

### Third Party Notification Request

If you want a third party to be notified of a potential disconnection, please complete this form and return it to Shakopee Public Utilities.

SPU will make every effort to send a copy of the Disconnect Notice to the party specified. The customer making the request understands that SPU assumes no liability should the third party fail to receive or act upon the notification.

Customer Name

Account Number

Service Address

Home Phone

Work Phone

Shakopee Public Utilities has my permission to provide information to and accept information from the party named below:

Customer Signature Date

Name of Third Party

Third Party Address

City State Zip

Third Party Home Phone

Third Party Work Phone

Third Party Signature Date

**The request cannot be accepted without the Third Party's signature.**

Mail completed form to:  
**Shakopee Public Utilities**  
**P.O. Box 470**  
**Shakopee, MN 55379-0470**

### Save Energy – Save Money

- Manage your thermostat. Try these settings:  
Heating: 66° - 68°  
Cooling: 76° - 78°
- Install a programmable thermostat. Set the temperature back 10 degrees for eight hours every night during the winter months, and you'll lower your heating bills by 10 percent.
- Check the furnace filter. Change it monthly.
- Check the duct work for dirt streaks, especially near seams. These indicate air leaks, and they should be sealed with duct mastic.
- Insulate any ducts or pipes that travel through unheated spaces.
- Seal any air leaks. Caulk and weather strip any cracks around doors and window frames. Block openings at bottom of doorways.
- Vacuum refrigerator/freezer coils to improve the efficiency of the unit(s).
- Add foam gaskets behind outlet covers and switch plates. Use safety plugs in unused outlets.
- Lower the thermostat on your water heater; a setting of 120° F provides comfortable hot water for most uses.
- Insulate your hot-water storage tank, following the manufacturer's recommendations.
- Insulate the first six feet of the hot and cold water pipes connected to the water heater.
- Contact SPU to sign up for Home Efficiency Check-Up.

**Please contact SPU for additional information.**



## SHAKOPEE PUBLIC UTILITIES

“Lighting the Way - Yesterday, Today and Beyond”

255 Sarazin Street • Post Office Box 470  
Shakopee, Minnesota 55379-0470

[www.shakopeeutilities.com](http://www.shakopeeutilities.com)

952-345-2482

CWR-2011 35M

# Minnesota Cold Weather Rule

## Notice of Residential Customer Rights & Responsibilities

This brochure explains the Cold Weather Rule and the steps you must take if you cannot pay your bill or your electric service is disconnected.

The Cold Weather Rule does not forbid all winter disconnections. If you receive a Notice of Proposed Disconnection this winter, you must act immediately.

**Call 952.345.2482 for additional details. Applications for Cold Weather Rule protection are available at the SPU Service Center, or call 952.345.2482 to request an application be mailed to you.**

### The Minnesota Cold Weather Rule

Each year, some SPU customers are unable to pay their electric bill during cold weather. If you can't pay your electric bill, please contact us.

The Minnesota Cold Weather Rule was established to protect residential customers from electrical service disconnection between October 15 and April 15. Cold Weather Rule protection is available if all three of the following conditions exist:

- 1. The disconnection would affect your main heating source;**
- 2. Your household meets Cold Weather Rule payment plan guidelines;**
- 3. You and Shakopee Public Utilities agree to a payment plan.**

**If you receive energy assistance between October 15 and April 15, you are eligible for Cold Weather Rule Protection; however, you must call SPU with your specific information.**



## Avoiding Disconnection

If you receive a notice of scheduled disconnection, or final notice, you must call Shakopee Public Utilities at 952.345.2482 immediately to apply for Cold Weather Rule Protection and set up a payment plan.

Your service will be subject to disconnection without further notice if you do not make the agreed upon payments. If you cannot keep your original payment plan, advise Shakopee Public Utilities immediately. It may be possible to make a new payment plan and avoid disconnection.

**If you are a recipient of any form of public assistance, including energy assistance, which uses the income eligibility standards, you are eligible for Cold Weather Rule protection.**

## Reconnection

If your power is disconnected on October 15, when the Cold Weather Rule goes into affect, you can have your power reconnected by calling Shakopee Public Utilities to set up a payment plan.

For more information, call Shakopee Public Utilities at 952.345.2482.

## Proposed Disconnection Notice

If you receive a Notice of Proposed Disconnection, you will also receive the following:

- Information about your rights and responsibilities
- Information about ways to reduce energy use
- A list of agencies that help pay utility bills
- A list of weatherization providers

## Cold Weather Rule Payment Plans

If you have received a Notice of Proposed Disconnection you may qualify for a payment plan.

### Payment plan guidelines

- With a household income at or below 50 percent of the state median income, or is a recipient of any form of public assistance, including energy assistance, which uses the income eligibility standards noted above, you will agree to pay 10 percent of your gross monthly income toward the utility bill.
- More than 50 percent of the state median income, you may make a mutually acceptable payment arrangement with Shakopee Public Utilities.

The law provides for income verification, which may be conducted by the local CAP Agency or SPU, unless the customer is automatically eligible for protection against disconnection as a recipient of any form of public assistance, including energy assistance, which uses income eligibility standards as stated above.

You have the right to a payment plan during the cold-weather months. This payment plan must be agreeable to you and to Shakopee Public Utilities. You must remain reasonably current with payment plan arrangements to avoid disconnection. Most Cold Weather Rule payment plans last until April 15 unless you make other arrangements with Shakopee Public Utilities. Your service could be disconnected if you have a past due payment, or past due balance on April 15.

If you and Shakopee Public Utilities cannot agree on a payment plan, you have ten days to appeal to the Utilities Commission. Your service will stay on during the appeal process.

## Third Party Notification

Shakopee Public Utilities offers all customers the opportunity to have a third party notified when their electric service is about to be discontinued. This program can be especially helpful for the ill, senior citizens, those who live alone, and customers who do not read English. The purpose of this program is to notify a third party, as well as the customer, that a Notice of Proposed Disconnection has been sent.

A third party could be a friend, relative, church, or community agency. The third party receives copies of all disconnection notices mailed to the customer but is NOT required to pay the bills. The third party is authorized to exchange information about the customer and make a payment plan with Shakopee Public Utilities on the customer's behalf. This helps avoid the hardship that would result from disconnecting the customer's service.

If you want to name a third party, please fill out the Third Party Notice form, and return it to Shakopee Public Utilities.



### Medical Alert

If you have a medical emergency, disabled person in the residence or require medically necessary equipment, please notify SPU at 952.445.1988

## Military Personnel Disconnection Law

Minnesota law offers protection from disconnection of utility services to a residential customer if a member of the household has been issued military orders into active duty, for deployment, or for a permanent change in duty station during active duty, provided that the customer enters into a mutually agreeable payment arrangement.

### Payment plan options

- With a household income at or below 50 percent of the state median income (submitted after the date military orders are received), or is a recipient of any form of public assistance, including energy assistance, which uses the income eligibility standards noted above.
- If the household income is more than 50 percent of the state median income (submitted after the date military orders are received), you may make a mutually acceptable payment schedule that considers the financial resources of the household.

The law provides for income verification, which may be conducted by a local energy assistance provider or Shakopee Public Utilities. You must remain reasonably current with payment plan arrangements to avoid disconnection.

If you desire to seek the protections provide by this law, you must contact Shakopee Public Utilities at 952.445.1988 to discuss verification requirements

## Need Help Paying?

If you are in need of energy assistance, SPU recommends you contact one of the following energy assistance providers.

**CAP Agency (LIHEAP)**  
712 Canterbury Road South  
Shakopee, MN 55379  
www.capagency.org ..... 952.496.2125

**Salvation Army - HeatShare**  
www.heatshare-mn.org ..... 651-322-3510

**Scott County Human Services - Fuel Assistance**  
www.co.scott.mn.us ..... 952.445.7751

## Conservation and Weatherization Providers

The following agency provides weatherization and conservation services.

**CAP Agency** ..... 952.496.2125