

Third Party Notice

The purpose of this program is to notify a third party, as well as the customer, that a Final Disconnection Notice has been delivered. 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 Red Lake Electric Cooperative on the customer's behalf.

Name: _____

Account number: _____

Customer signature: _____

Date: _____

Third party name: _____

Phone # of third party: _____

Address of third party: _____

Third party signature: _____

Date: _____

Annual Income Guidelines

Household Size Annual Income 3 Monthly Max

1	\$30,572	\$7,643
2	\$39,979	\$9,994
3	\$49,386	\$12,346
4	\$58,793	\$14,698
5	\$68,200	\$17,050
6	\$77,607	\$19,401

Energy Efficiency Tips

- Limit the use of portable heaters.
- Caulk and weather strip cracks around doors and window frames. Block openings at the bottom of doors to prevent draft.
- Lower the setting on your thermostat at night and dress warmly.
- Lower the setting on your water heater to 120 degrees.
- Run dishwasher only when it is full.
- Open the shades during the winter days to let the sunlight in. Close the shades at night to help insulate your windows and keep your house warmer.
- Wash lightly soiled clothes in cold water. Use warm water instead of hot for heavily soiled clothes.
- Repair leaky faucets, especially the hot water faucet.
- Turn off all lights and appliances when not in use.
- Close all windows tightly and use locks to give them a tight seal. This helps prevent cold air from leaking in. Cover windows with plastic.
- Repair any broken windows immediately and close all storm windows.
- Remove or cover your window air conditioning units during the heating season.
- Clean or replace dirty furnace filters.
- Check your furnace every year for safe and efficient operation.
- Vacuum refrigerator and freezer coils every six months to improve efficiency.
- Close off any unused rooms.



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Minnesota Cold Weather Rule

October 1 – April 30

This is a DISCONNECT NOTICE and notice of Residential Member Rights and Possible Assistance

The Minnesota Cold Weather Rule does not prevent winter disconnections. We have called on you to collect payment for your delinquent energy bill. You MUST contact Red Lake Electric at the phone number or email address above immediately. If you have contacted an agency for assistance, please let us know.

ACT NOW! Your electricity can be disconnected in 15 days.

THE INFORMATION CONTAINED IN THIS BROCHURE WILL GIVE YOU IMPORTANT INFORMATION ON THE MINNESOTA COLD WEATHER RULE, WHAT YOUR RIGHTS AND RESPONSIBILITIES ARE, AND TIPS TO HELP YOU REDUCE ENERGY CONSUMPTION IN YOUR HOME.

Please read the Notice of Residential Customer Rights and Possible Assistance document on the inside of this brochure BEFORE you complete the Cold Weather Disconnect Protection Form included within this pamphlet.

Notice of Residential Customer Rights

This notice informs you of your rights and responsibilities under the Minnesota Cold Weather Rule. You must act PROMPTLY. If you choose not to enter a mutually acceptable payment plan, your service may be disconnected.

An electric cooperative 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 the following conditions are met:

- 1) The household income of the customer is at or below 50 percent of the state median household income. Income verification can be obtained on the Disconnect Protection Form included in this pamphlet or obtained 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; and
- 2) A customer enters into and makes reasonably timely payments under a payment agreement that considers the financial resources of the household; and
- 3) A customer receives referrals to energy assistance, weatherization, conservation, or other programs likely to reduce the customer's energy bills.

The Minnesota Cold Weather Rule affords you these rights and responsibilities:

It is your responsibility to provide documentation to Red Lake Electric that your household income is less than 50 percent of the state median income or inform RLEC if you are a recipient of energy assistance.

It is your responsibility to call Red Lake Electric to set up a mutually acceptable payment plan. This plan will include your outstanding balance, the current balance owing and the estimated use during the payment schedule period. Contact Red Lake Electric IMMEDIATELY to arrange a schedule.

It is your right to not be disconnected on a Friday, unless you decline to enter into a payment agreement offered that day in person or by personal contact by telephone by RLEC. You will not be disconnected on a weekend, holiday or the day before a holiday.

It is your right not to be disconnected until at least 30 calendar days after the date of notice and information (on current electric bill) or until 15 calendar days after this notice and information has been personally delivered.

If, prior to disconnection, you and RLEC cannot agree on a payment plan, you can request an appeal. Red Lake Electric will not disconnect until the appeal is resolved. Appeals will be directed to the Minnesota Public Utilities Commission. The Commission will help you set up a payment plan.

Minnesota's Consumer Cold Weather Protection rules were developed and are maintained by the State of Minnesota. To request a copy of the rules or ask specific questions call the MN Department of Commerce at 651-296-4026 or visit www.revisor.mn.gov statutes #216B.097.

Help to pay your bill is only a phone call away, you may qualify for state or federal fuel assistance. The following is a list of Energy Assistance Providers in the RLEC service area:

Inter-County Community Council

(East Polk, Red Lake and Pennington counties)

888-778-4008 or 218-796-5144

NW Community Action(NWCA)

(East Marshall county) 800-568-5329 or 218-528-3258

Tri-Valley Opportunity Council(TVOC)

(West Polk and West Marshall counties)

866-264-3729 or 218-281-9080

Red Lake Community Action Agency(RLCAP)

(Beltrami county)

218-679-1880

Emergency Assistance:

Polk County Social Services - 218-281-3127

Pennington County Social Services - 218-681-2880

Red Lake County Social Services - 218-253-4131

Beltrami County Social Services - 218-679-3945

Clearwater County Social Services - 218-694-6164

Salvation Army HeatShare - 800-842-7279

COLD WEATHER DISCONNECT PROTECTION FORM

Form to declare your inability to pay.

Fill out completely & return to RLEC.

NAME: _____

ADDRESS: _____

CITY/STATE/ZIP: _____

Account Number _____

Total household income for the past 3 months

\$ _____

Sources of income (Check appropriate box)

Wages, self-employment, retirement income
 MFIP, DWP, GA, Food stamps
 Unemployment/Workmen's Compensation
 Disability, Veterans Benefit, Social Security
 Interest & Dividends

Total number of persons living in household including yourself _____

I have already been approved for fuel assistance or emergency assistance from the following local Energy Assistance provider based on my income:

Name of Agency _____

I agree to pay RLEC \$_____ on the _____ day of each month. If the terms set forth here are not adhered to I understand that the power will be shut off without notice. (Must be approved by RLEC)

Please check if any of the following exist in your home:

Medical Emergency
 Disabled person

By signing this form, I hereby authorize Red Lake Electric to exchange billing information with necessary agencies.

I also authorize any energy assistance providers or human service agencies to exchange any income information to help determine income eligibility. I acknowledge that I have received, read and understand the enclosed Notice of Customer Rights and Possible Assistance. I attest that the above information is true and correct.

Signature: _____

Date: _____ Return to RLEC, PO Box 430, Red Lake Falls, MN 56750