



City of Chaska Utility Billing
One City Hall Plaza
Chaska, MN 55318
952-448-9200
952-448-9300 fax
ub@chaskamn.gov

City of Chaska Cold Weather Rule

Know Your Rights and Responsibilities

FINANCIAL ASSISTANCE

If you need help paying your winter electric bills, you may qualify for State or Federal energy assistance. For details regarding qualifications and application information, contact Carver County Social Services or Community Action Partnership Agency. These organizations may also provide budget counseling:

CAP Agency

712 Canterbury Road South
Shakopee, MN 55379
952.496.2125

Carver County Community Social Services

Human Services Building
602 East Fourth Street
Chaska, MN 55318
952.361.1600

The Salvation Army HeatShare Program

2445 Prior Avenue
Roseville, MN 55113
651.746.3400

SAVE ENERGY – SAVE MONEY

- Manage your thermostat. Try these settings: Heating: 66-68 degrees and Cooling: 76-78 degrees
- 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 the 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 degrees 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.

NOTICE OF RESIDENTIAL CUSTOMER RIGHTS AND RESPONSIBILITIES

This brochure explains the Cold Weather Rule and the steps you must take if you cannot pay your bill. **The Cold Weather Rule does not forbid winter disconnections.** If you receive a Final Disconnect Notice this winter, you must act immediately. **Prior to disconnection**, you have the right to appeal any proposed disconnection. Appeals are resolved locally.

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** of the following requirements are met:

1. The customer's account is current for the billing period immediately prior to October 15, or the customer has entered into a payment plan and is current with payments under the plan.
2. The customer has declared inability to pay on forms provided by the city.
3. The household income of the customer is at or below 50 percent of the State median household income.
4. Utility disconnection would affect the customer's primary heat source.

The Cold Weather Rule provides you with these rights, responsibilities, and obligations:

YOUR RIGHT to declare your inability to pay your utility bill. If you do so, you must enter into a mutually acceptable payment plan with the City of Chaska Utility Billing. This payment plan will cover your existing arrears plus the estimated usage during the plan period. This payment plan may be arranged by your designated third party.

YOUR RESPONSIBILITY, if you choose to declare Inability to Pay, to complete the "Inability to Pay" form on the other side of this brochure and return it to City of Chaska Utility Billing prior to disconnection. If you complete this form, you must also contact Utility Billing to verify approval of the payment plan.

YOUR RIGHT to request that Utility Billing notify a third party if your service becomes subject to disconnection. If you request third party notification, a copy of this notification and your disconnect notice will be sent to the third party. The third party will not be held responsible for payment.

YOUR RESPONSIBILITY of making payments as agreed, or prior to disconnection, promptly notifying Utility Billing why you cannot keep the agreement. You may then request that the original payment plan be changed. Any change is subject to approval by City of Chaska Utility Billing.

YOUR OBLIGATION to pay your Chaska utility bill. While declaring your inability to pay or entering into a payment plan provides shut-off protection from October 15 to April 15, it does not remove or reduce your obligation to pay your utility bill.

APPLICATION FOR WINTER DISCONNECT PROTECTION – INABILITY TO PAY DECLARATION FORM

IF YOU CAN'T PAY YOUR BILLS AND NEED COLD WEATHER PROTECTION FROM UTILITY SHUTOFF,
fill out this form and return it to Chaska Utility Billing.

Name:		Account Number:		
Service Address:				
Phone: Home:		Work:	Cell:	
Total Amount You Owe: \$		Total Annual (Yearly) Household Income: \$		
Number of Persons in Your Household (Including Yourself):				
Source of Income:	Employment	MFIP/GA/MSA	Food Stamps	Disability/Social Security/Pension
SSI	Children's Health Plan	GA Medical Care/Medical Assistance	Other:	
Do Any of the Following Exist in Your Home:		Medical Emergency	Disabled Person in Residence	

Payment Arrangements (Inability to Pay)

I propose to pay my outstanding bills according to the following schedule of payments:

\$	by (date):
\$	by (date):
\$	by (date):
\$	by (date):
\$	by (date):
\$	by (date):

THIRD PARTY

If you are the Third Party for the customer whose service is affected by this notice and are submitting this for that customer, please sign here:

Third Party Signature:

Date:

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 or public assistance agencies and my utility for the purpose of program qualification.

Customer Signature:	Date:
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THIRD PARTY NOTIFICATION FORM

If you have received a final disconnect notice from Chaska Utility Billing, you may want to alert a third party (friend, relative, church group or community agency) that a disconnection notice has been issued to you. The third party will not be responsible for paying your bill. The third party does have the right to contact the utility and provide information or work out a payment arrangement.

If you want a third party to be notified of the potential disconnection, please complete this portion of the form and return it to Chaska Utility Billing.

Third Party Name:	
Third Party Address:	
Third Party Home Phone:	Third Party Work Phone:
Third Party Signature:	Date:
<i>The utility has my permission to provide information to and accept information from the third party named above.</i>	
Customer Signature:	Date:

This request will not be accepted without the third party's signature. The customer making the request understands that the utility assumes no liability for failure of third party to act upon notification.