

**REDWOOD FALLS PUBLIC UTILITIES  
COLD WEATHER RULE – INABILITY TO PAY  
2018-2019 APPLICATION FOR PROTECTION FROM DISCONNECTION**

If you cannot pay your Redwood Falls Public Utility bill and need Cold Weather Protection from your utilities being shutoff, you must fill out 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 Oct 15-April 15 a utility cannot disconnect a residential utility customer if you enter into and make timely payments under a mutually acceptable payment agreement.

Name: \_\_\_\_\_


Service Address: \_\_\_\_\_ Apt: \_\_\_\_\_

City: Redwood Falls State: MN Zip Code: 56283

Phone Number: Home \_\_\_\_\_ Work \_\_\_\_\_ Cell \_\_\_\_\_

**Please answer the following questions:**

- Total annual(yearly) gross income 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 5 business days.)

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

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

Signature \_\_\_\_\_ Date \_\_\_\_\_

Please return this application to:  
Redwood Falls Public Utilities  
PO Box 526, Redwood Falls, MN 56283



333 S Washington Street  
P.O. 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

E-mail: [conservation@ci.redwood-falls.mn.us](mailto:conservation@ci.redwood-falls.mn.us)

Website: [www.ci.redwood-falls.mn.us](http://www.ci.redwood-falls.mn.us)

Reconnect Hours 8 am – 4 pm -- \$50.00  
4 pm – 8 pm -- \$120

After Hour Emergencies: 507-616-7480



# COLD WEATHER PROTECTION

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

**Effective October 15, 2018**

## Third Party Notification Request

Redwood Falls Public Utilities offers customers the opportunity to have a third party notified if their electric service is to be disconnected. This program can be especially helpful for the ill, senior citizens, disabled and those who live 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 to pay the bills. By volunteering, the third party is able to receive and give information about personal circumstances and make payment arrangements with Redwood Falls Public Utilities for the customer.

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Customer Name

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Account Number

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Service Address

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Home Phone

Work Phone

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:

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Customer Signature

Date

### Name of Third Party to be Notified

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Name of Third Party

---

Third Party Address

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City

State

Zip

---

Third Party Home Phone

Work Phone

Complete and mail to:  
Redwood Falls Public Utilities  
PO Box 526  
Redwood Falls MN 56283

## Notice of Residential Customer Rights and Responsibilities

Some customers find it hard to pay their utility bills in the winter. The Minnesota State Legislature has passed a law that is 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 15 through April 15. 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 is to inform 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 fully the COLD WEATHER RULE – INABILITY TO PAY APPLICATION FOR PROTECTION form and return to City of Redwood Falls Public Utilities.
- **The right** to negotiate a mutually acceptable payment plan with the City of Redwood Falls Public Utilities which address 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 the service being disconnected.
- **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 totally forbid winter shut off. You must contact the utility in advance of the disconnect date to avoid disconnection or a limiting device. **IF YOU RECEIVE A SHUT OFF 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 the Redwood Falls Public Utilities (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  
Salvation Army Assistant  
164 E 2<sup>nd</sup> Street  
PO Box 172  
Redwood Falls, MN 56283  
Office: 507-637-2187

United Community Action  
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 duct work for dirt streaks, especially seams. These indicate air leaks and they should be sealed.
- Caulk and weather strip 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 hot water heater to 120°F
- Open shades during winter days for passive solar heat and close them at night.