



ANNUAL NOTICE TO ALL RESIDENTIAL CUSTOMERS

The following notice must be made to all residential customers of the utility between August 15th and October 15th of each year. The purpose of this notice is to comply with the Minnesota Cold Weather Rule. This rule 216B.097 was adopted by the state Legislature in 1991 and was amended in 2001.

The state Public Utilities Commission has stated that this notice must be made through the mail.

Exhibit VI – Annual Notice to All Residential Customers.

Bills can pile up just like snow. But the Minnesota Cold Weather Rule is designed to protect people who may have trouble paying their utility bills in winter. The Minnesota Cold Weather Rule applies from October 15th to April 15th. The rule, established by the Minnesota Public Utilities Commission, means that your utility cannot disconnect your residential electric service during the winter if the customer meets the following requirements:

1. Utility disconnections would affect the customer's primary heat source.
2. The customer has declared inability to pay on forms provided by the utility (Note: Customers receiving "any form of public assistance," including energy assistance, are deemed to have qualified for inability to pay status)
3. The household income of the customer is less than 50 percent of the state median income level, as documented by the customer to the utility.
4. The customer's account is current for the billing period immediately prior to October 15th or the customer has entered into a payment schedule and is reasonably current with payments under the schedule.

If you have trouble paying your utility bill, local agencies may be able to provide payment assistance. The Minnesota Department of Human Services recommends you call the Wright County Community Action, Maple Lake office 1-320-963-6500.

If you know you're going to have trouble paying your utility bills, please contact the Delano Municipal Utility office at 763-972-0557 to try and work out a payment schedule.

Low Income Energy Assistance Program

Contact: Local County Energy Assistance Program Agency

The Energy Assistance Program (EAP) helps pay home heating costs.

- Households who are at or below 50 percent of the state median income are eligible.
- Size of grant is based on household size, income, fuel type and energy usage.
- Households with the lowest income and highest fuel costs receive the highest grants.
- Federally funded through U.S. Department of Human Services.
- Funds are available for renters or homeowners.

Services include:

- Provide direct payment to the energy supplier.
- Educate consumers to use home heating energy efficiently and safely.
- Advocate with energy suppliers and human service providers on behalf of utility customers.
- Crisis help for utility disconnections.
- Emergency heating system repair or replacement.

Just for the Kids

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20	32		0	32			

Try to fill in the missing numbers.

Use the numbers 1 through 16 to complete the equations.

Each number is only used once.

Each row is a math equation. Each column is a math equation.

Remember that multiplication and division are performed before addition and subtraction.