

Cold Weather Rule Form

If you have difficulty paying your Todd-Wadena Electric Cooperative bill in full and need cold weather protection to avoid disconnection, please complete this form and return it to Todd-Wadena Electric Cooperative before the disconnect date stated on your bill.

In addition, you MUST CALL (800-321-8932) to set up a mutually agreed upon monthly payment plan. This payment plan must be kept current to be protected by the Cold Weather Rule and avoid disconnection.

NAME \_\_\_\_\_

ACCOUNT NUMBER \_\_\_\_\_ Total amount owed: \$ \_\_\_\_\_

ACCOUNT ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

PHONE HOME \_\_\_\_\_ CELL: \_\_\_\_\_ WORK: \_\_\_\_\_

Total annual (yearly) household income \$ \_\_\_\_\_ Total number of persons in household \_\_\_\_\_

Source(s) of income (check all that apply):

- Employment
- SSI/Food Stamps/MSA/Children's Health Plan
- AFDC/GA
- Disability/Social Security/Pension
- GI Medical Care/Medical Assistance
- I do not pay for any of my own medical expenses
- Other



If you have a medical emergency, a disabled person in the residence, or have medically necessary equipment requiring electricity, a certification form needs to be filled out by your medical provider, and given to TWEC. You are still responsible to pay your utility bill each month.

By signing this form I 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 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.

If you are the 'Third Party' for the member whose service is affected by this notice and are submitting this for him/her, sign here:

Signature \_\_\_\_\_

Phone \_\_\_\_\_ /\_\_\_\_\_/\_\_\_\_\_  
Date

Customer Signature \_\_\_\_\_

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
Date

THIRD PARTY NOTIFICATION FORM

\*You may want to alert a third party (friend, relative, community agency) if a disconnection notice has been issued to you. The third party will not be responsible to pay your bill, but will have the right to contact the cooperative and provide information or work out a payment arrangement. To designate a third party to be notified of the potential disconnection between October 15-April 15, complete this form and return it to the cooperative office.

Member Name \_\_\_\_\_

Account Number \_\_\_\_\_

Home Phone \_\_\_\_\_

Work Phone \_\_\_\_\_

3rd Party Name \_\_\_\_\_

3rd Party address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

3rd Party Home Phone \_\_\_\_\_

3rd Party Work Phone \_\_\_\_\_

3rd Party Signature \_\_\_\_\_ Date \_\_\_\_\_

Todd-Wadena Electric Cooperative has my permission to provide information to and accept information from the third party named above.

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

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

## TO AVOID DISCONNECTION BETWEEN OCTOBER 15 AND APRIL 15

### **You must complete the following steps:**

#### **1. Payment Plan**

If you receive a disconnect notice on your bill, you must call and set up a mutually agreed upon payment plan before the disconnect date on the bill. This payment plan must be kept current to be protected by the Cold Weather Rule and avoid disconnection

If you and TWEC cannot agree on a payment plan, you have 10 days to appeal to the State Public Utilities Commission. If you choose to appeal, deliver or mail a letter of appeal to TWEC before the disconnect date stated on your bill.

#### **2. Cold Weather Rule Form**

Complete the Cold Weather Rule Form, and return to TWEC before the disconnect date on your bill. You may complete this form online at [www.toddwadena.coop](http://www.toddwadena.coop).

If you receive any form of public assistance, including energy assistance between October 15 and April 15, you are eligible for Cold Weather Rule protection, HOWEVER, you must complete the above 2 steps. If your household income is at or below 50% of the state median household income, TWEC may verify income from the local energy assistance provider.

## FINANCIAL ASSISTANCE RESOURCES

If you need help paying your electric bills, you may qualify for state or federal energy assistance. For complete qualifications and application information, contact your local Social Services or Community Action Council (CAC) listed here. These organizations may also provide budget counseling.

#### **Energy Assistance, by county:**

Becker, Hubbard, Otter Tail & Wadena (Mahube OTWA)

218-847-1385 or 888-458-1385 (Detroit Lakes)

218-739-3011 (Fergus Falls)

218-632-3600 (Wadena)

218-732-7204 (Park Rapids)

Cass (Bi-Cap)

218-547-3438 or 800-332-7135 (Walker)

218-751-4631 or 800-332-7161 (Bemidji)

Douglas (West Central Communities Action)

218-685-4486 or 800-492-4805

Morrison (Tri-County)

320-251-1612 or 888-765-5597

Todd

320-732-4516 or 888-838-4066

#### **Social Services, by County:**

Becker 218-847-5628

Cass 218-547-1340

Hubbard 218-732-1451 or 877-450-1451

East Otter Tail 218-385-5450

West Otter Tail 218-998-8150

Todd 320-732-4500 or 888-838-4066

Wadena 218-631-7605

## ENERGY SAVING TIPS

- Plug electronic devices such as cable boxes, printers and TVs into power strips to turn off during vacations or long periods without use.
- Replace any light bulbs, especially ones that burn more than 1-hour per day, with an LED bulb.
- Close shades and drapes during the day to help keep heat out in the summer and at night to keep heat in during the winter.
- Outside your home, caulk around all penetrations, including telephone, electrical, cable, gas, water spigots, dryer vents, etc.
- Set your water heater temp. no higher than 120° F.
- Use air-dry cycle instead of heat dry cycle to dry dishes.
- Keep your garage door down. A warmer garage in the winter and cooler garage in the summer will save energy.
- Change HVAC filters monthly
- Make sure the dryer vent hose is not kinked or clogged.
- Ensure gaskets around your doors seal tightly.

09.2020

# Minnesota Cold Weather Rule

## Notice of Residential Member Rights & Responsibilities

This brochure explains the Cold Weather Rule, and the steps you must take if you cannot pay your bill, or if your electric service is scheduled to be disconnected.

**The Cold Weather Rule does not prevent winter disconnections. If you have a DISCONNECTION NOTICE on your bill between Oct. 15 and April 15, you must act before the disconnect date on the bill.**

Each year, some TWEC members are unable to pay their electric bill during cold weather months.

The Minnesota Cold Weather Rule was established to protect residential members from electrical service disconnection between October 15 and April 15.

Cold Weather Rule protection is available if the following conditions exist:

- 1. The disconnection would affect the member's main heating source;**
- 2. The member and TWEC agree on a payment plan;**
- 3. The member returned the Cold Weather Rule Form to TWEC.**



**Todd-Wadena**  
ELECTRIC COOPERATIVE

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