

## Third Party Notification Request

East Grand Forks Water and Light offers customers the opportunity to have a third party notified if their electric service is to be disconnected. This program can be especially helpful for the ill, senior citizens, disabled and those who live alone. The third party could be a friend, relative, church, or community agency. The third party will receive copies of all disconnect notices mailed to the customer, but is NOT responsible to pay the bills. By volunteering, the third party is able to receive and give information about personal circumstances and make payment arrangements with East Grand Forks Water and Light for the customer.

Customer Name

Account Number

Service Address

Home Phone

Work Phone

I understand this agreement does not remove my personal obligation for payments. East Grand Forks Water and Light has my permission to provide information to and accept information from the party named below:

Customer Signature

Date

Name of Third Party to be notified

Name of Third Party

Third Party Address

City

State

Zip

Third Party Home Phone

Work Phone

**Complete and mail to...**  
**East Grand Forks Water and Light**  
**PO Box 322**  
**East Grand Forks, MN 56721**

## Notice of Residential Customer Rights and Responsibilities

Some customers find it hard to pay their utility bills in the winter. The Minnesota State Legislature has passed a law that is commonly referred to as the "Cold Weather Rule" to protect residential customers from disconnection if they cannot pay their bills in full. This protection lasts from October 15 through April 15. Customers may qualify for this protection if they meet ALL of the following conditions:

1. The customer has completed the Application for Protection Form provided by the utility.
2. The household income is less than 50% of the state median income level. (customers receiving 'any form of public assistance' are deemed to have qualified for inability to pay status)
3. The customer enters into and makes reasonably timely payments on a mutually acceptable payment plan.

This notice is to inform customers of their 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 mutually acceptable payment plan, your electric service may be disconnected.

### Your rights and responsibilities are:

- **The right** to declare an inability to pay your electric bill.
- **The responsibility** if choosing inability to pay, to complete fully the COLD WEATHER RULE – INABILITY TO PAY APPLICATION FOR PROTECTION form and return the East Grand Forks Water and Light.
- **The right** to negotiate a mutually acceptable payment plan with the East Grand Forks Water and Light which addresses existing past due balances and current and future usage during the cold weather period.
- **The responsibility** to make timely payments under the payment plan. Failure to comply with or change the existing payment arrangement may result in the service being disconnected.
- **The right** to appeal to the Commission a determination of income by the utility and the right to appeal if the customer and utility cannot arrive at a mutually acceptable payment plan. Service will not be disconnected during the appeal process.

The Cold Weather Rule does not totally forbid winter shut off. You must contact the utility in advance of the disconnect date to avoid disconnection or a limiting device. **IF YOU RECEIVE A SHUT OFF NOTICE THIS WINTER, YOU MUST ACT PROMPTLY!**

In addition, customers who use life-sustaining electrical medical equipment, please contact the East Grand Forks Water and Light for more information on our Life Support Program (218) 773-1163.

## ENERGY ASSISTANCE PROGRAM

If you need help paying your electric utility bills, you may qualify for state or federal energy assistance. For complete qualifications and application information, contact the following agencies:

Polk County Social Service Center  
East Grand Forks, MN 56721  
(218) 773-2431

Polk County Social Service Center  
Crookston, MN 56716  
(218) 281-3127

Tri-Valley Opportunity Council, Inc.  
Crookston, MN 56716  
(218)281-9080 or (866)-264-3729

Salvation Army  
Grand Forks, ND 58201  
(701) 775-2597

St Joseph's Social Care  
Grand Forks, ND 58201  
(701) 795-8614

## ENERGY SAVING TIPS

- Manage your thermostat 66°-68° during the heating season.
- Install a programmable thermostat. Set the temperature back 10° for eight hours every night during the winter months, and lower your heating bills by 10%.
- Replace or clean your furnace filters monthly.
- Check the duct work for dirt streaks, especially seams. These indicate air leaks and they should be sealed.
- Caulk and weather strip any cracks around doors and windows.
- Insulate any ducts or pipes that travel through unheated spaces.
- Remove or cover window air conditioners during the winter.
- Lower the setting of your hot water heater to 120°F
- Open shades during winter days for passive solar heat and close them at night.
- Disconnect power to your home electronics (computer, peripheral equipment, TV, VCR, DVD, game systems etc.) by using a power strip as a central turn off point. Keep in mind; DVRs require standby power to operate properly.

**EAST GRAND FORKS WATER AND LIGHT  
COLD WEATHER RULE – INABILITY TO PAY  
2016-2017 APPLICATION FOR PROTECTION FROM DISCONNECTION**

The Minnesota Cold Weather Rule protects residential utility customers during the cold winter months. Under this rule, your electric service will not be disconnected from October 15th through April 15th if you meet the Cold Weather Rule requirements and your primary heat source is provided by, or controlled by, your electric service.

Customer Name \_\_\_\_\_ Acct # \_\_\_\_\_

Service Address \_\_\_\_\_ East Grand Forks, MN

Home/Cell Phone \_\_\_\_\_ Work Phone \_\_\_\_\_

Spouse or Roommate Name \_\_\_\_\_

# Of People living in household, including yourself \_\_\_\_\_

Total household income for **all** persons living in the house hold for the last 3 months \$ \_\_\_\_\_

Documentation of income must be included (copy of checks, MFIP, SSI, GA, etc). *This application is void if the necessary documentation to support this condition is not provided.*



2016-2017 Cold Weather Rule Income Guidelines	
# in Household	3 month Total Household Income
1	\$6,135
2	\$8,023
3	\$9,910
4	\$11,798
5	\$13,686
6	\$15,574
7	\$15,928
8	\$16,282
9	\$16,636
10	\$16,989

**Sources of income (circle all appropriate sources):**

Employment - Disability/Social Security - GA/MFIP/MSA - SSI

Food Stamps - GA Medical/Medical Assistance

Other forms of federal/state/county assistance (please list) \_\_\_\_\_

By signing this form, I hereby acknowledge that I have received, read, and understand 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 with other energy providers and my utility for the purpose of program qualifications.

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

**You must call EGF Water & Light at 218-773-1163 to discuss your payment arrangements.**

**KNOW YOUR  
RIGHTS &  
RESPONSIBILITIES**

If you are the “third party” for the customer whose service is affected by this notice and are submitting this form on their behalf, please sign here.

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

Phone Number \_\_\_\_\_

