

SPECIAL HELP FOR PAYING WINTER ENERGY BILLS



YOUR RIGHTS UNDER THE MINNESOTA COLD WEATHER RULE (2019–2020)

MINNESOTA COLD WEATHER RULE

Minnesota winters present challenges. For residential households, winter heating bills may be one of those challenges. The state of Minnesota Cold Weather Rule (CWR) protects and reconnects your heat source for residential customers who are unable to pay their bill in full during the Cold Weather Rule season (October 15 to April 15).

This brochure contains helpful information about the Minnesota Cold Weather Rule season and explains how you qualify for the program.

2019–2020 Maximum Energy Assistance Program (EAP) income guidelines based on 50% State Median Income (SMI) or 110%* of federal poverty guidelines, whichever is greater.* 110% of Federal Poverty Guideline is greater.

Household size	Annual income	3 month max. guidelines
1	\$27,047	\$6,761
2	\$35,370	\$8,842
3	\$43,692	\$10,923
4	\$52,014	\$13,003
5	\$60,336	\$15,084

*For more information about Household size income guidelines, or to find your EAP provider call 800.657.3710 or go to mn.gov/commerce and the Energy Assistance link.

CWR PROTECTION MEANS:

- You may qualify to pay no more than 10% of monthly household income.
- Plan expires April 15.

PAYMENT PLAN OPTIONS FOR CUSTOMERS WHO ARE OVER THE 50% MEDIAN INCOME:

You have the right to a reasonable payment plan during CWR season from October 15 to April 15. You and Xcel Energy must agree upon a payment plan. Please contact Xcel Energy at 800.895.4999 to discuss payment plan options and your right to appeal to the Minnesota Public Utilities Commission (MN PUC). If agreement on a payment plan can't be reached request an appeal form from Xcel Energy and contact the MN PUC at 800.657.3782.

PAYMENT PLAN CONDITIONS

- You must make payments as agreed to. If you are unable to make payments as agreed, contact Xcel Energy to request a change to the CWR payment plan. Do not just stop making payments or you may be disconnected.
- Your CWR payment plan ends on April 15, unless you and Xcel Energy agree to a different end date. If you still owe a balance after April 15, contact Xcel Energy to talk about options for payment.
- When a payment plan has been approved, Xcel Energy will continue to provide your household with service and will continue to do so as long as you are on time with your payments.

RECONNECTION OPTIONS

If your service has already been disconnected, you have options for reconnection.

If your household income is:

- At or below 50% of the state median income, under CWR you are not required to pay more than 10% of your household monthly income. Please contact Xcel Energy at 800.895.4999 for available options.
- More than 50% of the state median income, you may make a payment plan with the utility.

xcelenergy.com | © 2019 Xcel Energy Inc. | Xcel Energy is a registered trademark of Xcel Energy Inc. | 0919ON05



REQUEST FOR THIRD-PARTY NOTIFICATION OF PROPOSED SHUT-OFF

Brief definition of Third-Party: You may choose a person who can help you with notices and account information from Xcel Energy. Third-Party representatives are not responsible for the bill. They can help to make sure you are not disconnected.

Name _____

Name of Third-Party to be notified

Address _____

Name _____

Phone _____

Address _____

City _____ State _____ ZIP _____

Phone _____

Account Number from Bill _____

City _____ State _____ ZIP _____

Xcel Energy has my permission to share information with the person named below.

Third-Party signature

Signature _____

Date _____

Date _____

(This request will not be accepted without Third-Party's signature.) We will make every effort to send a copy of the shut-off notice to this party. The customer making the request understands that we are not liable should the Third-Party fail to receive or act upon the notice.

For your convenience, complete this form and return it with your energy bill. Or send it to: **Xcel Energy, P.O. Box 8, Eau Claire, WI 54702**