

## NOTICE OF RESIDENTIAL CUSTOMER RIGHTS AND RESPONSIBILITIES

This brochure explains the Cold Weather Rule and the steps you must take if you cannot pay your bill. **The Cold Weather Rule does not forbid winter disconnections.** If you receive a Final Disconnect Notice this winter, you must act immediately. **Prior to disconnection**, you have the right to appeal any proposed disconnection. Appeals are resolved locally.

The Minnesota Cold Weather Rule was established to protect residential customers from electrical service disconnection between October 15 and April 15. Cold Weather Rule protection is available if **ALL** of the following requirements are met:

1. The customer has entered into a payment plan and is current with payments under the plan.
2. The customer has declared inability to pay on forms provided by the city.
3. The household income of the customer is at or below 50 percent of the State median household income.
4. Utility disconnection would affect the customer's primary heat source.

The Cold Weather Rule provides you with these rights, responsibilities and obligations:

### **YOUR RIGHT** to declare your inability to pay your utility bill.

If you do so, you must enter into a mutually acceptable payment plan with the City of Chaska Utility Billing. This payment plan will cover your existing arrears plus the estimated usage during the plan period. This payment plan may be arranged by your designated third party.

**YOUR RESPONSIBILITY**, if you choose to declare Inability to Pay, to complete the "Inability to Pay" form on the other side of this brochure and return it to City of Chaska Utility Billing prior to disconnection. If you complete this form, you must also contact Utility Billing to verify approval of the payment plan.

**YOUR RIGHT** to request that Utility Billing notify a third party if your service becomes subject to disconnection. If you request third party notification, a copy of this notification and your disconnect notice will be sent to the third party. The third party will not be held responsible for payment.

**YOUR RESPONSIBILITY** of making payments as agreed, or prior to disconnection, promptly notifying Utility Billing why you cannot keep the agreement. You may then request that the original payment plan be changed. Any change is subject to approval by City of Chaska Utility Billing.

**YOUR OBLIGATION** to pay your Chaska utility bill. While declaring your inability to pay or entering into a payment plan provides shut-off protection from October 15 to April 15, it does not remove or reduce your obligation to pay your utility bill.

## FINANCIAL ASSISTANCE

If you need help paying your winter electric bills, you may qualify for State or Federal energy assistance. For details regarding qualifications and application information, contact Carver County Social Services or Community Action Agency. These organizations may also provide budget counseling:

CAP Agency  
712 Canterbury Road South  
Shakopee, MN 55379  
952.496.2125

Carver County Community Social Services  
Human Services Building  
602 East Fourth Street  
Chaska, MN 55318  
952.361.1600

The Salvation Army HeatShare Program  
2445 Prior Avenue  
Roseville, MN 55113  
651.746.3400

## SAVE ENERGY-SAVE MONEY

- Manage your thermostat. Try these settings:  
Heating: 66-68 degrees  
Cooling: 76-78 degrees
- Install a programmable thermostat. Set the temperature back 10 degrees for eight hours every night during the winter months, and you'll lower your heating bills by 10 percent.
- Check the furnace filter. Change it monthly.
- Check the duct work for dirt streaks, especially near the seams. These indicate air leaks, and they should be sealed with duct mastic.
- Insulate any ducts or pipes that travel through unheated spaces.
- Seal any air leaks. Caulk and weather strip any cracks around doors and window frames. Block openings at bottom of doorways.
- Vacuum refrigerator/freezer coils to improve the efficiency of the unit(s).
- Add foam gaskets behind outlet covers and switch plates. Use safety plugs in unused outlets.
- Lower the thermostat on your water heater; a setting of 120 degrees provides comfortable hot water for most uses.
- Insulate your hot-water storage tank following the manufacturer's recommendations.
- Insulate the first six feet of the hot and cold water pipes connected to the water heater

# CHASKA COLD WEATHER RULE

## Annual Notice to All Residential Customers

### KNOW YOUR RIGHTS AND RESPONSIBILITIES



**CITY OF CHASKA  
UTILITY BILLING  
ONE CITY HALL PLAZA  
CHASKA, MN 55318  
952.448.9200**

**Business Hours:  
Monday through Friday  
7:30 AM to 4:30 PM**



This notice is provided between August 15 and October 15 to all residential customers to comply with the Minnesota "Cold Weather Rule," rule [216B.097].

**THIRD PARTY NOTIFICATION FORM**

If you have received a final disconnect notice from Chaska Utility Billing, 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 for paying 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 Chaska Utility Billing.

Customer Name \_\_\_\_\_

Account Number \_\_\_\_\_

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

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

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

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

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

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

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.

**APPLICATION FOR WINTER DISCONNECT PROTECTION**

**Inability to Pay Declaration Form**

*IF YOU CAN'T PAY YOUR BILLS AND NEED COLD WEATHER PROTECTION FROM UTILITY SHUTOFF*, fill out this form and return it to Chaska Utility Billing.

Name \_\_\_\_\_ Account Number \_\_\_\_\_

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

Phone: Home \_\_\_\_\_ Work \_\_\_\_\_ Cell \_\_\_\_\_

Total Amount you owe \$ \_\_\_\_\_

Total Annual (yearly) Household Income \$ \_\_\_\_\_

Number of persons in your household (including yourself) \_\_\_\_\_

Source of Income (circle appropriate sources):

- Employment
- Disability/Social Security/Pension
- GA Medical Care/Medical Assistance
- MFIP/GA/MSA
- SSI
- Other \_\_\_\_\_
- Food Stamps
- Children's Health Plan

Please circle if any of the following exist in your home: Medical Emergency Disabled Person in residence

*PAYMENT ARRANGEMENTS (Inability to Pay)*

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

- \$ \_\_\_\_\_ by (date) \_\_\_\_\_
- \$ \_\_\_\_\_ by (date) \_\_\_\_\_
- \$ \_\_\_\_\_ by (date) \_\_\_\_\_
- \$ \_\_\_\_\_ by (date) \_\_\_\_\_
- \$ \_\_\_\_\_ by (date) \_\_\_\_\_
- \$ \_\_\_\_\_ by (date) \_\_\_\_\_

If you are the Third Party for the customer whose service is affected by this notice and are submitting this for that customer, please sign here:

\_\_\_\_\_

Third Party Signature

\_\_\_\_\_

Phone No. \_\_\_\_\_ 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 or public assistance agencies and my utility for the purpose of program qualification.

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