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:

Minnesota Municipal Utilities Association

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?

Customer Protections Under Minnesota’s Cold Weather Rule

Minnesota Municipal Utilities Association
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 stopped if your utility is operating under the Cold Weather Rule. Your eligibility can be verified by median state household income or through forms from your utility or public assistance (energy assistance or other type) that has a 50% median state household income eligibility requirement.

Q: If I qualify under the state’s Cold Weather Rule, and I contact your utility, enter into a payment agreement and continue to make the payments, will my home heat be protected from shut off between October 15 and April 15?
A: Yes. Natural gas service can be stopped for non-payment, but your utility service controlling your home heating may be shut off if you do not make your payments. If you do not make your payments, the utility service controlling your home heating may be shut off, regardless of whether you contact your utility or enter into a payment agreement.

Q: 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, what will happen to my utility service after April 15?
A: Payment plans under the Cold Weather Rule last until April 15. If you set up and keep a new payment plan with your utility, your utility service controlling your home heating may be shut off if you do not make your payments. If you do not make your payments, the utility service controlling your home heating may be shut off, regardless of whether you contact your utility or enter into a payment agreement.

Q: 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, will my payment plan last until April 15?
A: Yes. Payment plans under the Cold Weather Rule last until April 15. 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 with your utility, your utility service controlling your home heating may be shut off if you do not make your payments. If you do not make your payments, the utility service controlling your home heating may be shut off, regardless of whether you contact your utility or enter into a payment agreement.

Q: What happens to my utility service after April 15?
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, your utility service controlling your home heating may be shut off.

Q: How long will my payment plan last?
A: Payment plans under the Cold Weather Rule last until April 15. 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 utility service controlling your home heating may be shut off.