City of Madison Municipal Utilities
404 Sixth Avenue, Madison MN 56256
(320) 598-7373
Cold Weather Rule in Effect October 1 through April 30

Notice of Residential Customer Rights and Responsibilities

The purpose of this notice is to inform you of your rights and responsibilities under the Cold Weather Rule if you find yourself unable to pay the electric portion of your utility bill prior to the proposed disconnect date. These rights and responsibilities apply to all residential customers and are designed to help you with winter utility bills. If you choose not to assert your rights or choose not to enter into a mutually acceptable payment schedule with the City of Madison, your service may be disconnected.

You have the RIGHT to declare inability to pay the electric portion of your utility bill by completing the Inability to Pay Declaration Form included with this notice. You must provide proof of gross household income for the three-month period immediately prior to the date on your Inability to Pay Declaration Form. If self-employed, you must provide a copy of your Federal Tax Return. Your Inability to Pay Declaration along with proof of household income must be returned to the City of Madison prior to the disconnect date listed on your notice.

You have the RIGHT to complete the Third-Party Notification Form included with this notice if you would like the City of Madison to provide disconnect or other important information to another person. The Third Party designated is not responsible for paying your bill but is agreeing to help you understand the notices or set up a Cold Weather Rule payment plan.

You have the RIGHT AND RESPONSIBILITY of entering into and keeping a mutually acceptable payment plan for the electric portion of your utility bill. If your household income is at or below 50 percent of the state median income, you are not required to pay more than ten percent of your household monthly income. If your household income is more than 50 percent of the state median income, you may enter into a mutually acceptable payment plan with the City of Madison. The payment plan should cover your existing arrears for electric service plus the estimated usage during the payment schedule period. If you and the City of Madison cannot agree on a payment plan, you have ten days to appeal to the Public Utilities Commission by calling their consumer assistance line at 1-800-657-3782. The Commission will help you set up a payment plan. Your service will stay on during the appeal process.

You have the RIGHT AND RESPONSIBILITY to call the City of Madison immediately if you cannot make your payments as indicated in your payment plan in order to set up a new mutually agreed upon payment plan. If you do not make your payments, your service may be shut off. If you do not keep your payment plan and have a past-due balance on April 15th, your service may be shut off.

Before the City of Madison can disconnect your service between October 1st and April 30th, we must provide you with the following information: A disconnect notice telling you the date your service may be shut off; a Cold Weather Rule brochure including an Inability to Pay Declaration Form, Gross Household Income Verification requirements, Payment Plan Form, a Third Party Notification Form, a list of Energy and Financial Assistance Providers, information on low-cost and no-cost methods of energy conservation, and contact information to appeal to the Public Utilities Commission if you and the City of Madison cannot agree on a payment plan.

NOTE: The Cold Weather Rule applies to electricity only. You are responsible to pay for non-electric services by the monthly billing due date or prior to shut off date.

Contact details for local energy assistance provider, financial counseling organizations, and energy conservation information:

Prairie Five CAC
422 5th Avenue
(320) 598-3118

LqP County Family Services
911 8th Avenue
(320) 598-7594

Salvation Army
HeatShare Program
1-800-842-7279
www.heatshare.org

Bright Energy Solutions
www.brightenergysolutions.com
www.cityofmadisonmn.gov

MN Public Utilities Commission
121 Seventh Place East, Suite 350
St. Paul MN 55101
1-800-657-3782
(651) 296-0406

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Application for Winter Disconnect Protection

If you can't pay the electric portion of your utility bill in full prior to the disconnect date; you should immediately fill out the Inability to Pay Declaration Form and return it to the City of Madison, along with proof of gross household income. You must enter into a mutually agreed upon payment plan with the City of Madison to receive Cold Weather Protection. You may also complete the Third-Party Notification Form if you want another person notified of the potential disconnection.

Inability to Pay Declaration Form:

Name: _____ Utility Acct No: _____

Service Address: _____

Phone: Home _____ Cell _____ Work _____

Total Amount You Owe for **Electric** Service (RC & RL): _____ Date: _____

Gross Household Income: Gross Household Income (3 Mos): $_____ No. of persons in household (include yourself): _____
You must provide copies of written proof of gross household income for the past three complete months for all household members except wages for children in grades K-12. If self-employed, provide a copy of your Federal Tax Return.

Source of income (circle all that apply for your household)

Wages	Self-Employment/Farm Income	Rental Income	SSI/SSI Disability
Unemployment	General Assistance	Worker's Compensation	Other

Payment Plan:
I agree to make the following payments to the City of Madison for electric service and understand that I must keep this payment plan in order to receive Cold Weather Protection. If I cannot make an agreed upon payment, I understand that I must contact the City of Madison immediately to make other arrangements. I understand that I am responsible to pay for non-electric services by the monthly billing due date or prior to the disconnect date.

$_____ by (date) _____ $_____ by (date) _____

$_____ by (date) _____ $_____ by (date) _____

$_____ by (date) _____ $_____ by (date) _____

By signing this form, I hereby acknowledge that I have received, read and understand the Notice of Residential Customer's Rights and Responsibilities. I declare that the above information is true and correct. I give my permission to any energy provider or public assistance agency that serves me to exchange income and billing information with other energy providers and my utility for the purpose of program qualification. I understand that the proposed payment arrangements apply to the electric portion of my utility bill and are subject to approval by the City of Madison Municipal Utilities.

Customer Signature _____ Date _____

Utility Signature _____ Date _____

Third Party Notification:
If you have been served a notice of proposed disconnection by the City of Madison Municipal Utilities, you may want to alert a third party that a disconnection notice has been issued to you. The third party will not be responsible to pay your bill, but will have the right to contact the utility, provide information to the utility, or work out a payment plan.

Third Party Name_____ Third Party Address_____

Third Party Home Phone_____ Third Party Work Phone_____ Third Party Cell_____

Third Party Signature_____ Customer Signature_____

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