

ANNUAL NOTICE TO ALL RESIDENTIAL CUSTOMERS

Bills can pile up just like snow. But the Minnesota Cold Weather Rule is designed to protect people who may have trouble paying their utility bills in the winter. The Minnesota Cold Weather Rule applies from October 15 to April 15. The rule, established by the Minnesota Public Utilities Commission, means that the utility cannot disconnect your residential electric service during the winter if the customer meets all of the following requirements:

1. Utility disconnection would affect the customer's primary heat source;
2. The household income of the customer is at or below 50 percent of the state median household income, as documented by the customer or local energy assistance provider to the utility;
3. A customer enters into and makes reasonably timely payments that considers the financial resources of the household;
4. A customer receives referrals to energy assistance, weatherization, conservation, or other programs likely to reduce the customer's energy bills; and
5. A municipal utility must, between August 15 and October 15 each year, notify residential customers of the provisions of this section.

If you have trouble paying your utility bill, local agencies may be able to provide payment assistance. The State Department of Human Services recommends you call the county in which you live. For Stearns County residents, the telephone number is: 1-888-765-5597 or 1-320-251-1612; the name and address is: Tri-Cap, 1210 23rd Ave S, PO Box 683, Waite Park, MN 56387.

If you know you are going to have trouble paying your utility bills, please contact the Utilities Office (320-256-4278) to establish a payment schedule. We will try to help.

ANNUAL NOTICE – FOR MILITARY PERSONNEL MN. STAT. § 325E.028

Minnesota law requires that customers and utilities make utility payment arrangements for military service personnel in the following situation. If a member of a household has been issued orders into active duty, deployment, or change in duty station and the residential customer meets specific income criteria, the City of Melrose Public Utilities must not disconnect the utility service of that qualifying residential customer due to nonpayment.

An application for a utility payment agreement must include copies of the income statements and proof of military orders as described in the law. The City of Melrose Public Utilities may shut off utility service for nonpayment if an application does not include the required copies of income statements and proof of military orders as required by Minn. Stat. § 325E.028.

If you would like a copy of this law, please contact the City of Melrose Public Utilities at 320-256-4278.

Date this 17th day of September, 2018

Melrose Public Utilities

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