



COLD WEATHER PROTECTION/ MILITARY PROTECTION PROCTOR PUBLIC UTILITIES

100 PIONK DRIVE PROCTOR, MN 55810
(218) 624-4055

PRIMARY HEAT SOURCE NOTICE OF RESIDENTIAL CUSTOMER RIGHTS AND RESPONSIBILITIES

The Minnesota Legislature and Public Utilities Commission have issued the Cold Weather Rule. Under the terms of the Cold Weather Rule, a utility must go through certain steps before disconnecting a customer's service. The rule applies from October 1st through April 30th.

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 assert your rights or choose not to enter into a mutually acceptable payment schedule, your service will be disconnected.

Residential disconnection notification limitations in Minnesota Statutes, section 216B.097, subdivision 2 have the same date adjustment and also add the requirement that the disconnection notice be sent to the local energy assistance provider and the state Dept. of Commerce.

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

The Right to complete the "Inability to Pay" form on the back and customer is at or below 50% of the state median household income.

The Responsibility, if you choose to declare Inability to Pay, to complete the "Inability to Pay" form and return it to Proctor Public Utilities within 10 days. If you have proof that you are receiving any form of public assistance, you do not need to fill out the Inability to Pay Form. If you mail this form or can prove your receipt of public assistance, you must also contact the utility to arrange a payment plan.

The Right to a mutually acceptable payment schedule with Proctor Public Utilities. This payment schedule will cover your existing arrears plus the estimated usage during the payment schedule period. If you are unable to pay but still wish to enter into a payment schedule, contact the utility immediately to arrange a schedule. (This payment schedule may be arranged by your designated third party.)

The Responsibility of making payments as agreed or promptly notifying the utility if you cannot keep the agreement. You may then request that the original payment schedule be changed. Any change is initially subject to the utility's approval.

The Right to request that the utility notify a third party if your service becomes a subject to disconnection. If you have requested third party notification, a copy of this notice has been sent to the third party. Disputes regarding the previously listed options can be appealed to your utility. Copies of the Cold Weather Rules are available at Proctor Public Utilities.

WHERE CAN YOU RECEIVE FINANCIAL ASSISTANCE?

If you need help paying your electric utility bills, you may qualify for state or federal fuel assistance. For complete qualifications and application information, contact AEOA, SALVATION ARMY, MACV or SOCIAL SERVICES. These organizations may also provide budget counseling.

THIRD PARTY FORM

If you have been served a notice of proposed disconnection by Proctor Public Utility, you may want to alert a third party (friend, relative, church group, or community agency) that a disconnection notice has been issued to you. The third party will not be responsible to pay your bill. The third party does have the right to contact the Proctor Public Utility and provide information or work out a payment arrangement.

If you want a third party to be notified of the potential disconnection, please complete this form and return it to the Proctor Public Utility.

Customer Name _____
Service Address _____
Work Phone _____
Third Party Address _____
Third Party Home Phone _____

Account Number _____
Home Phone _____
Third Party Name _____
City State Zip _____
Third Party Work Phone _____

Third Party Signature/ Date

The Proctor Public Utility has my permission to provide information to and accept information from the third party named.

Customer Signature/ Date

This request will not be accepted without the third party's signature. The customer making the request understands that the utility assumes no liability for failure of the third party to act upon notificati

Did you know?

Some easy, inexpensive ways to cut your home heating energy costs include weather stripping, caulking, and sealing areas where cold air can enter and heat can escape. Lowering the setting on your thermostat overnight and while nobody's home is also very effective.

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NOTIFICATION FORM

IF YOU CAN'T PAY YOUR UTILITY BILL IN FULL AND NEED COLD WEATHER PROTECTION FROM UTILITY SHUTOFF, fill out this form and return it to **Proctor Public Utilities** immediately.

NAME _____ ADDRESS _____

HOME PHONE _____ WORK PHONE _____

UTILITY ACCOUNT NUMBER _____ TOTAL AMOUNT YOU OWE _____

TOTAL ANNUAL HOUSEHOLD INCOME \$ _____ NUMBER OF PERSONS IN HOUSEHOLD _____

SOURCE(S) OF INCOME (Please indicate all appropriate sources and include copies for the past 3 months)

- Your payroll stubs
- Current copy of your unemployment benefits statement
- Disability/Social Security/Pension benefit statement
- SSI/Food Stamps/MSA/Children's Health Plan statements
- GA Medical Care/Medical Assistance statements
- My medical expense statements
- Other _____

ELIGIBILITY GUIDELINES FOR 2022-2023	
NUMBER IN HOUSEHOLD	3-MONTHS GROSS INCOME PER HOUSEHOLD
1	\$8,166
2	\$10,677
3	\$13,191
4	\$15,705
5	\$18,216

Please circle if any of the following exists in your home:

Medical emergency Disabled person in residence

To be considered for **Military Service Personnel protection**, please include proof of your households gross income after the effective date of military duty orders and proof of qualifying military duty, such as a copy of PCS orders.

I propose to pay my outstanding and future bills according to the following schedule of payments.

\$ _____ by (date) _____

\$ _____ by (date) _____

\$ _____ by (date) _____

\$ _____ by (date) _____

\$ _____ by (date) _____

If you are the "Third Party" for the customer whose service is affected by this notice and are submitting this for that customer, please sign here:

Signature and Date

Phone Number

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 information I provided is true and correct. I give my permission to any energy provider or public assistance agency that serves me to exchange income and billing information with other energy providers and my utility for the purpose of program qualification. I will contact the **PROCTOR PUBLIC UTILITIES** to see if my proposed arrangement is acceptable.

Customer Signature

Date of Signature

Phone Number