

COLD WEATHER RULE

Guidelines for Connexus Energy and our members.

Can my heat be disconnected in the winter? *Yes.*

You must make and keep a payment arrangement with Connexus Energy to receive Cold Weather Rule (CWR) protection. The payments do not need to be the same each month.

This applies to all residential members, including senior citizens and families with young children.

If you make and keep a CWR payment arrangement, you are protected until April 15. After April 15, the full account balance will be due.

How do I apply for the CWR? *Contact Connexus Energy and request an Inability to Pay Application, or go online to connexusenergy.com.*

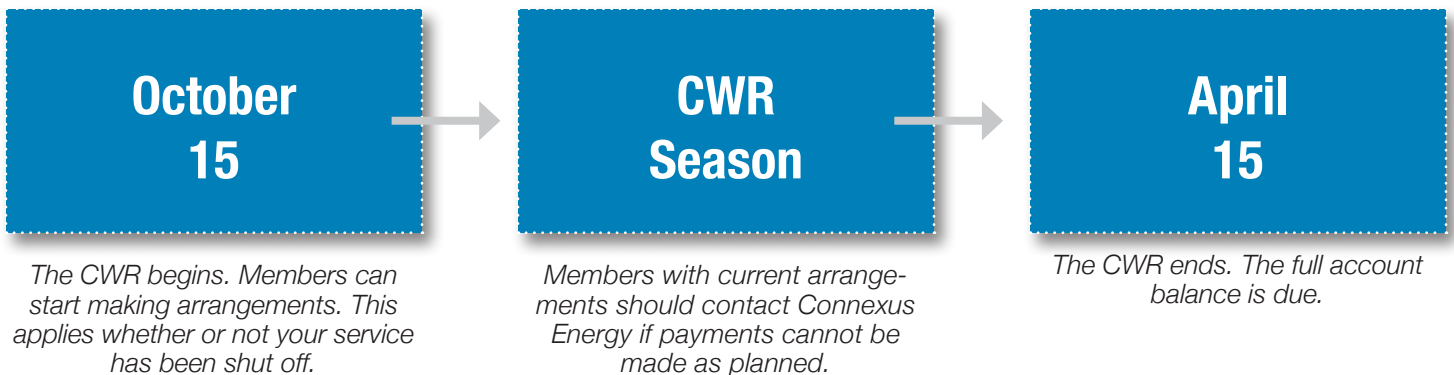
If you need electricity to keep your heat on, you may apply for Cold Weather Rule protection with Connexus Energy. Delivered fuels such as fuel oil, propane, and wood are not covered by the CWR.

What if I can't make my scheduled payment?

Contact Connexus Energy immediately to discuss a different arrangement. If you do not make your payments, your service may be disconnected.

What if I rent and pay my own utility bills?

If the bill is in your name, you are eligible for CWR protection.



Need help to pay your bill?

Help is a phone call away.

Energy Assistance Hotline: 800.657.3710

The Salvation Army HeatShare: 800.842.7279

First Call for Help: 211

Other energy assistance agencies are listed at connexusenergy.com.



Member Services: 763.323.2650

Lobby Hours: M-F, 8:00 a.m. - 5:00 p.m.