



The Cold Weather Law, Section 216B.097 of the Public Utilities Act, provides that from **October 1 through April 30**, electric utilities cannot disconnect a residential customer for nonpayment if the disconnection would affect your primary heat source and;

1. You declare an inability to pay, and
2. Your total household income is less than 50 percent of the state median income, and
3. Your account is current for the billing period immediately prior to October 30, OR you have entered into a payment schedule and are reasonably current with your scheduled payments.

The purpose of this notice is to inform you of your rights and responsibilities under the Cold Weather Law. These rights and responsibilities are designed to help you meet 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.

Specifically, the Cold Weather Law and our policy provide you with these rights and responsibilities:

THE RIGHT to declare your inability to pay your utility bill. If you do so and if your household income is less than 185 percent of the federal poverty level, your service affecting your primary heat source cannot be disconnected for nonpayment of your bill, provided that your account is current for the billing period immediately prior to October 15 or that you have entered into a payment schedule and are reasonably current with payments under the schedule. You will have to provide the City of Buffalo with proof that you are unable to pay and are current in your payments to the City of Buffalo.

THE RESPONSIBILITY, if you choose to declare inability to pay, to complete the "Inability to Pay" form (see reverse side) and return it to the City of Buffalo within 10 days.

THE RIGHT to a mutually acceptable payment schedule with the City of Buffalo. This payment schedule will cover your existing arrears plus the estimated usage during the payment schedule period. If you are able to pay but still wish to enter into a payment schedule, contact the City of Buffalo immediately to arrange a schedule.

THE RIGHT not to be involuntarily disconnected on a Friday or on a day before a holiday.

THE RIGHT not to be disconnected until at least 20 calendar days after the postmark date of this notice and information or until 15 calendar days after this notice and information has been personally delivered.

THE RIGHT, before you are to be involuntarily disconnected, to appeal stating your situation and issues in dispute. Your letter of appeal must be in our hands before the day of disconnection. The City Administrator and City Council will review your appeal within 15 days after it is received. You must call the utility for the date and time of appeal review if you wish to be present.

If you need help paying your electric utility bill, you may qualify for state or federal fuel assistance. For complete qualifications and application information, contact your local county welfare or community/citizen's action council listed below. These organizations may also provide budget counseling.

Please call for more information about energy assistance.

Wright County Community Action: **320-963-6500**

Wright County Energy Assistance: **763-682-7414**

State of MN Energy Assistance: **800-657-3710**

Inability to Pay Form!

Application for Municipal Electric Shut-Off Protection



Read the enclosed notice of **Customer Rights** and **Possible Assistance** (see reverse side) **Before** completing this form.

If you **Can't Pay Your Full Bill** and need to make **Special Arrangements to Spread Out Your Payment**, call the City of Buffalo **Immediately**.

Minnesota's Cold Weather Rule (Minnesota Statutes, Chapter 216B.097) provides that from October 1 through April 30 an electric utility cannot disconnect a residential consumer for nonpayment if you meet all of the following conditions:

1. You declare an inability to pay on this form.
2. Your total household, not individual, income is less than 50 percent of the state median income. You must provide the necessary documentation to support this condition.
3. Your account is current for the billing period immediately prior to October 30.

OR

You have entered into a payment schedule and are reasonably current with your scheduled payment

If you do not meet all of the above conditions, then you do not qualify for winter shut-off protection. However, you still can continue to receive electric service if you call us to make a mutually acceptable payment arrangement.

Fill out completely (please print)

Name _____

Address _____

City _____ State _____ Zip _____

Phone: Home _____ Work _____

Account Number (from your bill) _____

Total Amount Owing \$ _____ Total Annual Household Income \$ _____

Source of Income (X appropriate choices):

<input type="checkbox"/> Employment	<input type="checkbox"/> Disability/Social Security/Pension
<input type="checkbox"/> AFDC/GA/GA Medical Care	<input type="checkbox"/> SSI/Food Stamps/XSA/Children's Health Plan
<input type="checkbox"/> Medical Assistance	<input type="checkbox"/> I do not pay for any of my own medical expenses

DATE OF PAYMENT

AMOUNT OF PAYMENT

_____ \$ _____
_____ \$ _____
_____ \$ _____

Number of Persons in Household (include yourself) _____

Please check if either of the following exists in your home:

Medical Emergency Disabled Person in residence

Call the City of Buffalo at **763-682-1001** within **10 DAYS** after the postmarked date on this notice to verify your status and to make any necessary **Payment Arrangements**.

By signing this form, I hereby authorize any gas or electric utility that serves me to exchange billing information. I acknowledge that I have received, read and understand enclosed Notice of Residential Customer Rights and Possible Assistance. I attest that the above information is true and correct.

Customer Signature _____ Date _____

RETURN THIS FORM AND DOCUMENTATION TO CITY OF BUFFALO IMMEDIATELY.

City of Buffalo, Attn: Utility Billing - 212 Central Ave - Buffalo, MN 55313