

If you are behind on your utility bill,  
Call the City of Warroad  
TO SET UP A PAYMENT PLAN  
**AS SOON AS POSSIBLE!**

Hours  
7:30 am - 5:00 pm Monday -Thursday  
7:30 am - 1:00 pm Friday

218-386-1454

If you need help paying your electric utility bills, you may qualify for state or federal assistance. For complete qualifications and application information, contact your local county welfare or Community/Citizens' Action Council.

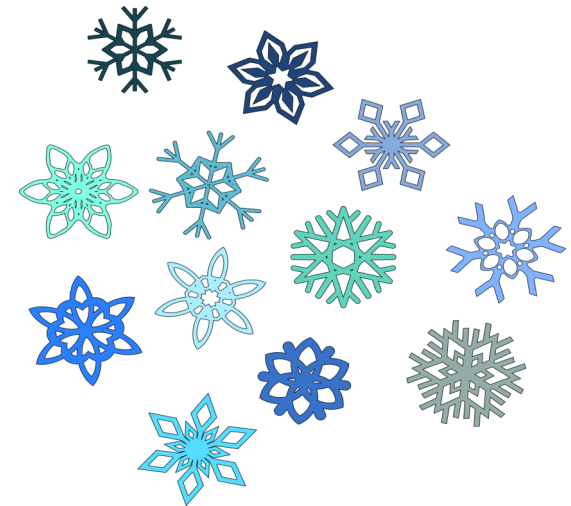
These organizations may also provide budget counseling.

**Northwest Community Action**  
312 N Main St  
Badger, MN 56714  
(218) 528-3258  
(800) 568-5329  
[www.nwcaa.org](http://www.nwcaa.org)

**Roseau County Social Services**  
208 6th Street SW  
Roseau, MN 56751  
(218) 463-2411  
(888) 255-2932  
[www.co.roseau.mn.us](http://www.co.roseau.mn.us)

## **CITY OF WARROAD**

### **COLD WEATHER PROTECTION INFORMATION**



**Know your rights  
and  
responsibilities.**

City of Warroad  
121 Main Ave. NE  
P.O. Box 50  
Warroad, MN 56763  
218-386-1454  
[www.warroadmn.org](http://www.warroadmn.org)

## Third Party Notification Form

If you have been served a notice of proposed disconnection by your utility, you may want to alert a third party (friend, relative, church group, or community agency) that a disconnection notice has been issued to you. **THE THIRD PARTY WILL NOT BE RESPONSIBLE TO PAY YOUR BILL.** The third party does have the right to contact the utility and provide information or work out a payment arrangement.

IF YOU WANT A THIRD PARTY TO BE NOTIFIED OF THE POTENTIAL DISCONNECTION, PLEASE COMPLETE THIS FORM AND RETURN IT TO THE CITY OF WARROAD.

Customer name: \_\_\_\_\_

Account number: \_\_\_\_\_

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

Home Phone: \_\_\_\_\_

Work Phone: \_\_\_\_\_

Third Party Name: \_\_\_\_\_

Third Party Address: \_\_\_\_\_

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

Third Party Cell Phone: \_\_\_\_\_

Third Party Home Phone: \_\_\_\_\_

Third Party Work Phone: \_\_\_\_\_

Third Party Signature \_\_\_\_\_ Date \_\_\_\_\_

The utility has my permission to provide information to, and accept information from the third party named above:

Customer Signature \_\_\_\_\_ Date \_\_\_\_\_

This request will not be accepted without the third party's signature. The customer making the request understands that the utility assumes no liability for failure of third party to act upon notification.

## Notice of Residential Customer Rights and Possible Assistance

The Minnesota Public Utilities Commission has issued Cold Weather Rule which provides that from October 1 through April 30, a utility cannot disconnect a residential utility customer for nonpayment if the disconnection would affect your primary heat source **and**

1. Your household income is at or below 50 percent of the state median household income (*the City uses the energy assistance providers listed on back side to verify this information*), **and**
2. You enter into and make reasonably timely payments under a payment agreement that considers the financial resources of your household (*a payment agreement MUST be mutually agreed upon by you and the City of Warroad*), **and**
3. You receive referrals to energy assistance, weatherization, conservation, or other programs likely to reduce your energy bills (*see other side for energy assistance contact information*).

The purpose of this notice is to inform you of your rights and responsibilities under the Cold Weather Rule. These rights and responsibilities are designed to help you with 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 Rule provides you with these options:

**THE RIGHT :** to file for energy assistance if your household income is at or below 50 percent of the state median household income. Proof of income is required by the energy assistance provider. (See providers listed on the reverse of this notice.)

**THE RESPONSIBILITY:** If you choose to file for energy assistance, you must still contact the City of Warroad. **FAILURE TO CONTACT US** informing us of your intentions and failure to follow up on required paperwork needed by the energy assistance provider **WILL NOT PROTECT YOU FROM DISCONNECT.**

**THE RIGHT** to a mutually acceptable payment schedule with the City of Warroad. 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 Warroad immediately to arrange a schedule. (This payment schedule may be arranged by your designated third party.)

**THE RIGHT:** not to be involuntarily disconnected on a Friday, **unless** the customer declines to enter into a payment agreement offered that day in person or via telephone contact with an authorized City of Warroad employee.

**THE RIGHT** not to be involuntarily disconnected on a weekend, holiday, or on a day before a holiday.

**THE RIGHT** not to be involuntarily disconnected when our offices are closed.

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

**THE RIGHT,** before you are to be involuntarily disconnected, to appeal your disconnect notice to the City of Warroad. Your service will not be disconnected until your appeal is resolved by the City.

**THE RESPONSIBILITY:** If you choose to appeal, to deliver or mail a personal letter of appeal stating your situation and issues in dispute. Your letter of appeal must be in our hands before the day of disconnection. The City of Warroad will review your appeal within 5 days after it is received. You must call the City before the date and time of the appeal review if you wish to be present.

### ENERGY SAVING TIPS:

- Change your furnace filter often, once a month recommended.
- Put up some plastic. Window insulation kits can be bought at your local hardware store.
- Insulate your pipes. Pay less for hot water by insulating pipes.
- Run fans in reverse. Running your ceiling fan clockwise circulates the warm air that is pooled near the ceiling.
- LED lighting. Change out your old incandescent light bulbs for LED.