

INABILITY TO PAY DECLARATION FORM

Please complete this form and return it to Todd-Wadena Electric Cooperative before the disconnect date listed on your bill. Note: The Cold Weather Rule **does not** prevent winter disconnections. You **must** call Todd-Wadena Electric Cooperative at 1-800-321-8932 or 218-631-3120 to set up a mutually agreed-upon monthly payment plan. This payment plan **must** be kept current to remain protected under the Cold Weather Rule and avoid disconnection.

Name _____

Account Number _____ Total Amount Owed \$ _____

Account Address _____

City _____ State _____ ZIP _____

Home Phone _____ Cell Phone _____ Work Phone _____

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

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

☐ Employment ☐ Unemployment/Worker's Compensation ☐ Child Support
☐ Social Security/SSI/Disability/Pension ☐ Medical Assistance/GA Medical Care/MN Care
☐ MFIP/GA/Food Stamps/MSA ☐ I do not pay for my 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.

Signature of Account Holder

____/____/____
Date

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

THIRD PARTY NOTIFICATION FORM

You may choose to designate a third party (friend, relative, or community agency) to be notified if a disconnection notice is issued to you. The third party is **not responsible** for paying your bill, but may contact the cooperative to provide information or help arrange a payment plan.

To have a third party notified of a potential disconnection between **October 1 and April 30**, complete this form and return it to the cooperative office.

Member Name _____

Account Number _____

Home Phone _____

Work Phone _____

THIRD PARTY INFORMATION

Name _____

Address _____

City _____ State _____ ZIP _____

Home Phone _____

Work Phone _____

Third Party Signature Date

*Todd-Wadena Electric Cooperative has my permission to provide information to and accept information from the third party named above. This request will not be accepted without the third party's signature. I understand that the cooperative assumes **no liability** if the third party fails to act upon notification.*

Signature of Account Holder Date

TO AVOID DISCONNECTION BETWEEN OCTOBER 1 AND APRIL 30

You must complete **both** of the following steps:

1. Set Up a Payment Plan

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

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

2. Return the Inability to Pay Declaration Form

Complete the **Inability to Pay Declaration Form** (on the reverse side) and return it to TWEC **before** the disconnect date on your bill.

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 still complete both steps above.

FINANCIAL ASSISTANCE RESOURCES

If you need help paying your electric bill, you may qualify for state or federal energy assistance. For eligibility and application information, contact your local Social Services office or Community Action Council (CAC) listed below. You may also apply for assistance online at www.mn.gov/home. 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 800-332-7161 (Walker)

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

Douglas (West Central Communities Action)

218-405-3073 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 or 866-454-5628

Cass 218-547-1340

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

Otter Tail 218-998-8150

Todd 320-732-4500

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 one-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 furniture or drapes which make your furnace work harder than it should.

Minnesota Cold Weather Rule

Notice of Residential Member Rights & Responsibilities

This brochure outlines how the Cold Weather Rule works and the actions you need to take if you're struggling to pay your bill or facing a possible disconnection.

The Cold Weather Rule does not prevent winter disconnections. If you receive a DISCONNECTION NOTICE between October 1 and April 30, you must act before the disconnect date on your bill.

Each year, some TWEC members struggle to pay their electric bill during the cold-weather months. The Minnesota Cold Weather Rule helps protect residential members from electric service disconnection between October 1 and April 30.

To qualify for Cold Weather Rule protection, all of the following must be met:

1. The disconnection would affect the member's primary heating source.
2. The member and TWEC agree on a payment plan.
3. The member returns the *Inability to Pay Declaration* form to TWEC.
4. The member keeps the payment plan current. (Missed or late payments void Cold Weather Rule protection.)



Todd-Wadena
ELECTRIC COOPERATIVE

P.O. Box 431 | 550 Ash Avenue NE
Wadena MN 56482
218-631-3120; 800-321-8932
www.toddwadena.coop

This institution is an equal opportunity provider and employer.