

Requirements on Utilities Before Disconnection

Prior to disconnecting a residential customer's service between October 15 and April 15, a utility must provide the customer with the following information:

- Notice of the disconnection
- Information on the customer's rights and responsibilities
- A list of local energy assistance providers
- A form on which the customer can declare inability to pay
- Information on available payment plans and other opportunities to secure continued utility service

Need Help Paying Your Bill?

Energy Assistance Hotline
1-800-657-3710

The Salvation Army Heatshare
1-800-834-7279

Information provided by:



3025 Harbor Lane North, Suite 400
Plymouth, MN 55447
(763) 551-1230
1-800-422-0119
www.mmua.org

Concerned About Paying Your Heating Bills this Winter?



The Cold Weather Rule is in Effect October 15 - April 15

in place to appeal a decision to disconnect. Call and ask how to initiate a decision appeal.

Q: How long will my payment plan last?

A: Payment plans under the Cold Weather Rule last until April 15 unless you make other arrangements with your utility.

Q: What happens to my utility service after April 15?

A: If you set up and keep a new payment plan with your utility, you will have service. If you do not keep your payment plan, and you have a past-due balance on April 15, your service could be shut off.

Understand Your Rights and Responsibilities to Keep Your Heat on this Winter.

assistance or other type) that has a 50% median state household income eligibility requirement.

Q: Are renters eligible?

A: Renters with gas or electric service accounts in their name are eligible if they meet the income requirement.

Q: How do I apply for a Cold Weather Rule payment agreement?

A: Contact your utility and request a Cold Weather Rule payment arrangement.

Q: What if I can't make a scheduled payment?

A: Contact your utility immediately. If you do not make your payments, the utility service controlling your home heating may be shut off.

Q: If I follow the rules and still get disconnected, who can I call?

A: Your utility should have a process

Frequently Asked Questions About the Cold Weather Rule

Q: Can my home's heat be shut off in the winter?

A: Yes. Natural gas service can be stopped for non-payment. Electric service can also be disconnected, and most furnaces need electricity to run as well as gas.

Q: What if I can't pay the gas or electric bill affecting my heat?

A: If you qualify under the state's Cold Weather Rule, and you contact your utility, enter into a payment agreement and continue to make the payments, your home heat is protected from shut off between October 15 and April 15.

Q: Do I qualify under the Cold Weather Rule?

A: Customers at or below 50% of the median state household income are eligible. Your eligibility can be verified through forms from your utility or from any document showing that you receive public assistance (energy