

Avoiding Disconnection

If you receive a notice of scheduled disconnection, you must call Crow Wing Power at 218-829-2827 or 1-800-648-9401 immediately to apply for Cold Weather Rule Protection and fill out and return the Inability to Pay Form to Crow Wing Power. You will not be protected from disconnection if Crow Wing Power does not receive this completed form.

Your service will be subject to disconnection if you do not make the agreed upon payments. If you cannot keep your original payment plan, advise Crow Wing Power immediately. It may be possible to make a new payment plan and avoid disconnection.

The law provides for income verification, which may be requested by Crow Wing Power. You are automatically eligible for protection against disconnection if you are a recipient of any form of public assistance, including energy assistance but you must enter into a payment agreement and make timely payments.

Copies of the Cold Weather Rule are available at Crow Wing Power.

Cold Weather Rule Payment Plans

If you can't pay your entire bill and need to make arrangements, call Crow Wing Power at 218-829-2827 or 1-800-648-9401 to enter into a payment plan which is acceptable to both you and Crow Wing Power. The arrangement must cover the amount that is past due plus your current charges must be paid each month. The arrangement must be put on the Inability to Pay Form and returned to Crow Wing Power.

If you and Crow Wing Power cannot agree on a payment plan, you have ten days to appeal to the State Public Utilities Commission. Your service will stay on during the appeal process.

Third Party Notification

Crow Wing Power offers all members the opportunity to have a third party notified when their electric service is about to be discontinued. This program can be especially helpful for the ill, senior citizens, or those who live alone. The purpose of this program is to notify a third party, as well as the member, that a Notice of Proposed Disconnection has been sent.

A third party could be a friend, relative, church, or community agency. The third party receives copies of all disconnection notices mailed to the member but is NOT required to pay the bills. The third party is authorized to exchange information about the member and make a payment plan with Crow Wing Power on the member's behalf. This helps avoid the hardship that would result from disconnecting the member's service.

If you want to name a third party, please fill out the Third Party Notice form, and return it to Crow Wing Power.

Financial Assistance

Energy Assistance Providers Serving Crow Wing Power Service area:

(Crow Wing County) Lutheran Social Service Energy Assistance.....218-829-5000 or 1-800-829-5902

(Morrison County) Tri County Action Program320-251-1612 or 1-888-765-5597

(Cass County) Cass County Energy Assistance218-751-4631 or 1-800-332-7161

Medical Alert

If you have a medical emergency, disabled person in the residence or require medically necessary equipment requiring electricity, a certification form needs to be filled out by your medical provider and given to Crow Wing Power. You are still responsible to pay your utility bill each month.



Minnesota Cold Weather Rule

Notice of Residential Member Rights & Responsibilities

This brochure explains the Cold Weather Rule and the steps you must take if you cannot pay your bill or your electric service is scheduled to be disconnected.

The Cold Weather Rule does not forbid all winter disconnections. If you receive a Notice of Proposed Disconnection this winter, you must act immediately.

The Minnesota Cold Weather Rule

Each year, some Crow Wing Power members are unable to pay their electric bill during cold weather. If you can't pay your electric bill, please contact us.

The Minnesota Cold Weather Rule was established to protect residential members from electrical service disconnection between October 15 and April 15. Cold Weather Rule protection is available if all three of the following conditions exist:

1. **The disconnection would affect your main heating source;**
2. **Your household meets Cold Weather Rule payment plan guidelines;**
3. **You and Crow Wing Power agree to a payment plan.**

If you receive any form of public assistance, including energy assistance between October 15 and April 15, you are eligible for Cold Weather Rule Protection; **however, you must call Crow Wing Power with your specific information.**



Crow Wing Power
17330 State Hwy 371 N
P.O. Box 507
Brainerd, MN 56401
Phone: 218-829-2827 or
1-800-648-9401

www.cwpower.com "pay-now"

24 hr. pay-by-phone
1-844-834-4461

Third Party Notification Request

If you want a third party to be notified of a potential disconnection, please complete this form and return it to Crow Wing Power.

Crow Wing Power will make every effort to send a copy of the Disconnect Notice to the party specified. The member making the request understands that Crow Wing Power assumes no liability should the third party fail to receive or act upon the notification.

Member Name _____

Account Number _____

Service Address _____

Home Phone _____

Work Phone _____

Crow Wing Power has my permission to provide information to and accept information from the party named below:

Member Signature _____ Date _____

Name of Third Party _____

Third Party Address _____

City _____ State _____ Zip _____

Third Party Home Phone _____

Third Party Work Phone _____

Third Party Signature _____ Date _____

The request cannot be accepted without the Third Party's signature.

Mail completed form to:

Crow Wing Power • PO Box 507 • Brainerd MN 56401

Minnesota Cold Weather Rule Application

Inability to Pay Declaration Form

IF YOU CAN'T PAY YOUR CROW WING POWER BILL AND NEED COLD WEATHER PROTECTION FROM YOUR UTILITIES BEING SHUTOFF, YOU MUST FILL OUT THIS FORM AND RETURN IT TO CROW WING POWER IMMEDIATELY. Minnesota's Cold Weather Rule provides that from October 15 through April 15, a utility cannot disconnect a residential utility member for nonpayment if you enter into, and keep current with, a mutually agreed upon payment plan.

Member Name _____ Service Address _____

Home Phone Number _____ Work Phone Number _____ Cell Phone Number _____ Account Number (from your utility bill) _____

Total Amount You Owe _____ Total Annual Household Income _____ Total Number of Persons in Household (including yourself) _____

Please check if any apply Elderly (over 60) Person in Residence _____ Medical Emergency _____ Disabled Person in Residence _____

PROPOSED PAYMENT PLAN

| <u>Payment Amount</u> | <u>Due Date</u> |
|-----------------------|-----------------|
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |

If your electric service does not effect your heat source you are not protected by the Cold Weather Rule. If you do not keep the above arrangement approved by Crow Wing Power, you are no longer protected by the Cold Weather Rule and may be disconnected. This payment plan protects you ONLY until April 15.

By signing this form, I hereby acknowledge that I have received, read and understand the Notice of Residential Member's Rights and Possible Assistance. 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 or public assistance agency that serves me for the purpose of program qualification.

Member Signature _____ Date _____

Crow Wing Power Representative Signature _____ Date _____