MINNESOTA COLD WEATHER RULE – INABILITY TO PAY
2026 - 2027 APPLICATION FOR PROTECTION FROM DISCONNECTION

If you cannot pay your Redwood Falls Public Utility bill and need Cold Weather Protection from your utilities being disconnected, you must complete this form and return it to the City of Redwood Falls immediately to determine if you qualify. **Minnesota Public Utilities Commission - Cold Weather Rule provides that from October 1, 2026, to April 30, 2027, a utility cannot disconnect a residential utility customer if you enter into and make timely payments under a mutually acceptable payment agreement.**

PLEASE ANSWER THE REQUIRED INFORMATION BELOW:

Name: _____

Service Address: _____ Apt: _____

Utilty Account Number: _____

Phone Number: _____ Email: _____

Total annual gross income (yearly before taxes) of all persons in your home $_____
(Total should include all types of income listed below)

Number of people in your home, including yourself: _____

Do you have any electrically powered medical equipment that is necessary to sustain life? Yes_____ No_____
(Must be verified in writing by a doctor and, by definition, as life-threatening within five (5) business days.)

✓	**Sources of Income** **Mark all types of income for all persons in your home.**		
	Employment		MFIP/AFDC
	Unemployment benefits		Per Capita Payments
	Pension/Retirement Benefits		General Assistance - All Types
	Social Security/Social Security Disability		Medical Assistance
	Child Support/Alimony		Other (Explain):
Redwood Falls Public Utilities may require documentation to verify income.			

I hereby acknowledge that I have received, read, and understand the Notice of Residential Customer's Rights and Responsibilities by signing this form. I declare that the above information is true and correct. I give permission to the Redwood Falls Public Utility Department to release my utility account data, including consumption data for twelve months and arrearage history, to any energy assistance program and any party administering such a program for the purpose of energy assistance program qualification.

_____ _____
Signature Date

COMPLETED BY STAFF:

CWR AGREEMENT APPROVED: _____ MONTHLY CWR PAYMENT PLAN: _____ CWR AGREEMENT DENIED: _____

City of Redwood Falls
Public Utilities

333 South Washington Street - PO Box 526
Redwood Falls, MN 56283-0526

Office Hours: 8:00 am - 4:30 pm
Monday to Friday

Phone: 507-616-7400 Fax: 507-637-2417

After Hours Emergencies
Phone: 507-616-7480

Email: conservation@ci.redwood-falls.mn.us
Website: www.ci.redwood-falls.mn.us

Reconnection Hours:
8:00 am – 3:45 pm -- $75.00
3:45 pm – 8:00 pm -- $150.00

COLD WEATHER PROTECTION

Effective: October 1, 2026

Know your **rights** and **responsibilities**

See the back page for more information.

Third-Party Notification Request

Redwood Falls Public Utilities offers customers the option to have a third party notified if their electric service is disconnected. This program can be especially helpful for the ill, senior citizens, people with disabilities, and those living alone. The third-party could be a friend, relative, church, or community agency. The third party will also receive copies of all disconnect notices mailed to the customer, but is NOT responsible for paying the bills. By volunteering, the third party can receive and give information about personal circumstances and make payment arrangements with Redwood Falls Public Utilities for the customer.

Customer Name

Account Number

Service Address

Home Phone Work Phone

I have contacted my third-party designee before providing their name and contact information below. I understand this agreement does not remove my personal obligation for payments. Redwood Falls Public Utilities has my permission to provide information to and accept information from the party named below:

Customer Signature Date

Name of Third Party to be Notified

Name of Third Party

Third-Party Address

City State Zip

Third-Party Home Phone Work Phone

Notice of Residential Customer Rights & Responsibilities

Some customers find it hard to pay their utility bills in the winter. The Minnesota State Legislature has passed a law commonly referred to as the "Cold Weather Rule" to protect residential customers from disconnection if they cannot pay their bills in full. This protection lasts from October 1 through April 30. Customers may qualify for this protection if they meet ALL of the following conditions:

1. The customer has completed the Application for Protection Form provided by the utility.

2. The household income is less than 50% of the state median income level. (Customers receiving 'any form of public assistance' are deemed to have qualified for inability-to-pay status)

3. The customer enters into and makes reasonably timely payments on a mutually acceptable payment plan.

This notice informs customers of their 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 assert your rights or choose not to enter into a mutually acceptable payment plan, your electric service may be disconnected.

Your rights and responsibilities are:

- **The right** to declare an inability to pay your electric bill.
- **The responsibility,** if choosing inability to pay, to complete the COLD WEATHER RULE fully – INABILITY TO PAY APPLICATION FOR PROTECTION form and return it to the City of Redwood Falls Public Utilities.
- **The right** to negotiate a mutually acceptable payment plan with the City of Redwood Falls Public Utilities, which addresses existing past-due balances and current and future usage during the cold weather period.
- **The responsibility** to make timely payments under the payment plan. Failure to comply with or change the existing payment arrangement may result in service disconnection.
- **The right** to appeal to the City Council a determination of income by the utility and the right to appeal if the customer and utility cannot arrive at a mutually acceptable payment plan. Service will not be disconnected during the appeal process.

The Cold Weather Rule does not forbid winter shut-off. You must contact the utility before the disconnect date to avoid disconnection or a limiting device. **IF YOU RECEIVE A DISCONNECTION NOTICE THIS WINTER, YOU MUST ACT PROMPTLY!**

In addition, customers who use life-sustaining electrical medical equipment may qualify for medically necessary protection. For more information, call Redwood Falls Public Utilities at (507) 616-7400.

ENERGY ASSISTANCE PROGRAM

If you need help paying your electric utility bills, you may qualify for state or federal energy assistance. For complete qualifications and application information, contact the following agencies:

United Community Action Partnership - UCAP
Salvation Army Assistance
164 East 2nd Street
Redwood Falls, MN 56283
Office: 507-637-2187

United Community Action Partnership
Energy Assistance Program
1400 S Saratoga St
Marshall, MN 56258
Office: 507-537-1416, 320-235-0850, 800-658-2448
http://www.unitedcapmn.org

Southwest Health & Human Services
Energy Assistance Program
266 East Bridge Street
Redwood Falls, MN 56283
507-637-4041

ENERGY SAVING TIPS

- Set your thermostat between 66 °- 68 ° during the heating season.
- Install a programmable thermostat. Set the temperature back 10 ° for eight hours every night during the winter months, and lower your heating bills by 10%.
- Replace or clean your furnace filters monthly.
- Check the ductwork for dirt streaks, especially seams. These indicate air leaks, and they should be sealed.
- Caulk and weatherstrip any cracks around doors and windows.
- Insulate any ducts or pipes that travel through unheated spaces.
- Remove or cover window air conditioners during the winter.
- Lower the setting of your water heater to 120°F
- Open shades during winter days for passive solar heat and close them at night.