

MINNESOTA

Cold Weather Rule

Know your rights and
your responsibilities.



FREQUENTLY ASKED QUESTIONS

Q. CAN MY ELECTRICITY BE DISCONNECTED BETWEEN OCTOBER 1 AND APRIL 30?

A. Yes, unless you take steps to make payment arrangements with OPU under the Cold Weather Rule.

Q. IS EVERYONE PROTECTED UNDER THE COLD WEATHER RULE?

A. CWR protection is for residential customers only. (Renters are included if your electric service is in your name and it affects your primary heat.) You are eligible if the combined household income is at or below 50% of the state median income.

Q. IF I QUALIFY FOR THE CWR, DO I NEED TO DO ANYTHING TO PROTECT MYSELF?

A. Yes, if you are unable to pay your electric bill, you must contact OPU immediately to set up a payment plan. You must set up a mutually agreed upon payment plan and keep these payment plans.

Q. WHAT IF I CAN'T AGREE ON A PAYMENT PLAN WITH OPU?

A. You have the right to appeal to the Customer Care Supervisor in writing or by calling. If you and the Customer Care Supervisor cannot reach a mutually agreed upon plan, you have the right to contact the OPU General Manager. If you and the General Manager cannot reach a mutually agreed upon plan, you have the right to contact the OPU Commission.

Q. WHY DID I RECEIVE A DISCONNECT NOTICE BETWEEN OCTOBER 1 AND APRIL 30?

A. This means you have either missed a payment on your established payment plan, or you have not paid your previous month's payment and you did not make arrangements for a payment plan. In either event, you should contact OPU immediately and discuss this situation with a Customer Service Representative. You may be disconnected without further notice if you do not take action.

Q. WHAT IF I NEED HELP UNDERSTANDING MY BILLS AND/OR NOTICES?

A. You can contact Customer Service at 507-451-2480 to discuss the status of your account or to designate a third party to discuss your account information with OPU and have this individual notified in the event of a disconnection notice. This third party will not be responsible for your bill but receive notifications regarding potential disconnections.

Feel free to contact OPU Customer Service at 507-451-2480 with any additional questions you may have.