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Cold Weather Shutoff Protection Application

Cold Weather Rule effective October 1 through April 30

RESIDENTIAL RIGHTS AND RESPONSIBILITIES

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

The Right to declare your need for protection under the MN CWR Statute 216B.097.

The Responsibility, if you choose to declare a need for protection, to complete the application and return it to Connexus Energy prior to disconnection.

The Right to a mutually acceptable payment agreement with Connexus Energy. This payment agreement will cover your existing arrears, if any, plus estimated usage during the payment agreement period.

The Responsibility to provide documentation to your local energy assistance provider, that your household income is less than 50 percent of the state median income.

The Right to appeal a notice of involuntary disconnection of service. If a customer chooses to appeal, the customer must send Connexus Energy written notice of the basis of the appeal and the issue(s) in dispute. This written notice must be delivered to Connexus Energy prior to the date of disconnection. The customer will be notified when the appeal is reviewed, within 7 days of Connexus Energy receiving. No disconnection of service will take place during the appeal process.

Connexus Energy Account Number: _____ - _____

Name on Account: _____

Service Address: _____

City: _____ State: _____ Zip: _____

Home Phone Number: _____ Cell Phone Number: _____

Please provide name of energy assistance agency to which proof of income has been provided: _____

If proof of income is incomplete, you will not be protected from disconnection.

This is a declaration of my need for protection during the Cold Weather Rule months. I hereby authorize Connexus Energy to exchange billing information with the local energy assistance provider. I acknowledge that I have received, read, and understand the notice of residential rights and responsibilities. I attest that the above information is true and correct.

To be protected from disconnection, I will contact Connexus Energy to review a payment arrangement within four (4) business days of submitting this form.

I understand payment arrangements must be kept to be protected from disconnection.

Signature: _____ Date: _____

Submit this completed form to Connexus Energy.

Fax to: 763.323.2603

Mail to: Connexus Energy
Attn: Member Services
14601 Ramsey Blvd.
Ramsey, MN 55303

Minnesota's Cold Weather Rule 216B.097

The Cold Weather Rule states that a cooperative electric association must not disconnect and must reconnect 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 and all of the following conditions are met:

- A customer enters into and makes 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 percent of the state median household income. The utility may verify income on forms it provides or obtain verification of income from the local energy assistance provider. A customer is deemed to meet the income requirements of this clause if the customer receives any form of public assistance, including energy assistance that uses an income eligibility threshold set at or below 50 percent of the state median household income.

Financial Assistance Agencies

You may be eligible for financial assistance when paying your electric bill.

Help is a phone call away.

Energy Assistance Hotline: 800.657.3710

The Salvation Army HeatShare: 800.842.7279

First Call for Help: 211

County specific energy assistance agencies are listed at connexusenergy.com under Account Services; Cold Weather Rule.