



# COLD WEATHER RULE NOTICE-MN 2021 RIGHTS & RESPONSIBILITIES



## 1

In accordance with Minnesota's Cold Weather Rule (216B.096), electric service cannot be disconnected for nonpayment between Oct. 1 and April 30 if electricity is the primary heat source and **ALL** of the following statements apply:

- Your household income is at or below 50 percent of the state median household income. Income may be verified on forms provided by Redwood Electric or by the local energy assistance providers.
- You enter into and make reasonably timely payments under a payment agreement that considers the financial resources of the household.
- You receive referrals to energy assistance, weatherization, conservation, or other programs likely to reduce your energy bills from Redwood Electric.

## 2

Minnesota Cold Weather Rule does **NOT** completely stop winter disconnects. Before disconnecting electric service to residential members between Oct. 1 and April 30, Redwood Electric must provide:

- A 30 day notice of disconnection (located in **RED** on your electric bill)
- A statements of members' rights and responsibilities
- A list of local energy assistance providers
- Forms on which to request Cold Weather rule protection
- A statement explaining available payment plans and other options to continue service.

## 3

### Energy Assistance Programs & Other Assistant Programs

The Energy Assistance Program (EAP) is a federally funded program through the U.S. Department of Health and Human Services, which helps low-income renters and homeowners pay for home heating costs and furnace repairs. Household income must be at or below 60% of the state median income (\$65,964 for a family of four) to qualify for benefits. Applications must be received or postmarked by May 31, 2022.

To learn more about the EAP program or to apply for assistance:

- Visit the Minnesota Department of Commerce Energy Assistance website; <https://mn.gov/commerce/consumers/consumer-assistance/energy-assistance/> for more details and to access the application portal.
- Contact your county EAP service provider for additional information and assistance. The locations below all serve our service area and work together in processing Energy Assistance applications:
- United Community Action
  - Willmar Office: 320-235-0850
  - Marshall Office: 507-537-1416
  - Redwood Falls Office: 507-637-2187
  - Toll Free Number: 800-658-2448
- Salvation Army
  - 320-235-2033 or 507-637-2187
- Heat Share
  - 822-842-7279 (Statewide Office)
  - 888-220-4860 (Redwood & Renville County)
  - 888-999-1568 (Brown County)
- Lyon County Health & Human Services
  - 507-537-6747
- Southwest Health and Human Services
  - 507-637-4050
- MAC-V :Veterans Assistance
  - 833-222-6228 (Southern Region )
  - 507-637-4034 (Redwood County Rep.)





# PAYMENT OPTIONS AGREEMENTS & ENERGY ASSISTANT INFORMATION



# 1

Redwood Electric offers a variety of payment options for members. Below are steps you will need to follow to avoid service disconnect during the winter months.

- Payment Agreements must be made by the due date (6th of every month) to avoid additional collection fees & prior to the disconnect date (located in **RED** on your bill) to avoid disconnection of electrical services and additional fees.
- Payment Agreements must be kept and payments must be made on or before the scheduled agreement date for the agreement amount.
- Payments can be made the following ways 24 hours a day & 7 days a week;
  - Drop box outside our office at 60 Pine St. Clements, MN;
  - Pay-By Phone Automated payment system 1-844-846-2696;
  - SmartHub Online Bill Pay
    - download the app on your smart device
    - go to our website at redwoodelectric.com or;
    - redwoodelectric.smarthub.coop
  - Mailing payments through the USPS (Allow for delivery time & contact our office to inform us the payment was mailed).
    - payments can be mailed to 60 Pine St. Clements, MN 56224
- Medical Alert
  - If you have a medical emergency, disabled person in the residence or use medically necessary equipment requiring electricity to sustain life, you will be required to provide Redwood Electric with a medical alert form from your medical provider. This form will need to explain your medical condition and how it would be affected or how an emergency could arise with the loss of service. This form will need to be signed and dated by your medical provider every 12 months. You are still responsible for your electric bill and will be required to pay your bill every month. If you are having troubles paying your electric bill, contact our office to make a payment agreement.

# 2

The charts show the State median income qualifications for Energy Assistance and MN Cold Weather protection.

- If you are approved for Energy Assistance through United Community Action, you automatically qualify for the MN Cold Weather protection income eligibility requirement (remember all requirements must be met for MN Cold Weather protection.)
- If you are not approved for Energy Assistance or choose not to apply and are unable to pay your electric bill, you will follow the bottom chart for income eligibility. You will be required to provide our office with the last 3 months of paystubs for the household and proof of your household annual income for the past year. Please contact our office with any questions.
- Redwood Electric Cooperative is not notified for all Energy Assistance applications approved. If you applied for Energy Assistance and were approved, please contact our office with that information and to make a payment agreement.

\*If you receive a **RED** disconnect notice on your electric bill and are unable to pay the balance in full by the due date of the 6th, you **MUST** contact our office immediately.

Redwood Electric Cooperative  
60 Pine St. Clements, MN 56224  
Phone: 507-692-2214

Email: [sgroebner@redwoodelectric.com](mailto:sgroebner@redwoodelectric.com)  
Pay-by-Phone: 844-846-2696

SmartHub: [redwoodelectric.smarthub.coop](http://redwoodelectric.smarthub.coop)  
Website: [redwoodelectric.com](http://redwoodelectric.com)

Energy Assistance State Median Income 60%

Household Size	Three Month Maximum	Annual Income
1	\$8,479	\$33,918
2	\$11,088	\$44,355
3	\$13,697	\$54,791
4	\$16,307	\$65,228
5	\$18,916	\$75,664
6	\$21,525	\$86,101
7	\$22,014	\$88,058
8	\$22,503	\$90,014
9	\$22,992	\$91,971
10	\$23,482	\$93,928

Cold Weather State Median Income Guidelines

HOUSEHOLD SIZE	3 MONTH MAX. GUIDELINES	ANNUAL INCOME
1	\$6,761	\$27,047
2	\$8,842	\$35,370
3	\$10,923	\$43,692
4	\$13,003	\$52,014
5	\$15,084	\$60,336
6	\$17,164	\$68,658
7	\$17,554	\$70,219
8	\$17,944	\$71,779
9	\$18,335	\$73,340
10	\$18,725	\$74,900