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

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 People's Energy Cooperative to arrange a mutually acceptable payment arrangement. Call (507) 367-7000 or (800) 214-2694 **BEFORE** the due 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 Energy Cooperative
1775 Lake Shady Avenue South
Oronoco, MN 55960

Energy Assistance Providers Serving People's Energy Cooperative

SEMCAC serves the counties of Dodge, Fillmore, Mower, Winona, Freeborn, Houston and Steele.

- Toll Free (800) 944-3281

Three Rivers Community Action, Inc. serves Olmsted and Wabasha County.

- Zumbrota (507) 732-7391
- Toll Free (800) 277-8418

Rochester Salvation Army HeatShare

- (507) 288-3663

Cold Weather Shutoff Protection Application
Fill out completely - (please print)

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/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

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 _____

**A copy of income verification must accompany this form.*

2014-2015

Notification of Rights & Responsibilities

Minnesota Cold Weather Rule

In effect October 15 through April 15

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 Energy Cooperative
Your Touchstone Energy® Cooperative

1775 Lake Shady Avenue South
Oronoco, MN 55960

Business Hours: Monday - Friday
7:30 a.m. - 4:00 p.m.
507-367-7000
1-800-214-2694

Website: *www.peoplesenergy.coop*
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 into 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. **ALL** the following conditions must be 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 a payment agreement that considers the financial resource of the household and makes reasonable timely payments; 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 program applies to all customers. It is intended to help those who live alone, senior citizens, disabled, and/or in 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 People's Energy Cooperative for the customer. This helps avoid the hardship that would result from the service disconnection.

If you want to name a third party, please fill out a "Third Party Notice" form, available from People's Energy Cooperative. 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 percent 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 Energy Cooperative within fifteen (15) days of the notice to disconnect and you must contact People's Energy Cooperative immediately to arrange a payment plan.

THE RIGHT to a mutually agreeable payment arrangement with People's Energy Cooperative. The arrangement will cover your existing arrears plus the estimated usage during the payment arrangement period. Failure to comply with or change the existing payment arrangement may result in the service being disconnected.

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

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?

2014 - 2015 Income Eligibility Guidelines	
Number in Household	Gross Three Month Income
1	$5,838
2	$7,635
3	$9,431
4	$11,228
5	$13,024
6	$14,821

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

Energy Efficiency Tips

- Clean or change your furnace filters monthly.
- 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 of your water heater to 120° F.
- Lower setting on your thermostat. (Recommended 66-68° F)
- Turn off, and when possible, unplug all unused lights, appliances, and electronics.
- Beware of the cost and safety issues when using portable space heaters.
- Vacuum refrigerator and freezer coils every six months to improve efficiency.
- Remove or cover window air conditioners during the heating season.
- Consider washing clothes in cold water.