

POWER LINE

November 2025



Redwood Electric Cooperative

60 Pine Street • Clements, Minnesota 56224



HAPPY THANKSGIVING

Wishing you health,
happiness and success.



From
Redwood Electric Cooperative
Board of Directors, Managers, and Employees



We will be CLOSED FOR THANKSGIVING
Office closed November 27th & 28th

Minnesota's Cold Weather Rule

This notice informs you of your rights and responsibilities under the Cold Weather Rule. It is designed to help you with high winter electric bills. You must act **PROMPTLY**. If you choose not to assert your rights or choose not to enter a mutually acceptable payment plan, your service may be disconnected.

An electric cooperative must not disconnect the utility service of a residential customer during the period between October 1 and April 30 if the disconnection affects the primary heat source for the residential unit when the following conditions are met:

- A customer enters into and makes reasonably timely payments under a payment agreement that considers the financial resources of the household.
- The **household** income of the customer is at or below 50% of the state median income. Income may be verified on forms provided by the cooperative or by the local energy assistance provider. A customer meets the income requirement if they receive energy assistance or other type of public assistance that uses an income eligibility threshold set at or below 50% of the state median income.
- A customer receives from the cooperative referrals to energy assistance programs, weatherization, conservation, or other programs likely to reduce the customer's energy bills.

What to do if you meet the conditions

If you meet all the conditions of the Cold Weather Rule as outlined here, can't pay your electric bill and need cold weather protection from utility shutoff, fill out the Cold Weather Disconnect Protection Form and return it to Redwood Electric Cooperative **immediately along with your income documentation**. The following is a list of energy assistance providers serving Redwood Electric Cooperative:

- United Community Action:
507-537-1416
320-235-0850
507-637-2187
- Salvation Army & Redwood Falls UCAP:
507-637-2187
507-537-1416
- Southwest Health & Human Services:
507-637-4050
- Heat Share-Salvation Army:
888-220-4860 Redwood/Renville Counties

What to do if you don't meet the conditions

If you do not meet all the conditions of the Cold Weather Rule as outlined here, you do not qualify for winter shutoff protection. However, you still can continue to receive electric service if you call us to set up a mutually acceptable payment arrangement. Call Redwood Electric Cooperative at 1-507-692-2214 **BEFORE** the due date.

COLD WEATHER DISCONNECT PROTECTION FORM EFFECTIVE OCTOBER 1 - APRIL 30

Fill out completely and return to:
Redwood Electric Cooperative
60 Pine Street
Clements, MN 56224

Name: _____
Address: _____
City: _____ State: _____ Zip: _____
Phone: _____
Email: _____
Account # (from your bill): _____

Total amount owed: \$ _____
Total annual **household** income** : \$ _____

No. of persons in household (Include yourself): _____

☐ Please check this box if you have already been approved for fuel assistance or emergency assistance from a local energy assistance agency based on your income.

By signing this form, I hereby authorize any gas or electric utility that serves us to exchange billing information. I also authorize any energy assistance providers or human service agencies to exchange any income information to help determine income eligibility. I acknowledge that I have received, read and understand the enclosed Notice of Residential Customer Rights and Possible Assistance. I attest that the above information is true and correct.

Signature: _____ Date: _____

****Income documentation must be included with this form per the notice instructions and you MUST contact our office to make payment arrangements.**

Your Residential Rights & Responsibilities

The **RIGHT** to request and complete the Cold Weather Disconnect Protection Form. If you do so and if your household income is less than 50% of the state median income, the service affecting your primary heat source cannot be disconnected for nonpayment of your bill. However, we have the right to accept or reject your request based on information supplied or other supporting documentation.

The **RESPONSIBILITY**, if you choose to declare to complete the Cold Weather Disconnect Protection Form you must return it to us within 15 days of receiving the disconnect notice on your bill. You must contact us immediately to arrange a payment plan.

THE **RIGHT** to a mutually agreeable payment schedule with us. The schedule will cover your existing arrears plus the estimated use during the payment schedule period.

The **RIGHT** not to be disconnected until the utility investigates whether the residential unit is actually occupied when a customer does not respond to a disconnection notice. If the unit is found to be occupied, the utility must immediately inform the occupant of the provisions of this section. If the unit is unoccupied, the utility must give seven days' written notice of the proposed disconnection to the local energy assistance provider before making a disconnection.

The **RIGHT** to appeal the disconnection of service to the Redwood Electric Board of Directors. If you choose to appeal, you must deliver or mail a personal letter stating your situation and issues in dispute. Your letter must be in our hands before the date of disconnection. You will be notified when the board of directors will review your appeal and you may be present at the review. No disconnection of service will take place during the appeal process.

The Cold Weather Rule does not eliminate winter disconnects. If you receive a disconnection notice on your electric bill, you must act promptly.

All bills are mailed by the 20th of each month & disconnect notices are found in RED on the top & bottom of the bill.

Contact Redwood Electric by calling 507-692-2214 and complete the form on the backside of this brochure.

Application signed in:

Send proof of gross income received in:

August 2025	July 2025
September 2025	August 2025
October 2025	September 2025
November 2025	October 2025
December 2025	November 2025
January 2026	December 2025
February 2026	January 2026
March 2026	February 2026
April 2026	March 2026
May 2026	April 2026

Household income cannot be more than these income guidelines for 1 month:

Household Size	Income
1	\$3,119
2	\$4,079
3	\$5,039
4	\$5,999
5	\$6,959
6	\$7,919
7	\$8,099
8	\$8,279
9	\$8,459

DON'T WAIT UNTIL IT'S TOO LATE!

If you're facing difficulty paying your electric bill:

- ✓ Call REC before the 6th of the month
- ✓ Set up a payment arrangement
- ✓ Make your payments as agreed
- ✓ Don't rely on energy assistance alone; it will not arrive on time

We understand these are challenging times. Please don't wait until your service is in danger of disconnection. Planning and being prepared will save you money in collection fees and from disconnection of electrical services.

Taking action now ensures you and your family stay safe and warm.



Thank you for being a valued member of our cooperative!

**Contact us by phone, email, or Smarthub to make payment arrangements!
All arrangements need to be approved by our office.**

Redwood Electric Cooperative
507-692-2214 or sgroebner@redwoodelectric.com



REDWOOD ELECTRIC
COOPERATIVE

ANNUAL MEETING

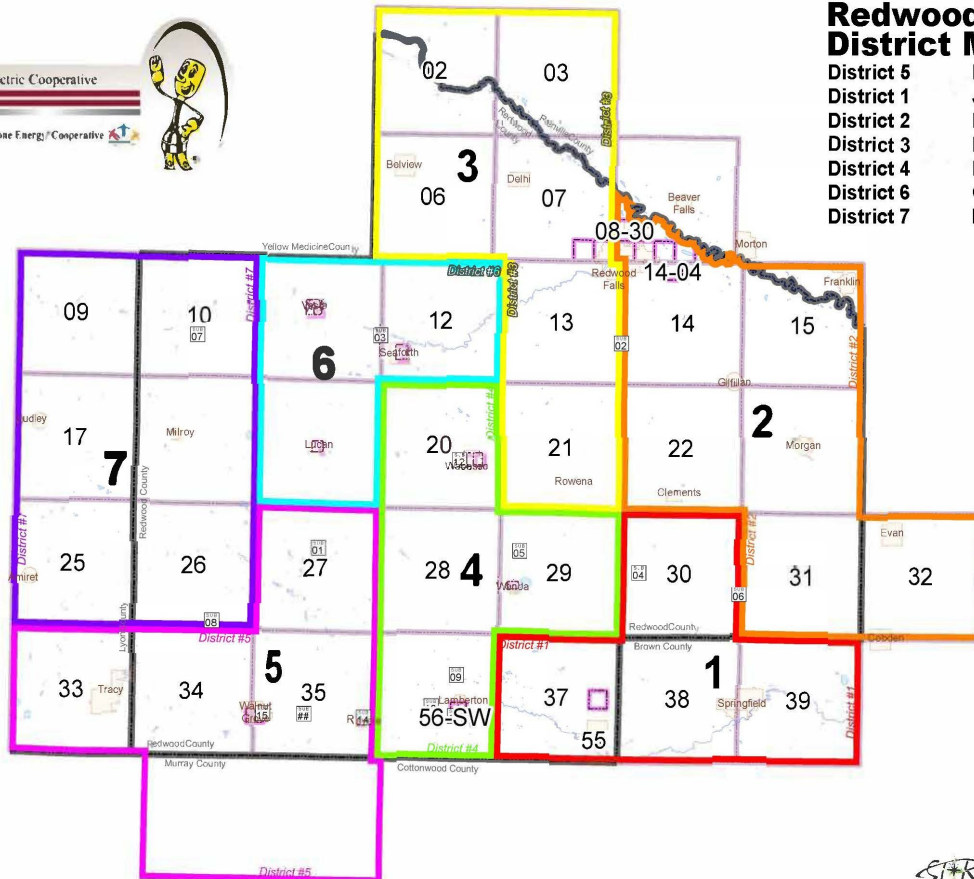


DATE
APRIL 7TH



TIME
AT 12 PM

Members will receive
director nomination
information, annual
meeting materials, and
director ballots in the
mail.

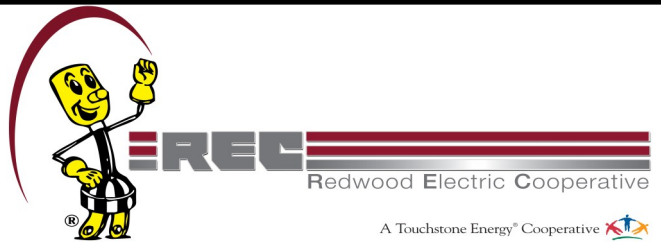


Redwood Electric District Map

District 5	Dean Fultz
District 1	Jill Weber VanDerWal
District 2	Dan Tauer
District 3	Richard Nelson
District 4	Emily Evans
District 6	George Turbes
District 7	Michael Baune

Notice of Rights for Households of Military Service Personnel

Minnesota law provides that a public utility not disconnect the utility service of a residential member for nonpayment, that has been issued orders into active military duty, for deployment or for a permanent change in duty station, provided that they enter into an agreement with the utility to make payments towards their bill. Inability to pay forms are available from the co-op.



60 Pine St. Clements, MN 56224

(507) 692-2214

or

(888) 251-5100

(Toll free number & Outage number)

Pay-by-Phone #:

844-905-2209

Email address:

office@redwoodelectric.com

Web:

www.redwoodelectric.com

Office Hours:

7 a.m. to 3:30 p.m. Monday-Friday

Jim Haler, General Manager

Board of Directors

Daniel Tauer, President

Emily Evans, Vice President

Jill Weber VanDerWal, Secretary-Treasurer

Michael J, Baune, Director

Dean Fultz, Director

George Turbes, Director

Richard Nelson, Director

The Board meets the fourth Thursday of each month at
Redwood Electric Cooperative's building at
60 Pine St. Clements, MN 56224

STATEMENT OF NON-DISCRIMINATION

Redwood Electric Cooperative is an equal opportunity provider and employer. If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter by mail to:
U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov.



Visit our website

REC WATER HEATER PROGRAM

Redwood Electric's interruptible water heater program provides members with a Marathon water heater at half the price!

Member Cost:

- \$850 Marathon Water Heater
- Any cost incurred by a plumber and/or electrician

REC will deliver the water heater.

*Members must be on a load management program.

