



Notification of Rights and Responsibilities

under the
Minnesota Cold Weather Rule

Financial Assistance

If you need help paying your utility bills, you may qualify for state or federal fuel assistance.

For complete information, contact a social service agency for your area.

(See listing in brochure)

Call Minnesota Power at
218-722-2625 or 800-228-4966
to sign up for Cold Weather Rule
Protection.

The Minnesota Cold Weather Rule

Some customers find it hard to pay their utility bills in the winter. The State of Minnesota set up the Cold Weather Rule to protect residential, heat-affected customers who are unable to pay their utility bills from disconnection of service between October 15 and April 15.

Avoiding Disconnection

The Cold Weather Rule does not forbid winter shut off. If you receive a shut off notice this winter, you must act promptly and call Minnesota Power at 218-722-2625 or 1-800-228-4966 to apply for Cold Weather Rule protection and set up a payment plan. Your service will be subject to disconnection without further notice if you do not make the agreed upon payments. If you cannot keep your original payment plan, call Minnesota Power immediately and make a new payment plan to avoid disconnection.

Reconnection

If your power is disconnected on October 15 when the Cold Weather Rule takes effect, you can have your power reconnected by calling Minnesota Power at 218-722-2625 or 1-800-228-4966 to set up a payment plan. You must keep your payment plan to avoid future disconnection. Call Minnesota Power immediately if you cannot keep your payment plan and make a new payment plan to avoid disconnection.

Payment Plan

If your household income is:

- at or below 50 percent of the state median income, you are not required to pay more than ten percent of your monthly household income.
- more than 50 percent of the state median income, you may make a payment plan with Minnesota Power.

Cold Weather Rule payment plans last until April 15 unless you make other arrangements with Minnesota Power. Your service could be shut off if you have a past-due balance on April 15 and do not make and keep a new payment plan.

Other fuel or heating assistance resources

www.staywarm.mn.gov or

Energy Assistance Hotline at 1-800-657-3710 or
First Call for Help at United Way **2-1-1**

Right to Appeal

If you and Minnesota Power cannot agree on a payment plan, you have ten days to appeal to the Public Utilities Commission. The Commission will help you set up a payment plan, and your service will stay on during the appeal process.

No-cost, Low-cost Energy-saving Tips

- Manage your thermostat. Try 76°–78° during the cooling season and 66°–68° during the heating season.
- Use fans whenever possible instead of air conditioning, especially ceiling fans for rooms with high ceilings.
- Clean or change your furnace filters monthly. Filters are inexpensive and also clean the air you breathe.
- Lower your water heater thermostat to 120° F if possible. If you have a dishwasher, 140° F may be needed.
- Turn off all unused lights and appliances.
- Vacuum refrigerator and freezer coils every six months to improve the units' efficiency.
- Open shades on cold days to let warm sunlight in, and close shades on hot days to prevent the sun light from heating up the house.
- Wash clothes in cool water and hang clothes outside to dry when possible.
- Take shorter showers.
- Caulk and weather strip cracks around doors and window frames to prevent drafts.
- Remove or cover window air conditioners during the heating season.
- Insulate your home adequately.
- Close the door and heat registers in unused rooms.
- Do not block radiators or warm air registers with furniture, drapes or other objects.

For information on how you can become more energy efficient at home, at work or in your community, visit Minnesota Power's energy conservation Web site at

www.mnpower.com/powerofone.



a conservation program

Third Party Notice

Third Party Notice applies to all customers and is designed to notify the customer and a third party, such as a friend, relative, church, or community agency, that a shut-off notice has been sent. The third party can receive and give information about the customer and arrange payment plans with Minnesota Power for the customer. The third party is not responsible for payment.

Request for Third Party Notification

Member Name

Address

City

State

Zip

Phone

Account Number from Electric Bill

I give my permission to my electric utility to provide information and accept information from the party named below.

Member Signature

Date

Name of Third Party to Be Notified

Address

City

State

Zip

Phone

Third Party Signature

Date

(This request cannot be accepted without the third party's signature.)

Minnesota Power will make every effort to send a copy of the Shut Off Notice to the party specified. The customer making the request understands that the electric utility is not liable should the third party fail to receive or act upon the notice.

For your convenience, complete this form and return it with your next electric bill payment.

Social Service Agencies

Aitkin County:

Lakes & Pines Community Action Council*
320.679.1800 800.832.6082
Aitkin Health & Human Services
218.927.7200

Benton County:

Tri-County Community Action Program
320.251.1612 888.765.5597
Benton County Human Services
320.968.5087

Carlton County:

Lakes & Pines Community Action Council*
320.679.1800 800.832.6082
Carlton County Human Services
218.879.4583 800.642.9082

Cass County:

Bi-County Community Action Program
800.332.7135
Health, Human and Veteran Services
218.547.1340

Crow Wing County:

Lutheran Social Services
218.829.5000 800.829.5902
Crow Wing County Community Services
218.824.1250

Hubbard County:

Mahube-Otwa Community Action Partnership*
218.732.7204
Hubbard County Social Services
218.732.1451

Isanti County:

Lakes & Pines Community Action Council*
320.679.1800 800.832.6082
Isanti County Family Services
763.689.1711

Itasca County:

Kootasca Community Action Council*
218.327.2941 800.422.0312
Itasca County Health and Human Services
218.327.2941

Koochiching County:

Kootasca Community Action Council*
218.283.9491 800.559.9491
Koochiching County Community Services
218.283.7000

Lake County:

AEOA
218.749.2912 800.662.5711
Lake County Human Services
218.834.8400

Mille Lacs County:

Lakes & Pines Community Action Council*
320.679.1800 800.832.6082
Mille Lacs County Community Services
320.983.8208

Morrison County:

Tri-County Community Action Program*
320.251.1612 888.765.5597
Morrison County Social Services
320.632.2951

Pine County:

Lakes & Pines Community Action Council*
320.679.1800 800.832.6082
Pine County Health and Human Services
320.216.4100 800.450.7463

St. Louis County:

AEOA
Outside of Duluth 800.662.5711*
Duluth 218.624.7625
United Way Information & Referral
2-1-1
St. Louis County Public Health and Human Services
800.450.9777
Duluth Community Action
218.726.1665

Stearns County:

Tri-County Community Action Program
320.251.1612 888.765.5597
Stearns County Human Services
320.656.6000 800.450.3663

Todd County:

Todd County Social Services
320.732.4516 888.838.4066

Wadena County:

Mahube-Otwa Community Action Partnership
218.632.3600
Wadena County Human Services
218.631.7605

Fond du Lac Reservation:

218.878.2658

Leech Lake Band of Ojibwe:

218.335.3783 866.864.8668

Mille Lacs Band of Ojibwe:

Office of Energy and Emergency Services:
320.532.7880

*Weatherization programs available at no cost to you