

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 MiEnergy Cooperative **immediately along with your income documentation.**

The following is a list of energy assistance providers serving MiEnergy Cooperative:

- SEMCAC: 800-944-3281
- Fillmore County Social Services:
507-765-2175
- Houston County Social Services:
507-725-5811
- Winona County Human Services:
507-457-6200
- NE Iowa Community Action Corp.:
563-382-9608

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 MiEnergy Cooperative at 1-800-432-2285 **BEFORE** the due date.

COLD WEATHER DISCONNECT PROTECTION FORM EFFECTIVE OCTOBER 1 - APRIL 30

Fill out completely and return to:
MiEnergy Cooperative
PO Box 626
Rushford, MN 55971

Name: _____
Address: _____
City: _____ State: _____ Zip: _____
Home phone: _____
Work phone: _____
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.**

IMPORTANT INFORMATION REGARDING WINTER HEATING BILLS

MINNESOTA COLD WEATHER RULE

The Cold Weather Rule does not totally forbid winter cutoffs from October 1 - April 30. If you receive a disconnection notice this winter, you must act promptly.

mienergyTM

COOPERATIVE

Your Touchstone Energy® Cooperative 

**7 a.m. - 4 p.m. Monday - Thursday
Friday By Appointment Only**

**507-864-7783 • 1-800-432-2285
24-Hour Payment Line 1-855-941-3631**

**31110 Cooperative Way
PO Box 626, Rushford, MN 55971**

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 the notice to disconnect. 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 MiEnergy Cooperative 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 totally forbid winter cutoffs.
If you receive a disconnection notice this winter, you must act promptly.**

Contact MiEnergy Cooperative by calling 800-432-2285 and complete the form on the backside of this brochure.
