



# Red Lake Electric Cooperative

412 International Drive SW  
PO Box 430  
Red Lake Falls, MN 56750-0430

Office: 218-253-2168  
Fax: 218-253-2630  
Email: [info@redlakeelectric.com](mailto:info@redlakeelectric.com)

## APPLICATION FOR ELECTRIC SHUT-OFF PROTECTION

READ THE ENCLOSED NOTICE OF CUSTOMER RIGHTS AND POSSIBLE ASSISTANCE BEFORE COMPLETING THIS FORM.

If you can't pay your entire bill and need to make special arrangements to spread out your payments, call Red Lake Electric Cooperative, Inc. at 1-800-245-6068 or 218-253-2168 before the due date. You need not send in this form just to make a payment arrangement, simply call.

**If you can't pay your entire bill you need to contact us to make arrangements to pay your entire bill, or provide a third party contact, and fill out this form and return it to Red Lake Electric Cooperative, Inc. IMMEDIATELY.**

Fill out completely.

NAME \_\_\_\_\_ ADDRESS \_\_\_\_\_

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

PHONE \_\_\_\_\_ WORK \_\_\_\_\_ ACCOUNT # (From Bill) \_\_\_\_\_

TOTAL ANNUAL HOUSEHOLD INCOME \$ \_\_\_\_\_ NUMBER IN HOUSEHOLD \_\_\_\_\_

CALL RED LAKE ELECTRIC COOPERATIVE, INC. WITHIN 10 DAYS AFTER THE POSTMARKED DATE ON THIS NOTICE TO VERIFY YOUR STATUS AND TO MAKE ANY NECESSARY PAYMENT ARRANGEMENTS. THE PHONE NUMBER IS 1-800-245-6068 OR 218-253-2168.

By signing this form, I hereby authorize any gas or electric utility that serves me to exchange billing information. I acknowledge that I have received, read and understand the enclosed Notice of Residential Customer Rights and Possible Assistance. I attest that the above information is true and correct.

Customer's Signature \_\_\_\_\_ Date \_\_\_\_\_

RETURN THIS FORM AND OTHER DOCUMENTATION TO RED LAKE ELECTRIC COOPERATIVE, INC IMMEDIATELY

## THIRD PARTY NOTICE

The purpose of this program is to notify a third party, as the customer, that a Notice of Proposed Disconnection has been sent.

A third party could be a friend, relative, church or community agency. The third party receives copies of all disconnection notices Red Lake Electric Cooperative mails to the customer, but is NOT required to pay the bills. The third party is authorized to exchange information about the customer and make a payment plan with the Red Lake Cooperative on the customer's behalf. This helps avoid the hardship that would result from disconnecting the customer's service.

If you want to name a third party, please fill out the Third Party Notice form below and return it to the Red Lake Electric Cooperative.

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

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

Third Party Name \_\_\_\_\_ Phone Number \_\_\_\_\_

Address \_\_\_\_\_

Third Party Signature \_\_\_\_\_ Date \_\_\_\_\_

# NOTICE OF RESIDENTIAL CUSTOMER RIGHTS AND POSSIBLE ASSISTANCE

## READ CAREFULLY

### 216B.097 COLD WEATHER RULE; COOPERATIVE OR MUNICIPAL UTILITY.

107

#### *Subdivision 1. Application; notice to residential customer.*

(a) A municipal utility or a cooperative electric association must not disconnect and must reconnect the utility service of a residential customer during the period between October 1 and April 30 if the disconnection affects the primary heat source for the residential unit and all of the following conditions are met:

(1) The household income of the customer is at or below 50 percent of the state median household income. A municipal utility or cooperative electric association utility may (i) verify income on forms it provides or (ii) obtain verification of income from the local energy assistance provider. A customer is deemed to meet the income requirements of this clause if the customer receives any form of public assistance, including energy assistance, that uses an income eligibility threshold set at or below 50 percent of the state median household income.

(2) A customer enters into and makes reasonably timely payments under a payment agreement that considers the financial resources of the household.

(3) A customer receives referrals to energy assistance, weatherization, conservation, or other programs likely to reduce the customer's energy bills.

(b) A municipal utility or a cooperative electric association must, between August 15 and October 1 each year, notify all residential customers of the provisions of this section.

#### *Subd. 2. Notice to residential customer facing disconnection.*

(a) Before disconnecting service to a residential customer during the period between October 1 and April 30, a municipal utility or cooperative electric association must provide the following information to a customer:

- (1) a notice of proposed disconnection;
- (2) a statement explaining the customer's rights and responsibilities;
- (3) a list of local energy assistance providers;
- (4) forms on which to declare inability to pay; and
- (5) a statement explaining available time payment plans and other opportunities to secure continued utility service.

(b) At the same time that notice is given under paragraph (a), the utility must also give written or electronic notice of the proposed disconnection to the local energy assistance provider and the department.

#### *Subd. 3. Restrictions if disconnection necessary.*

(a) If a residential customer must be involuntarily disconnected remotely using advanced metering infrastructure or physically at the property being disconnected between October 1 and April 30 for failure to comply with subdivision 1, the disconnection must not occur:

- (1) on a Friday, unless the customer declines to enter into a payment agreement offered that day in person or via personal contact by telephone by a municipal utility or cooperative electric association;
- (2) on a weekend, holiday, or the day before a holiday;
- (3) when utility offices are closed; or
- (4) after the close of business on a day when disconnection is permitted, unless a field representative of a municipal utility or cooperative electric association who is authorized to enter into a payment agreement, accept payment, and continue service, offers a payment agreement to the customer.

Further, the disconnection must not occur until at least 30 days after the notice required in subdivision 2 has been mailed to the customer or 15 days after the notice has been personally delivered to the customer.

(b) The customer must not be disconnected until the utility attempts to confirm whether the residential unit is actually occupied, which the utility may accomplish by:

- (1) visiting the residential unit; or
- (2) examining energy usage data obtained through advanced metering infrastructure to determine whether there is energy usage over at least a 24-hour period that indicates occupancy.
- (c) A utility may not disconnect a residential customer who is in compliance with section [216B.098, subdivision 5](#).
- (d) If, prior to disconnection, a customer appeals a notice of involuntary disconnection, as provided by the utility's established appeal procedure, the utility must not disconnect until the appeal is resolved.

(e) For the purposes of this section, "advanced metering infrastructure" means an integrated system of smart meters, communication networks, and data management systems that enables two-way communication between a utility and its customers.

***Subd. 4. Application to service limiters.***

For the purposes of this section, "disconnection" includes a service or load limiter or any device that limits or interrupts electric service in any way.

***Subd. 5. Cost recovery.***

A municipal utility or cooperative electric association may recover the reasonable costs of disconnecting and reconnecting a residential customer, based on the costs of providing notice to the customer and other entities and whether the process was accomplished physically at the property being disconnected or reconnected or remotely using advanced metering infrastructure.

**FEDERAL / STATE ENERGY ASSISTANCE**

If you need help paying your electric utility bill, you may qualify for state or federal fuel assistance. For complete, qualification and application information, contact your local county welfare or community/citizen's action council listed below. These organizations may also provide budget counseling.

<b>Inter-County Community Council</b> SERVES EAST POLK, PENNINGTON & RED LAKE COUNTIES	<b>Oklee, MN</b> Toll Free 888-778-4008	<b>218-796-5144</b> Fax 833-792-1046
<b>Northwest Community Action</b> SERVES EAST MARSHALL COUNTY	<b>Badger, MN</b> Toll Free 800-568-5329	<b>218-523-3258</b> Fax 218-528-3259
<b>Tri-Valley Opportunity Council</b> SERVES WEST POLK, WEST MARSHALL COUNTIES	<b>Crookston, MN</b> Toll Free 866-264-3729	<b>218-281-9080</b> Fax 800-475-3102
<b>Red Lake Community Action Agency</b> SERVES BELTRAMI COUNTY	<b>Red Lake, MN</b>	<b>218-679-1880</b> Fax 218-679-4291
<b>Beltrami Social Services</b>	<b>Red Lake, MN</b>	<b>218-679-3945</b>
<b>Clearwater County Social Services</b>	<b>Bagley, MN</b>	<b>218-694-6164</b>
<b>Marshall County Social Services</b>	<b>Warren, MN</b>	<b>218-745-5124</b>
<b>Pennington County Social Services</b>	<b>Thief River Falls, MN</b>	<b>218-681-2880</b>
<b>Polk County Social Services</b>	<b>Crookston, MN</b>	<b>218-281-3127</b>
<b>Red Lake County Social Services</b>	<b>Red Lake Falls, MN</b>	<b>218-253-4131</b>