

## ***The Cold Weather Law and Meeker Cooperative policy provide you with these rights and responsibilities:***

**The right** to declare your inability to pay your utility bill. If you do so and if your household income is less than 50% of State Median Income level, your service affecting your primary heat source cannot be disconnected for nonpayment of your bill, provided that your account is current for the billing period immediately prior to October 15 or that you have entered into a payment schedule and are reasonably current with payments under the schedule. You will have to provide the cooperative with proof that you are unable to pay and are current in your payments to Meeker Cooperative. Your service cannot be disconnected during a certain period following the date of a disconnect notice (Days specified in Attachment 1.)

**The responsibility**, if you choose to declare inability to pay, to complete the enclosed "Inability to Pay" form and return it to Meeker Cooperative within seven (7) days,

**The right** to a mutually acceptable payment schedule with Meeker Cooperative. This payment schedule will cover your existing arrears plus the estimated usage during the payment schedule period. If you are able to pay but still wish to enter into a payment schedule, contact Meeker Cooperative immediately at 800-232-6257 or 320-693-3231 to arrange a schedule.

**The right** not to be involuntarily disconnected on a Friday or on a day before a holiday.

**The right** not to be disconnected until at least twenty (20) calendar days after the post-mark date of this notice and information or until fifteen (15) calendar days after this notice and information has been personally delivered.

**The right**, before you are to be involuntarily disconnected, to appeal your disconnect notice to Meeker Cooperative. Your service will not be disconnected until your appeal is resolved by Meeker Cooperative.

**The responsibility**, if you choose to appeal, to deliver or mail a personal letter of appeal stating your situation and issues in dispute. Your letter of appeal must be in the possession of Meeker Cooperative before the day of disconnection. The Meeker Cooperative appeal board will review your appeal within ten (10) days after it is received. You must call Meeker Cooperative at 800-232-6257 or 320-693-3231 for the date and time of the appeal review if you wish to be present.

*If you need help paying your electric utility bill, you may qualify for state or federal fuel assistance. For complete qualifications and application information, contact your county social service or community action agency listed on the back of this document. These organizations may also provide budget counseling.*

## Energy Assistance Providers

### All Areas

Lutheran Social Service Southwest Office  
333 Litchfield Ave. SW  
Willmar, MN 56210  
320-235-5459

### Kandiyohi, McLeod & Meeker County Areas

Heartland Community Action Agency  
Colonial Plaza  
PO Box 1359  
409 19th Ave. SW  
Willmar, MN 56201  
Toll Free: 800-992-1710  
Kandiyohi: 320-235-0850  
McLeod: 320-587-5244  
Meeker: 320-693-7911

### Renville County Area

Renville County Family Services  
300 S. 7th St.  
Olivia, MN 56277  
320-523-5522

### Stearns County Area

Stearns Tri Community Action Programs  
PO Box 1107  
700 St. Germain  
St. Cloud, MN 56301  
Toll Free: 888-765-5597 or 320-251-1612

### Wright County Area

Wright County Community Action  
PO Box 787  
130 W. Division St  
Maple Lake, MN 55358  
320-963-6500

## Important Please Read Carefully

### Notice of Residential Customer Rights and Possible Assistance

The Cold Weather Law, Section 216B.097 of the Public Utilities Act, provides that from October 15 through April 15, a cooperative cannot disconnect a residential cooperative customer for nonpayment if the disconnection would affect your primary heat source and:

1. You declare an inability to pay, and
2. Your total household income is less than 50% of State Median Income and
3. Your account is current for the billing period immediately prior to October 15, OR you have entered into a payment schedule and are reasonably current with your scheduled payments.

The purpose of this notice is to inform you of your rights and responsibilities under the Cold Weather Law.

These rights and responsibilities are designed to help you meet winter utility bills.

***You must act promptly.***

***If you choose not to assert your rights or choose not to enter into a mutually acceptable payment schedule, your service may be disconnected.***