

### THIRD PARTY NOTIFICATION REQUEST

If you want a third party authorized to discuss your account with OPU on your behalf and/or to be notified of a potential disconnection please complete this form and return it to Owatonna Public Utilities.

208 S. Walnut Ave.  
P.O. Box 800  
Owatonna, Minnesota 55060

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

#### Customer Information

Name \_\_\_\_\_

OPU Account # \_\_\_\_\_

Service Address \_\_\_\_\_

Apt/Unit# \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Primary Phone \_\_\_\_\_

Secondary Phone \_\_\_\_\_

OPU has my permission to provide information to and accept information from the party named in this agreement:

Customer Signature \_\_\_\_\_ Date \_\_\_\_\_

#### Third Party Information

Name \_\_\_\_\_

Mailing Address \_\_\_\_\_

Apt/Unit# \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Primary Phone \_\_\_\_\_

Secondary Phone \_\_\_\_\_

Third Party Signature \_\_\_\_\_ Date \_\_\_\_\_

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

### HOW DO I GET ASSISTANCE?

You may contact one of the following energy assistance providers:

Semcac  
[www.semcac.org/energy](http://www.semcac.org/energy)..... 800-944-3281

Salvation Army – HeatShare.....800-842-7279

St Vincent DePaul.....507-676-5508

NewLife Community.....507-320-3141

You may contact the following local agency for weatherization services:

Semcac Weatherization .....800-944-3207  
[www.semcac.org/energy](http://www.semcac.org/energy)

#### MEDICAL ALERT

If you have a medical need and/or equipment that requires electricity you must notify OPU. Written certification must be provided by an eligible medical professional and kept on file at OPU. Certification expires six months from the date it was signed. A new, signed form/certificate must be submitted to OPU if the medical need extends beyond six months.



208 S. Walnut Ave  
P.O. Box 800  
Owatonna, MN 55060  
507-451-2480  
[www.owatonnautilities.com](http://www.owatonnautilities.com)

# MINNESOTA Cold Weather Rule

Know your rights and  
your responsibilities.



The Minnesota Cold Weather Rule (CWR) was established to protect residential customers from electrical service disconnection between October 1 and April 30. It is the objective of Owatonna Public Utilities (OPU) to assist our customers and follow the requirements of the Minnesota Statute 216B.097.

The Minnesota Statute 216B.97 states a municipal utility 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:

- the household income is at or below 50 percent of the state median income. 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. OPU may request income verification from the customer or obtain verification of income from the local Energy Assistance Provider (SEMCAAC).
- the customer enters into and makes reasonably timely payments under a payment agreement that considers the financial resources of the household;

If you do not meet all of the conditions indicated above you may be in jeopardy of disconnection. Please contact OPU immediately if you are unable to pay your utility bill and/or have received a notice of disconnection. Applications for Energy Assistance and Payment Arrangements can be made by stopping into OPU.

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

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

#### IS EVERYONE PROTECTED UNDER THE COLD WEATHER RULE?

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 percent of the state median income.

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

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.

#### SAVE ENERGY – SAVE MONEY

- ✓ Manage your thermostat. Try these settings:
  - Heating: 66 – 68 degrees
  - Cooling: 76 – 78 degrees
- ✓ Install a programmable thermostat, set the temperature back 10 degrees for 8 hours every night during the winter months, and you will lower your heating bills.
- ✓ 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 or weather strip any cracks around doors and window frames. Block openings at bottom of doorways.
- ✓ Vacuum refrigerator/freezer coils to improve the efficiency of these units(s).
- ✓ Insulate your hot water storage tank, following the manufacturer's recommendations.

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

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 Owatonna Public Utilities General Manager. If you and the General Manager cannot reach a mutually agreed upon plan, you have the right to contact the Owatonna Public Utilities Commission.

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

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.

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

You can contact Customer Service at 507-451-2480 to discuss the status of your account or 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.



208 S. Walnut Ave  
P.O. Box 800  
Owatonna, MN 55060  
507-451-2480  
[www.owatonnautilities.com](http://www.owatonnautilities.com)