

What if I can't pay my bill?

Help is a phone call away

Energy Assistance Hotline
1.800.657.3710

The Salvation Army Heatshare
Minneapolis: 612.721.1668
St. Paul: 651.224.6946
Greater Minnesota: 1.800.842.7279

First Call for Help
dial 211



Did you know?

If you receive Energy Assistance you may be able to get further discounts from the:

- Gas Affordability Program
- Low Income Electric Rate Discount Program

Call your utility for more information on additional discounts.

Consumer Affairs Office

121 7th Place E, Suite 350
Saint Paul, MN 55101-2147
tel: 651.296.0406
toll free: 1.800.657.3782
fax: 651.297.7073
email: consumer.puc@state.mn.us
web: www.puc.state.mn.us

The Minnesota
Public
Utilities
Commission

Cold Weather Rule



minnesota

**How to Protect and Reconnect
Your Heat**

Can my heat be disconnected in the winter?

Yes.

You must make and keep a payment arrangement with your utility to receive Cold Weather Rule (CWR) protection. The payments do not need to be the same each month.

This applies to all residential customers, including senior citizens and families with young children.

If you make and keep a CWR payment plan, you are protected until April 15.

How do I apply for the CWR?

Contact your utility and request a CWR payment arrangement.

All natural gas and electric utilities must follow some level of the Cold Weather Rule.

If you need electricity to keep your heat on, you may apply for Cold Weather Rule protection with your electric company.

Delivered fuels such as fuel oil, propane and wood are not covered by the CWR.

What if I can't make my scheduled payment?

Contact your utility.

Contact your utility immediately to discuss a different arrangement. If you do not make your payments, your service may be shut off.

Am I eligible?

If the combined income from all members in the household is:

At or below 50 percent of the state median income, you are not required to pay more than ten percent of your household income.

Above 50 percent of the state median, you can still make payment arrangements with your utility.

What if I rent and pay my own utility bills?

If the utility service in your name affects the primary heat, you are eligible for CWR protection.

Utility Requirements

Prior to disconnecting service between October 15 and April 15, the utility must provide the following information:

- Notice of disconnection
- Details on payment plans and how to stop the disconnection
- How to appeal if you and the utility cannot agree on a payment plan
- A list of local energy assistance and weatherization providers
- No-cost and low-cost methods of conserving energy
- A Third Party Notice form

Need help reading or understanding notices from your utility?

You may arrange for another person to receive copies of any disconnection notices or other important information by submitting a Third Party Notice form.

The person listed to receive Third Party Notice is not responsible for payment.

The utility is required to begin notifying customers of CWR rights and responsibilities.

September 1

The CWR begins. Customers can start making arrangements. This applies whether or not your service has been shut off.

October 15

Customers with current arrangements should contact their utility if payments cannot be made as planned.

Customers can make arrangements with their utilities throughout the CWR season.

The CWR ends. Customers can contact their utility to continue payment arrangements.

April 15