

Application for Winter Disconnect Protection

INABILITY TO PAY DECLARATION FORM

The Cold Weather Rule provides that from October 1 through April 30 a utility cannot disconnect a residential utility customer if you enter into, and keep current with, a payment arrangement with the utility. Fill out this form and return it to GRPUC within seven days.

FILL OUT COMPLETELY – PLEASE PRINT

Customer Name _____

Service Address _____ Apt. # _____

City _____ State _____ Zip _____

Phone: Home _____ Cell _____

Utility Account Number (from your bill) _____

Total Amount You Owe _____

Total Yearly Household Income (including yourself) _____ (verification may be requested)

Total Number of People in Household (including yourself) _____ Military Personnel On Active Duty _____

Circle Applicable Items:

Income:	Payroll/Unemployment	MFIP/GA	Social Security/Pension
Medical:	GA Medical Care	Medical Assistance	Do Not Pay Medical Expenses
	Medical Emergency	Disabled Person in Home	Medically Necessary Equipment

I propose to pay my past due and monthly bills according to the following schedule of payments:

Payment Amount	Due Date

IMPORTANT INFORMATION

Call Grand Rapids Public Utilities at 218-326-7024 within 10 days after you return this form to discuss your payment schedule and confirm that it is acceptable.

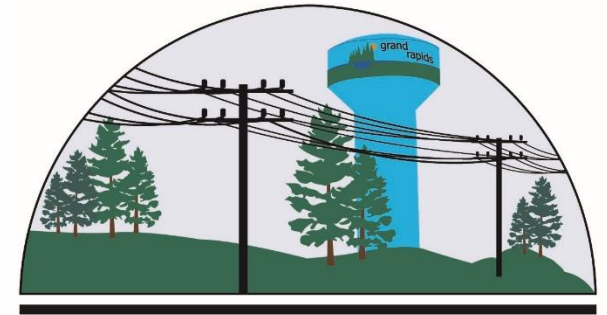
Agreed upon payments must be paid by the due date each month.

By signing this form, I hereby acknowledge that I have received, read and understood 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 for the purpose of program qualification.

Customer Signature _____ Date _____

COLD WEATHER PROTECTION

**Know Your Rights &
Responsibilities**



GRAND RAPIDS PUBLIC UTILITIES

Service is Our Nature

Grand Rapids Public Utilities
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218-326-7024
www.grpuc.org
email: info@grpuc.org

Notice of Residential Customer Rights and Responsibilities

The Minnesota Legislature and Public Utilities Commission have issued the Cold Weather Rule. A customer's electricity can be disconnected if the Cold Weather Rule steps are not followed. The rule applies from October 1 through April 30.

The purpose of this notice is to inform you of your rights and responsibilities under the Cold Weather Rule. These rights and responsibilities are designed to help you with winter utility bills. You must act **PROMPTLY!** If you choose not to assert your rights or choose not to enter into a payment schedule, your service can and will be disconnected!

Specifically, the Cold Weather Rule provides you with these options:

THE RIGHT to declare the inability to pay your utility bill. If you do so, you must enter into a payment schedule with the utility to maintain your utility service. You have the right to appeal any proposed disconnection to your local utility. You will have to provide the utility proof that you are unable to pay and were current in payments to the utility. Your service will not be disconnected until the appeal is resolved. Appeals are resolved locally.

THE RESPONSIBILITY to complete the inability to pay form on the other side of this brochure and return it to the utility within 10 days of the postmarked date on the disconnection notice. If you are receiving Energy Assistance or any form of public assistance and can document that, you do not have to fill out an inability to pay form. If you mail this form or can prove your receipt of public assistance, you must also contact the utility to arrange a payment plan.

THE RIGHT to a payment schedule with the utility. 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 the utility immediately to arrange a schedule. (This payment schedule may be arranged by your designated third party.)

THE RESPONSIBILITY of making payment as agreed or promptly notifying the utility of why you cannot keep the agreement. You may then request that the original payment schedule be changed. Any change is initially subject to the utility's approval.

THE RIGHT to request that the GRPUC notify a third party if your service becomes subject to disconnection. If you would like to request a third-party notification, please complete and detach the form provided on this notice, have the third party sign it, and send it to the GRPUC office.

THE RESPONSIBILITY to receive Budget Counseling from the local energy assistance provider or other financial counseling organizations. A list of agencies is included in this brochure.

Disputes regarding the previously listed options can be appealed to your utility. Copies of the Cold Weather Rule are available at your local utility.

If you need help paying your utility bill, please see the local Energy Assistance providers listed below:

Kootasca Energy Assistance

E-Heat Program

218-999-0800

Toll Free 1-877-687-1163

Itasca County Social Services

218-327-2941

Or

1-800-422-0312

Leech Lake Energy Assistance

218-335-3783

Salvation Army Heat Share

1-800-842-7279

First Call for Help

218-326-8565

Third Party Notification Form

If you have been served a notice of proposed disconnection by your utility, 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 to pay 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 the utility.

Customer Name _____

Account Number _____

Service Address _____

Home Phone _____

Cell Phone _____

Third Party Name _____

Third Party Address _____

City State Zip

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 Grand Rapids Public Utilities assumes no liability for failure of the third party to act upon notification.