

Read the Notice of Residential Customer Rights and Possible Assistance on the reverse side of this before completing the application.

Cold Weather Shutoff Protection Application
Fill out completely - (please print)
A copy of income verification must accompany this form.


Notification of Rights & Responsibilities


If you do not meet **ALL** the conditions of the Cold Weather Rule as outlined on the reverse side, you do not qualify for cold weather shutoff protection. However, you still can continue to receive electric service if you call us to set up a mutually acceptable payment arrangement. Call People's Cooperative Services at (507) 288-4004 or 1-800-214-2694 **BEFORE** the disconnect date.


If you meet **ALL** the conditions of the Cold Weather Rule, cannot pay your electric bill, and need cold weather protection from utility shutoff, complete and mail the "Cold Weather Shutoff Protection" application **IMMEDIATELY** with the **PROPER DOCUMENTATION TO SUPPORT INCOME ELIGIBILITY.**

Mailing address: People's Cooperative Services
PO Box 339
Rochester, MN 55903-0339

Energy Assistance Providers Serving People's Cooperative Services

Olmsted County Energy Assistance
Community Services/Income Maintenance 
• (507) 328-6500
• On Line: www.co.olmsted.mn.us and search for Energy Assistance
• Application Request Line: (507) 328-6508

SEMCAC
• Dodge County - Kasson - (507) 634-4350
• Fillmore County - Preston - (507) 765-2761
• Mower County - Austin - (507) 433-5889
• Winona County - Rushford - (507) 864-7515
Toll Free (800) 944-3281 

Three Rivers Community Action, Inc.
 Zumbrota (507) 732-7391
Toll Free (800) 277-8418

Rochester Salvation Army - (507) 288-3663
Toll Free (888) 999-1567

Name _____
Address _____
City, State, Zip _____
Home Phone _____ Cell _____
Email _____
Account Number (from your bill) _____
Total Amount Owing \$ _____
Total Annual Household Income \$ _____
Number of persons in Household (including yourself) _____

Source of Income ("X" appropriate boxes)

- Employment
- Unemployment/Workman'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

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

- Medical Emergency
- Disabled person in residence
- I have already been approved for fuel assistance or energy assistance from a local energy assistance agency based on my income.

By signing this form, I hereby authorize any gas or electric utility that serves me to exchange billing information. 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 Residential Customers Rights and Possible Assistance. I attest that the above information is true and correct.

Signature _____
Date _____


**Minnesota
Cold
Weather
Rule**

In effect October 15 through April 15

PLEASE NOTE: The Minnesota Cold Weather rule does not totally forbid winter cutoffs. If you receive a disconnection notice this winter, you must act promptly.



People's Cooperative Services

Your Touchstone Energy® Cooperative 

3935 Highway 14 East
PO Box 339 · Rochester, MN 55903-0339

Business Hours: Monday - Friday
7:30 a.m. - 4:00 p.m.
(507) 288-4004
1-800-214-2694

Website: www.peoplesrec.com
Email: memberservices@peoplesrec.com

Notice of Residential Customer Rights and Possible Assistance (Please read carefully)

This notice informs you of your responsibilities and rights under the Cold Weather Rule. These are designed to help you with your high winter electric bills. You must act **PROMPTLY**. If you choose not to assert your rights or choose not to enter a mutually acceptable payment plan, your electric service may be disconnected.

An electric cooperative must not disconnect the utility service of a residential customer during the period between October 15 and April 15 if the disconnection affects the primary heat source of the residential unit when **ALL** the following conditions are met:

- (1) The household income of the customer is at or below 50 percent of the state median income. Income may be verified on forms provided by the cooperative or by the local energy assistance provider. A customer meets the income requirement if they receive energy assistance or other type of public assistance that uses an income eligibility threshold set at or below 50 percent of the state median income;
- (2) A customer enters into and makes reasonable timely payments under a payment agreement that considers the financial resource of the household; and
- (3) A customer receives from the cooperative referrals to energy assistance programs, weatherization, conservation, or other programs likely to reduce the customer's energy bills.

Third Party Notice

The Third Party Notice applies to all customers. This program helps those who live alone, senior citizens, disabled, and landlord/renter situations.

This program notifies a third party, along with the customer, that a disconnect notice has been sent. A third party could be a friend, relative, church or community agency. The third party receives copies of all disconnect notices we mail to customers, but is not required to pay the bill(s). By volunteering, the third party is able to receive and give information about personal circumstances and make a payment arrangement with PCS for the customer. This helps avoid the hardship that would result from the disconnect of service.

If you want to name a third party, please fill out a "Third Party Notice" form, available from the cooperative office. If you know of someone who could use third party help, please direct them to our office.

The Cold Weather Law Provides You With These Options

THE RIGHT to declare your need for cold weather protection. If your household income is at or below 50% of the state median income, the service affecting your primary heat source cannot be disconnected for nonpayment of your bill. However, we have the right to accept or reject your request based on information supplied or other supporting documentation.

THE RESPONSIBILITY, if you choose to declare a need for cold weather protection you must complete a "Cold Weather Shutoff Protection" application and return it to People's Cooperative Services within fifteen (15) days of the notice to disconnect and you must contact us immediately to arrange a payment plan.

THE RIGHT to a mutually agreeable payment arrangement with us. The arrangement will cover your existing arrears plus the estimated usage during the payment arrangement period.

THE RIGHT not to be involuntarily disconnected after business hours, on a Friday or a weekend, the day before or on a holiday, or until at least twenty (20) days after the postmark on the notice to disconnect or until fifteen (15) days after the notice and information has been personally delivered.

THE RIGHT to receive budget counseling from your local energy assistance provider or another organization of your choice.

THE RIGHT to appeal the disconnection of service to People's Cooperative Services. If you choose to appeal, you must deliver or mail a personal letter stating your situation and issues in dispute. Your letter must be in our hands before the date of disconnection. You will be notified when People's Cooperative Services reviews your appeal and you may be present at the review. No disconnection of service will take place during the appeal process.

NOTE: As of April 15 your account needs to be current or you will have to enter into a new payment arrangement or your service could be disconnected.

Energy Assistance

What is Energy Assistance?

Funds to help pay winter heating/energy bills.

Who is Energy Assistance for?

Wage earners, self-employed, seniors, retirees and others on fixed income. All income eligible households.

Who can apply for Energy Assistance?

Home owners, renters who pay heating costs, and renters with heat included in rent.

What are the income eligibility requirements?

2011 - 2012 Income Eligibility Guidelines	
Number in Household	Gross Three Month Income
1	\$5,596
2	\$7,318
3	\$9,040
4	\$10,762
5	\$12,484
6	\$14,206
7	\$14,529
8	\$14,852

For additional information or an application, contact the agency in your area.

Energy Efficiency Tips



- Furnace filters should be kept clean
- Weatherize all windows and doors to keep out cool drafts
- Open shades during the daylight hours to let warm sunlight in
- Close shades at night
- Lower the setting on your thermostat
- Turn off and, when possible, unplug all unused lights, appliances, and electronics
- Beware of the cost and safety issues when using portable space heaters