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## Inability to Pay Application for Utility Shutoff Protection

*Cold Weather Rule effective October 15 through April 15*

### RESIDENTIAL RIGHTS AND RESPONSIBILITIES

The Cold Weather Rule provides you with these rights and responsibilities:

**The Right** to declare your inability to pay your utility bill.

**The Responsibility**, if you choose to declare inability to pay, to complete the Inability to Pay application and return it to Connexus Energy within ten (10) days.

**The Right** to a mutually acceptable payment agreement with Connexus Energy. This payment agreement will cover your existing arrears plus estimated usage during the payment agreement period.

**The Responsibility** to provide documentation to Connexus Energy, or your local energy assistance provider, that your household income is less than 50 percent of the state median income.

**The Right** to appeal a notice of involuntary disconnection of service. If a customer chooses to appeal, the customer must send Connexus Energy written notice of the basis of the appeal and the issue(s) in dispute. This written notice must be delivered to Connexus Energy prior to the date of disconnection. The customer will be notified when the appeal is reviewed. No disconnection of service will take place during the appeal process.

Connexus Energy Account Number: \_\_\_\_\_ - \_\_\_\_\_

Name on Account: \_\_\_\_\_

Service Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Home Phone Number: \_\_\_\_\_ Work Phone Number: \_\_\_\_\_

Total Annual Income: \_\_\_\_\_ Number of Persons in Home: \_\_\_\_\_

Please provide name of energy assistance agency to which proof of income has been provided: \_\_\_\_\_

If proof of income is incomplete, you will not be protected from disconnection.

This is a declaration of my inability to pay for electricity during the Cold Weather Rule months. I hereby authorize Connexus Energy to exchange billing information with the local energy assistance provider. I acknowledge that I have received, read, and understand the notice of residential rights and responsibilities. I attest that the above information is true and correct.

**To be protected from disconnection, I will contact Connexus Energy to make a payment arrangement within four (4) business days of submitting this form.**

**I understand payment arrangements must be kept to be protected from disconnection.**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Submit this completed form to Connexus Energy.

**Fax to:** 763.323.2603

**Mail to:** Connexus Energy  
Attn: Member Services  
14601 Ramsey Blvd.  
Ramsey, MN 55303

## Minnesota's Cold Weather Rule 216B.097

The Cold Weather Rule states that a cooperative electric association must not disconnect and must reconnect the utility service of a residential customer during the period between October 15 and April 15, if the disconnection affects the primary heat source for the residential unit and all of the following conditions are met:

- A customer enters into and makes timely payments under a payment agreement that considers the financial resources of the household.
- The household income of the customer is at or below 50 percent of the state median household income. The utility may verify income on forms it provides or obtain verification of income from the local energy assistance provider. A customer is deemed to meet the income requirements of this clause if the customer receives any form of public assistance, including energy assistance that uses an income eligibility threshold set at or below 50 percent of the state median household income.

### 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**

763.783.4747

**Anoka County Economic Assistance**

763.422.7200

**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**

651.224.6946

#### 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**

218.879.1693

#### 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**

612.223.6911

#### 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