

WHAT TO DO IF YOU MEET THE MILITARY PERSONNEL DISCONNECTION LAW CONDITIONS:

If you meet all the conditions of the Military Personnel Disconnection Law as outlined in this brochure, can't pay your electric bill and need protection from utility shutoff, fill out the Military Personnel Disconnect Protection Form on the back of this brochure 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: 1-800-944-3281
- Fillmore County Social Services: 1-507-765-2175
- Houston County Social Services: 1-507-725-5811
- Winona County Human Services: 1-507-457-6200
- Iowa NE Iowa Community Action Corp.: 1-563-382-9608

WHAT TO DO IF YOU DON'T MEET THE MILITARY PERSONNEL DISCONNECTION LAW CONDITIONS:

If you do not meet all the conditions of the Military Personnel Disconnection Law as outlined in this brochure, you do not qualify for 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.

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 degrees 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.

IMPORTANT INFORMATION REGARDING MILITARY PERSONNEL

MINNESOTA MILITARY PERSONNEL DISCONNECTION LAW

The Military Personnel Disconnection Law does not totally prevent cutoffs. If you receive a disconnection notice, you must act **promptly**.

mienergyTM
C O O P E R A T I V E

Your Touchstone Energy® Cooperative 

31110 Cooperative Way, PO Box 626
Rushford, MN 55971

Business Hours

7:30 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

Read the notice of residential customer rights and possible assistance at right BEFORE completing this form.

COLD WEATHER DISCONNECT PROTECTION FORM

Fill out completely- (please print)

Name _____

Address _____

City _____ State _____ Zip _____

Phone: Home _____ Work _____

Account # (from your bill) _____

Total Amount Owing \$ _____

Total annual household income \$ _____

Source of income ("X" Appropriate Boxes):

- Employment
- Unemployment/Worker's Compensation
- Child Support
- Social Security/SSI and/or Disability/Pensions
- Medical Assistance/GA Medical Care/MN Care
- MFIP/GA/Food Stamps/MSA
- I do not pay for my own medical expenses.
- Other

No. of persons in household (Include yourself) _____

Please check if any of the following exists in your home:

- Medical emergency
- Disabled person in home
- I have already been approved for fuel assistance or emergency assistance from a local energy assistance agency based on my 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.

NOTICE OF RESIDENTIAL CUSTOMER RIGHTS AND POSSIBLE ASSISTANCE

This notice informs you of your rights and responsibilities under the Military Personnel Disconnection Law. It is designed to help you with your 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 if a member of the household has been issued military orders into active duty, for deployment, or for a permanent change in duty station during the period of active duty, deployment, or change in duty station during that period when the following conditions are met:

- (1) the household income of the customer is at or below 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;
- (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 programs, weatherization, conservation, or other programs likely to reduce the customer's energy bills.

THE MILITARY PERSONNEL DISCONNECTION LAW PROVIDES YOU WITH THESE OPTIONS

The RIGHT to request and complete the Military Personnel Disconnection Protection Form. 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 Military Personnel Disconnection 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 usage during the payment schedule period.

The RIGHT not to be involuntarily disconnected on a Friday or on a day before a holiday, or not until the disconnection due date.

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 when the utility and residential customer are unable to agree on the establishment, reasonableness, or modification of a payment schedule, or on the reasonable timeliness of the payments under a payment schedule. The utility shall provide the residential customer with a commission-approved written notice of the right to appeal. Any appeal must be made within seven working days after the residential customer's receipt of personally served notice, or within 10 working days notice after the utility has deposited first class mail notice. 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.