOW COST / NO COST ENERGY EFFICIENCY TIPS

- Caulk and weather strip cracks around doors and window frames. Block openings at bottom of doors to prevent drafts.
- Lower the setting on your thermostat at night and dress warmly.
- Lower the setting on your water heater to 120°F., (normal/medium).
- Run dishwasher only when it is full.
- Open shades during winter days to let the warm sunlight in and close the shades at night.
- Wash clothes with warm water and rinse them in cold water.
- Leaking faucets should be repaired promptly, especially hot water.
- Turn off all unused lights and appliances.
- Close all windows tightly and use locks to prevent cold air leaking in. Cover all windows with plastic.
- Broken windows should be repaired immediately and close all storm windows.
- Window air conditioning units should be covered or removed during the heating season.
- Furnace filters should be kept clean.
- Furnaces should be checked for safe and efficient operation at least once a year.
- Vacuum refrigerator and freezer coils every six months to improve efficiency.
- Close off unused rooms.
- Flow restrictors should be added on.