



THE MINNESOTA COLD WEATHER RULE



Notice of Residential Customer Rights and Possible Assistance

The Minnesota Legislature and the Minnesota Public Utilities Commission have approved a statute change to the Cold Weather Rule that applies to certain residential customers from October 1 through April 30.

NOTE: The Minnesota Cold Weather Rule does not apply to a residence where disconnecting electric service does not affect the primary heating source.

This notice is to inform customers about their rights and responsibilities under the Cold Weather Rule. These rights and responsibilities are designed to help customers with winter utility bills. You must act PROMPTLY! If you choose not to assert your rights or choose not to enter into a mutually acceptable payment schedule, your service may be disconnected.

If you need assistance paying your gas or electric bills, you may qualify for state or federal energy assistance. To determine if you qualify and to receive application information, please contact one of the following organizations:

West Central Minnesota Communities Action
800.492.4805

Clay County Social Services
218.299.5200

FirstLink
2-1-1 or 701-235-SEEK (7335)

Moorhead Public Service

2901 S Frontage Rd, Ste 2 | P.O. Box 779 | Moorhead MN 56561-0779
www.mpsutility.com | 218.477.8000, Option 4 | mps@mpsutility.com

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Specifically, the Cold Weather Rule provides customers with these rights and responsibilities:

Inability to Pay:

You have the Right to declare the Inability to Pay the outstanding electric portion of your utility bill. If you do so AND you have entered into a mutually agreed-upon payment schedule with Moorhead Public Service (MPS), the service affecting your primary heat source will not be disconnected for non-payment of your bill. However, MPS may appeal this declaration of Inability to Pay to the Moorhead Public Service Commission (MPSC), at which time you will need to provide the MPSC with proof that you are unable to pay. Your service cannot be disconnected until this appeal is resolved.

You have the Responsibility to complete the Inability to Pay form and return it to MPS within 7 days--if you choose to declare the Inability to Pay. If you have proof that you are receiving any current form of state or federal assistance that is based on the household's income being 50 percent of the State of Minnesota median income, you do not need to complete the Inability to Pay form. Instead, you must provide MPS with proof that you are currently receiving the qualifying assistance. Upon providing proof of the Inability to Pay, the customer is also responsible for contacting MPS to arrange a mutually agreed-upon payment plan.

Payment Schedule:

You have the Right to enter into a mutually acceptable monthly payment schedule with MPS. This payment schedule will cover the existing amount due, plus the estimated usage during the payment schedule period. If you are able to pay, but still desire to enter into a payment schedule, please contact MPS at 218.477.8000, Option 4, to make arrangements.

You have the Responsibility to make payments as agreed to, or promptly notify MPS why you cannot keep the payment arrangement. You may then request that the original payment schedule be changed. Any changes in the payment schedule are subject to approval by MPS.

Budget Counseling:

You have the Responsibility to contact and receive budget counseling from the local energy assistance provider or other financial counseling organizations. Some of these agencies are listed on the reverse side.

Disputes regarding the previously-listed options can be appealed to the MPSC. Copies of the Cold Weather Rule are available at MPS or on-line at www.mpsutility.com.