



14601 Ramsey Boulevard
Ramsey, Minnesota 55303
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Customer Declaration of Cold Weather Rule Protection

The Minnesota Cold Weather Rule protects residential utility customers during the cold winter months. Under this rule, your electric service will not be disconnected from **October 15 through April 15** if you meet the Cold Weather Rule requirements.

STEP 1

Name on Account: _____

Service Address: _____

City: _____ State: _____ Zip: _____

Home Phone Number: _____ Work Phone Number: _____

Connexus Energy Account Number: _____ - _____ Social Security Number: _____

Spouse/Roommate: _____

Social Security Number: _____ Work Phone Number: _____

Number of people living in the household, including yourself: _____

STEP 2

You must provide proof of income* for each adult household member. Attach the last THREE FULL MONTHS of total gross household income. Total amount of gross income: \$ _____

Note: Application will be automatically denied if proof of income is not provided.

* Proof of Income: Paystubs, child support, Social Security, disability, unemployment, food assistance, cash assistance, family/friends assistance, and student financial aid. Bank statements are NOT acceptable forms of income.

STEP 3

I acknowledge the above information is correct and given for the purpose of determining an alternative payment plan with Connexus Energy. I authorize Connexus Energy to contact Financial Assistance Agencies on my behalf to verify this information and obtain any additional information deemed necessary.

Signature: _____ Date: _____

Submit this completed form, along with your income verification, within 10 days to Connexus Energy. If approved, you will receive a confirmation letter indicating the amount of your first payment. That payment is due seven days from the date on the confirmation letter. If you do not hear from us within 10 days, please call Connexus Energy's Credit Department at 763.323.2620.

Fax to: 763.323.2688

Mail to: Connexus Energy
Attn: Credit Department
14601 Ramsey Blvd.
Ramsey, MN 55303

Cold Weather Rule Notice of Residential Customer Rights and Responsibilities

Read Carefully

The Cold Weather Rule, Section 2168.097 of the Public Utilities Act, provides that from October 15 through April 15, a utility cannot disconnect a residential utility customer for non-payment if:

- The disconnect would affect your primary heat source.
- You declare Cold Weather Rule Protection.
- Your total household income is within PUC Cold Weather Rule guidelines.
- You have entered into a payment plan and payments are reasonably on time.

The purpose of this notice is to inform you of your rights and responsibilities under the Cold Weather Rule. You must act PROMPTLY. If you choose not to assert your rights or choose not to enter into a mutually acceptable payment plan, your service may be disconnected.

The Cold Weather Rule provides you these rights and responsibilities:

The right to declare Cold Weather Rule Protection. If you do so, and enter into a mutually acceptable payment plan, your service affecting your main heat source cannot be disconnected, provided you meet the conditions listed above.

The responsibility to declare Cold Weather Rule Protection by completing the form on the reverse side and returning to Connexus Energy within 10 days. You must call Connexus Energy's Credit Department at 763.323.2620 to arrange a payment plan if you have not heard from us within 10 days of submitting the application.

The right to a mutually acceptable payment plan. If you are unable to pay today, but wish to enter into a payment plan, call Connexus Energy's Credit Department immediately to arrange a payment plan.

The responsibility of making payments as agreed or promptly notifying Connexus Energy why you cannot keep your arrangements.

The right that before you are disconnected, to appeal your disconnect notice to Connexus Energy. Your service will not be disconnected until your appeal is resolved by the Connexus Energy appeals board.

The responsibility if you choose to appeal, to deliver or mail a personal letter of appeal stating your situation issues in dispute. Your letter of appeal must be in our hands BEFORE the day of disconnection. The Connexus Energy Appeals Board will review your appeal within 20 days after it is received. You must call Connexus Energy's Credit Department for the date and time of the appeal review if you want to be present.

Financial Assistance Agencies

You may be eligible for financial assistance when paying your electric bill. The following is a list of agencies, by county, to contact for assistance.

ANOKA COUNTY

Anoka County Community Action Energy Assistance Program

763.783.4712

Anoka County Economic Assistance

(Adults only) 763.422.7246

(Family) 763.717.7730

CEAP

763.783.4930

Salvation Army HeatShare Program

763.755.6873 x123 or x124

CHISAGO COUNTY

Lakes & Pines Community Action Council Inc.

320.679.1800

1.800.832.6082

Chisago County Health & Human Services

651.213.5600

Salvation Army HeatShare Program

651.739.6288

HENNEPIN COUNTY

Community Action Partnership of Suburban Hennepin

952.930.3541

952.933.9639

Hennepin County Human Services

612.596.1300

Salvation Army HeatShare Program

763.425.0517

ISANTI COUNTY

Lakes & Pines Community Action Council Inc.

320.679.1800

1.800.832.6082

Isanti County Family Services

763.689.1711

Salvation Army HeatShare Program

1.888.301.0643

RAMSEY COUNTY

Community Action Partnership of Ramsey & Washington Counties

651.645.6470

Ramsey County Human Services

651.266.4444

Salvation Army HeatShare Program

651.224.6946

SHERBURNE COUNTY

Tri-County Action Program

320.251.1612

Sherburne County Social Services

763.765.4000

Salvation Army HeatShare Program

1.888.220.4850

WASHINGTON COUNTY

Community Action Partnership of Ramsey & Washington Counties

651.645.6470

Washington County Community Services

651.430.6459

Salvation Army HeatShare Program

651.739.6288