

**INABILITY TO PAY FORM
(continued)**

Total number of persons living in household _____

Name _____

DOB _____ SS# _____

Name _____

DOB _____ SS# _____

Name _____

DOB _____ SS# _____

Name _____

DOB _____ SS# _____

Name _____

DOB _____ SS# _____

Name _____

DOB _____ SS# _____

By signing this form, I hereby authorize any gas, electric utility or public energy assistance agency that serves me to exchange information relevant to this process. I acknowledge that I have received, read and understand the Disconnect Notice of Residential Member Rights and Possible Assistance. I attest that the above information is true and correct.

Signature _____ Date _____

Detach and return completed form and proof of other income qualifying documentation to:

City of Windom
PO Box 38, Windom, MN 56101
or FAX 507-831-6127



If anyone in your home is dependent on electrical, life-sustaining medical equipment, please have your physician complete a medical equipment necessity form and return to the City of Windom offices.

COLD WEATHER RULE INCOME GUIDELINES

For current Cold Weather Rule income guidelines, please contact your energy assistance provider listed below.

Cottonwood County Family Services
(507) 831-1891

Des Moines Valley Health and Human Services
(831-1987)

Minnesota Department of Energy Services; ask for fuel assistance (1-800-657-3805)

Salvation Army Heat Share (1-800-842-7279)

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

**WHAT TO DO IF YOU DON'T MEET THE
COLD WEATHER LAW CONDITIONS:**

If you do not meet all the conditions of the Cold Weather Law as outlined in this brochure, 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 the City of Windom at 507-831-6129 **BEFORE** the due date.



Can my electricity be turned off in the winter? YES

**Minnesota
Cold Weather Rule**

Disconnect Notice of
Residential Member Rights and
Possible Assistance

 **The Minnesota Cold Weather Rule does not prevent winter disconnects.**

 **If you receive a disconnection notice, contact the City of Windom immediately. Disconnect dates from previous notices are still valid.**

 **Read the Notice of Residential Member Rights and Possible Assistance before completing the Inability to Pay Form.**



444 9th Street, P.O. Box 38
Windom, MN 56101

Business Hours
8:00 a.m. - 4:30 p.m. Monday - Friday
507-831-6129
customer.service@windommn.com

**Servicios de traducción disponibles llamando al
507-831-6129**

DISCONNECT NOTICE OF RESIDENTIAL MEMBER RIGHTS AND POSSIBLE ASSISTANCE

This notice informs you of your rights and responsibilities under the Cold Weather Rule. These rights and responsibilities are designed to help you meet winter utility bills. You must act **PROMPTLY**. If you choose not to assert your rights or choose not to enter into a mutually acceptable payment plan, your service may be disconnected.

The Cold Weather Rule provides that from October 1 through April 30 an electric cooperative cannot disconnect a residential consumer for nonpayment if the disconnection would affect the primary heat source,

AND all of the following conditions are met:

1. You declare an inability to pay by completing the Inability to Pay Form.
2. You provide proof of last three months total gross household income.
3. Your total gross household (not individual) income is less than 50% of the state median, or you **provide proof** you are a **current** recipient of any public assistance with qualifying income requirements, including energy assistance.
4. Your account is current or reasonably on time with a payment plan or you make and keep a mutually acceptable payment plan at any time that considers the financial resources of the household.

The Cold Weather Rule and our policy provide you with these rights and responsibilities:

THE RIGHT to declare your inability to pay your utility bill. If you do so and if your total gross household income is less than 50% of the state median income, or if you are a current recipient of qualifying energy assistance or public assistance, the service affecting your primary heat source cannot be disconnected for nonpayment of your utility bill, provided that your account is current or reasonably on time with a payment plan, or you make and keep a mutually acceptable payment plan at any time.

THE RESPONSIBILITY to provide proof of documentation that your total gross household income is less than 50% of the state median guidelines.

THE RIGHT to a mutually acceptable payment plan with ECE. This payment plan will cover your existing outstanding balance plus the estimated use during the payment plan period. If you are able to pay but still wish to enter into a payment plan, contact the City of Windom immediately.

THE RIGHT not to be involuntarily disconnected on a Friday or on a day before a holiday.

THE RIGHT not to be disconnected until at least 30 calendar days after the postmarked date of a disconnect notice and information or until 15 calendar days after a disconnect notice and information has been personally delivered. Disconnect dates from previous notices are still valid.

THE RIGHT, before you are to be involuntarily disconnected, to appeal your disconnect notice to the City of Windom. Your service will not be disconnected until your appeal is resolved.

THE RESPONSIBILITY, if you choose to appeal, to deliver or mail a personal letter of appeal stating your situation and issues in dispute. Your letter of appeal must be in the hands of city personnel before the day of disconnection. The City of Windom appeal committee will review your appeal within 14 days after it is received. You must call the City of Windom for the date and time of the appeal review if you wish to be present.

Minnesota's Cold Weather Protection rules were developed and are maintained by the State of Minnesota. For more information about the Cold Weather Rule, call us or see MN Statutes, Chapter 216B, Section .097, Public Utilities. To request a copy of the rules or ask specific questions, call the MN Department of Commerce at 1-800-657-3782.

You may qualify for state or federal fuel assistance. For complete qualifications and application information, contact one of the local agencies listed on the back of this brochure or visit windom-mn.com

> Residential > Assistance Information.

ENERGY EFFICIENCY TIPS TO HELP LOWER YOUR WINTER BILLS

- Seal air leaks to prevent heat from escaping and cold air from entering your home.
- Open shades during the day to let warm sunlight in. Close shades at night to keep cold air out.
- Wash clothes in cold water.
- Remove or cover window air conditioners during winter months.
- Replace incandescent light bulbs with LEDs, which use at least 75% less energy.
- Change furnace filters monthly.

INABILITY TO PAY FORM

To be completed by Minnesota residents only

Please read the Disconnect Notice of Residential Member Rights and Possible Assistance before completing this form.

If you cannot pay your bill in full and need to make and keep a mutually acceptable payment plan, call the City of Windom at 507-831-6129.

If you are unable to pay your bill in full and need cold weather shut-off protection, complete this form and return to the City of Windom after October 1.

Name _____

SS# _____

Address _____

City _____ State _____ ZIP _____

Phone (Home) _____

(Cell) _____

Account number _____
(from billing statement)

Total amount owing \$ _____

- ☐ I have applied **and been approved** for energy assistance and/or **have provided proof** of public assistance with qualifying income requirements and/or **proven** my total gross household (not individual) income, is less than 50% of the state median.
(If you check this box, skip Source of Income section.)

Total gross annual household income \$ _____
(past 12 months)

Source of Income (**Must provide proof** of last three months of total gross household income.)

Check all boxes that apply below

- ☐ Employment/Unemployment
- ☐ Disability/Social Security/Pension
- ☐ Medical Assistance/GA Medical Care/MN Care
- ☐ AFDC/GA/MFIP
- ☐ Food Stamps/Children's Health Plan
- ☐ Energy Assistance
- ☐ Child support
- ☐ Worker's compensation
- ☐ Other



Form continued on reverse side