

NOTICE OF RESIDENTIAL CUSTOMER RIGHTS AND POSSIBLE ASSISTANCE

The Minnesota Public Utilities Commission has issued the Cold Weather Rule (216B.097), which provides that from October 1 through April 30, a municipal utility cannot disconnect a residential customer for nonpayment if the disconnection would affect their primary heat source, their household income is at or below 50% of the state median household income and the customer enters into and makes timely payments based on a mutually agreed payment schedule. Income guidelines to qualify for protection are available at:

<http://mn.gov/commerce/consumers/consumer-assistance/energy-assistance/>

The purpose of this notice is to inform you of your rights and responsibilities under the Cold Weather rule. These rights and responsibilities are designed to help you with winter utility bills. You must act **PROMPTLY!** If you choose not to enter into a mutually acceptable payment schedule, your service may be disconnected.

Specifically, the Cold Weather Rule provides you with these options:

THE RIGHT, based on receipt of a notice of proposed disconnection, to declare your inability to pay your utility bill on forms provided by the Utility. The utility may require you to provide financial information to support your declaration.

THE RESPONSIBILITY, if you choose to declare Inability to Pay, is to complete an "INABILITY TO PAY" form and return it to the City Hall office within 7 business days to discuss your payment schedule. Contact City Hall at 507-831-6129 to obtain the Inability to Pay Declaration Form.

THE RIGHT to a mutually acceptable payment schedule with the City Utility. This payment schedule will cover your existing arrears plus the estimated usage during the payment schedule period.

THE RESPONSIBILITY of making payments as agreed on in a reasonably timely manner with consideration of your financial resources.

THE RIGHT to request that the City notify a third party if your service becomes subject to disconnection. Third party notifications are available at the City Hall offices.

THE RESPONSIBILITY to receive budget counseling from the local energy assistance provider or other financial counseling organization. A list of these agencies is included at the end of this form.

Disputes regarding the previously listed option can be appealed to your utility. Copies of the Cold Weather Rule are available at the City Hall office.

If you need help paying your gas or electric utility bills, you may qualify for state or federal assistance. For complete qualifications and application information, contact your local County Welfare or Community Action Council.

Cottonwood County Family Services	(507) 831-1891
Des Moines Valley Health & Human Services	(507) 831-1987
United Community Action Partnership	(507) 537-1416 or (800) 658-2448

Sincerely,
Windom Municipal Utility