

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 _____

HOME PHONE _____ 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 1-April 30, 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 1 AND APRIL 30

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.

If you receive any form of public assistance, including energy assistance between October 1 and April 30, 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

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

- A smart thermostat is a high-tech way to save electricity year-round by programming the thermostat based on your schedule and adjust the temperature from your phone when you're away.
- 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.
- 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.
- Check the insulation in your house, by adding extra insulation in your attic, it can help reduce your electric bill in the winter.
- Don't block your air vents with with furniture or drapes which make your furnace work harder than it should.

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. 1 and April 30, 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 1 and April 30.

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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