

NOTICE OF RESIDENTIAL CUSTOMER RIGHTS AND RESPONSIBILITIES

The Minnesota Cold Weather Rule helps protect and reconnect heat for residential customers from October 1 through April 30. If you receive a disconnection notice, you must act immediately.

AVOIDING DISCONNECTION

In order to avoid disconnection or to have service reconnected, you must either pay your bill in full or contact the City of Tyler Municipal Utilities and enter into a Payment Plan.

CUSTOMER RIGHTS

Under the Cold Weather Rule (Minn. Stat. 216B.097), Minnesotans have the right not to have their utility service disconnected and to have it reconnected from October 15 to April 15 if it affects the primary heat source of their residence and their total household income is at or below 50 percent of the state median household income. If a customer does not meet the responsibilities outlined below, utility service may still be discontinued. If a customer disputes the utility's decision to disconnect, the customer has the right to contact the utility and appeal the decision through the utility's established appeal procedure.

If service is to be disconnected, the disconnection must not occur:

1. On a Friday, unless that day the customer declines to enter into a payment agreement offered by the utility in person or via personal contact by telephone;
2. On a weekend, holiday, or day before a holiday;
3. When utility offices are closed;
4. After the close of business, unless a field representative of the utility who is authorized to enter into a payment agreement, accept payment, and continue service, offers a payment agreement to the customer; or

5. Until at least 30 days after the disconnection notice has been mailed to the customer or 15 days after the notice has been personally delivered to the customer.

CUSTOMER RESPONSIBILITIES

In order to have the rights stated above, a customer must do the following:

1. Provide the utility with information to verify that the customer meets the income eligibility requirement. The utility may ask the customer to fill out a form or simply ask if the customer receives any form of public assistance that requires recipients to have income at or below 50% of the state median household income.
2. Contact the utility and come to a mutually agreeable schedule for making monthly payments toward utility bills. The agreement must consider the financial resources of the household.
3. Continuously make the payments required under the agreement. Payments must be made in a reasonably timely manner. If financial circumstances change and the customer cannot make scheduled payments, the customer must notify the utility of the need to make changes to the agreement.

LOCAL ENERGY ASSISTANCE PROVIDERS

You may qualify for state or federal assistance. For complete qualifications and application information, please contact the following organizations:

United Community Action Partnership (UCAP)

507-537-1416

Southwest Health & Human Services

507-694-1452 or 1-800-657-3871

Minnesota Energy Assistance

1-800-657-3710

United Way 211

211

MINNESOTA COLD WEATHER RULE

Know your rights and responsibilities



CITY OF TYLER

MUNICIPAL UTILITIES

230 N TYLER STREET

PO BOX C

TYLER, MN 56156

(507) 247-5556

www.tyler.govoffice.com

CITY OF

Tyler
MINNESOTA

Application for Winter Disconnect Inability to Pay Declaration Form

If you can't pay your full bill and need cold weather protection from utility shutoff, fill out this form and return it to Tyler City Hall immediately.

Name _____

Service Address _____ Apt. # _____

City _____ State _____ Zip _____

Home Phone _____ Cell Phone _____

Account # from your utility bill _____ Total amount you owe \$ _____

Total annual (yearly) household income \$ _____ Number of persons in household (include yourself) _____

If you receive a form of public assistance for people with total household income at or below 50% of the state median household income level, please indicate that assistance program (for instance, Energy Assistance) on the line(s) below. You may automatically qualify for Cold Weather Rule protection based on your eligibility for that program.

Explanation of Payment Plan and Other Options

Qualifying residential customers of Tyler City Municipal Utilities can avoid wintertime service disconnection despite an inability to pay the full amount of their monthly bills. However, some amount must be paid every month. That amount can be determined through a conversation with the utility and set out in a month-by-month payment plan.

City of Tyler Municipal Utilities can also advise customers regarding other options that may be available to assist them in making their utility bill payments.

Please contact the utility office promptly at (507) 247-5556 to arrange a payment plan and find if other assistance may be available.

Payment Arrangements

I propose to pay my outstanding and future bills according to the following schedule of payments:

\$ _____ 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 services me to exchange income and billing information with other energy providers and my utility for the purpose of qualifications.

Customer Signature

Date