



ENERGY ASSISTANCE

If you are having trouble paying your energy bill, please refer to the agency who may be able to help.

Nicollet County

Minnesota Valley Action Council:
507-345-6822

Brown County

Minnesota Valley Action Council:
507-345-6822

Redwood County

United Community Action Partnership:
507-537-1416

FOR MORE INFORMATION



PHONE

507-647-6602

Toll Free 888-832-5734



WEBSITE

ufcmn.com



LOCATION

705 East 4th Street

PO Box 461

Winthrop, MN 55396



MINNESOTA COLD WEATHER RULE



UNITED NATURAL GAS

MINNESOTA COLD WEATHER RULE

The State of Minnesota established the Cold Weather Rule (CWR) to protect residential heat-affected customers from disconnection when they experience difficult paying their bills during the winter months. Minnesota's CWR runs **October 1st - April 30th** of each year. THIS INFORMATION IS INTENDED TO PROVIDE YOU WITH HELPFUL INFORMATION REGARDING CWR.

IN THIS BROCHURE YOU WILL LEARN:

- Steps to Prevent Disconnection
- Steps for Reconnection
- Your Right to Appeal
- Your Option for Third Party Notification

WE ARE HERE TO HELP!

To be protected you must contact United Natural Gas (UNG) to discuss your account, pay your bill in full, or set up a payment arrangement (no written application required).



**CALL US
TOLL-FREE AT
888-832-5734**

PAYMENT ARRANGEMENT CONDITIONS

For customers over the 50% median income*:

- You may enter into a mutually agreed Payment Agreement that expires April 30th.
- You may choose to enroll in our Secure Pay Plan. For customers at or below the 50% median income*:
- You may qualify to pay no more than 10% of your monthly household income.
- Plan expires April 30th.

FAILURE TO KEEP YOUR ARRANGEMENT

If you are unable to keep your Payment Agreement, call us right away toll-free at 888-832-5734. Failure to keep us your Payment Agreement may result in:

- Disconnection
- No further notice is required by UNG

RIGHT TO APPEAL

If you and UNG cannot agree on the terms of Payment Agreement you have the right to appeal. You must appeal within 10 working days to the Minnesota Public Utilities Commission (MPUC) by calling 1-800-657-3782 or visit their website at mn.gov/puc/. During the appeal process UNG will not disconnect your service as defined under CWR.

*You must provide proof of income to a qualified agency.

THIRD PARTY NOTIFICATION

You may delegate a third party to be notified if a disconnection notice is sent to you. This can be a friend, relative, church or community action agency. If you live alone, are a senior citizen, are disable or cannot read English this programs could be beneficial to you. Your third party can be provide and receive information on your behalf. They are not required or responsible for your bill. Please contact UNG if you are interesting in delegating a third party and a form will be mailed to you.

ENERGY CONSERVATION TIPS:

- Install a programmable thermostat.
- Lower thermostat during the night hours.
- Install a hot water heater blanket.
- Lower the temp of your hot water heater.
- Reduce hot water usage by shortening showers.
- Block drafts around doors and windows.
- Cover your windows with plastic during heating season.
- Wash clothes in cold water whenever possible.
- Hang your clothes to dry.
- Replace your furnace filters.
- Add caulk and weather strips to door and windows.
- Open your shades during sunlight hours.
- Promptly replace any broken windows.
- Remove window air conditioners during the winter months.
- Immediately fix any leaky faucets.
- Get your furnace checked once a year by a licensed professional.