

Personal Field Contact

Before your location is disconnected, you will be visited by a representative of the cooperative with the opportunity of resolving the situation without the necessity of disconnecting. If you are home at the time of this visit:

1. You may pay our representative, thus avoiding disconnection. However, this representative does not have the authority to enter into a payment agreement with you to avoid the disconnection. Payment agreements must be prearranged with MVEC's Collections Department.

2. **Our representative has the right of access to the meter.** In the event of any interference, local authorities will be summoned.

It is noted, MVEC may elect to install a **service limit adapter** on your service, which will allow you only enough electricity to operate the furnace and/or refrigerator. If you attempt to use additional appliances, such as a TV, you will disconnect yourself.

Deposit Policy

In the event you are disconnected, in order to minimize future risk from any unpaid bill, the cooperative will assess a deposit equal to twice your average monthly electric bill or \$100.00, whichever is larger.

Paid deposits will be refunded with interest after the member has **maintained the account on a current basis for a consecutive 12-month period.**

A deposit may also be demanded on any account that is mailed **four or more disconnect letters** in a 12-month period.

Right to Appeal

If prior to disconnection, a member appeals a notice of involuntary disconnection, as provided by the utilities established appeal procedure, the utility must not disconnect until the appeal is resolved.

Reconnection

If your reconnection call is received between 8:00 a.m. and 4:00 p.m. Monday through Friday, you will be charged a collection and reconnect fee of \$60.00. After 4:00 p.m. and until 8:00 p.m. an additional \$65.00 will be charged. Reconnection calls received after 8:00 p.m. will not be scheduled until the following day, except under extreme circumstances, at which an additional \$197.00 will be charged. Please note: a fee of \$197.00 applies to all weekend and holiday reconnections regardless of the time of day.

In addition, if your location was disconnected for failure to pay an NSF check, we will charge an additional \$25.00 NSF check fee. **Only cash is acceptable in payments of NSF checks, or where you have a history of two or more NSF checks in the last 12 months.**

Emergency Assistance Contacts

**Carver County Social Services
(General assistance only)**
(952) 361.1600

Dakota County Human Services
(651) 554.5611

Hennepin County Energy Assistance
(952) 930.3541

LeSueur County Human Services
(507) 357.2251

Rice County Human Services
(507) 332.6115

Scott County Human Services (Single)
(952) 445.7751

Sibley County Human Services
(507) 237.2981

CAP Scott/Carver
(952) 496.2125

CAP Dakota
(651) 322.3500

**Heat Share (Salvation Army)
Primary Heat Only**
(612) 721.1668
(507) 345.7840
1 (888) 999-1568

Minnesota Valley Action Council
(507) 345.6822
(800) 767.7139

Three Rivers Community Action
(507) 732.7391

Convenient Payment Options Available

Automatic Bill Pay

- FREE service
- Payments are automatically deducted from your checking or savings account monthly

Click-n-Pay - Pay Online at www.mvec.net



- Pay online with our secure payment option
- Pay by e-check or credit card (fees apply)
- Available 24/7/365

Sign up online - visit the Payment Center link at www.mvec.net.

Touch-n-Go - Pay by Phone (press 2)

- Automated phone system available 24/7/365 (fees apply)

(952) 492.8333 • 1 (866) 492.8333 (toll free)

Drop Box Location

MVEC's Office - *outside entrance doors*
125 Minnesota Valley Electric Drive
Jordan, MN 55352

Directions available online at www.mvec.net - Payment Center

Mailing Payments

P.O. Box 77024
Minneapolis, MN 55480

MVEC's Lobby

Payments accepted in lobby between 8 a.m. and 4:30 p.m., Monday through Friday

Important!

Disconnect notices take precedence over any and all MVEC bills.

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Questions? Contact Us

Minnesota Valley Electric Cooperative

125 Minnesota Valley Electric Drive
Jordan, MN 55352

(952) 492.2313 • (800) 282.6832

www.mvec.net • info@mvec.net

Notification of Rights & Responsibilities

Minnesota Cold Weather Rule

This brochure contains information on the following topics:

- Minnesota Cold Weather Rule
- Minnesota Extreme Heat Law
- Disconnect & Reconnect
- Energy Assistance Contacts

It offers steps to take if you are unable to pay your electric bill, or your electricity is disconnected.

Please note, the Minnesota Cold Weather Rule does not completely stop winter disconnects. If you receive a disconnect notice from MVEC this winter, you need to act immediately.

MVEC

Minnesota Valley Electric Cooperative
Your Touchstone Energy® Cooperative



Minnesota Cold Weather Rule

The cooperative will not disconnect service of a residential member during the period between October 15th and April 15th if the disconnection affects the primary heat source for the residential unit when the following conditions are met:

1. The member has declared inability to pay on forms provided by the cooperative. For the purpose of this clause, a member receiving energy assistance is deemed to have demonstrated an inability to pay. If applicable, please check the energy assistance provider box on the form, and list your energy assistance provider.

2. The household income of the member is less than 50% of the state median income, as documented by the member to the utility. Verification of income may be conducted by the local energy assistance provider or MVEC, unless the member is automatically eligible for protection against disconnection as a recipient of any form of public assistance, including energy assistance that uses income eligibility in an amount at or below the income eligibility in the income clause (above);

3. A member whose account is current for the billing period immediately prior to October 15 or who at any time, enters into a payment schedule that considers the financial resources of the household and is reasonably current with payments under the schedule; and

4. The member receives referrals to energy assistance programs, weatherization, conservation, or other programs likely to reduce the member's energy bills.

To qualify for disconnect protection you need to meet **both** of the following conditions:

1. Disconnect would affect your main heating source, and
2. You qualify for:
 - Inability to Pay Plan*, or
 - 10% plan, or
 - Reconnection Plan

If your service has already been disconnected as of October 15, the Cold Weather Rule offers a Reconnection Plan that **may** allow you to have your service turned on again.

*The "Inability to Pay" form needs to be completed in its entirety and returned to MVEC within 14 days of the postmarked date on the disconnect notice. Forms are available online at www.mvec.net - under the Member Service link, or you may contact us at (952) 492.2313.

If you do not meet all of the above conditions, then you do not qualify for winter disconnect protection. However, you still can continue to receive electric service if you call us to make a mutually acceptable payment arrangement. To do this it is necessary that you call MVEC Collections at (952) 492.2313.

(Source: Minnesota Statutes 216B.097)

Notice of Proposed Disconnect

If you receive a disconnect notice, you will receive:

1. Information on your rights and responsibilities
2. Information on how to reduce energy use - visit MVEC's web site - www.mvec.net - or contact us at (952) 492.2313 for a printed copy.
3. A list of agencies that can help pay energy bills
4. A list of weatherization providers
5. An Inability to Pay or 10% Plan form

Cold Weather Rule Options

If you receive a disconnect notice the following options are available:

Inability to Pay Plan

To qualify for this plan - you must be a residential member who:

1. Was fully paid up or reasonably on time with a payment plan as of October 15, and
2. Meets federal government income guidelines, and
3. Cannot pay the full energy bill, but is willing to make a payment plan

If MVEC accepts your "Inability to Pay" application and you make your required monthly payment, we cannot disconnect your energy service between October 15 and April 15.

10% Plan

To qualify for this plan - you must be a residential member who:

1. Was not fully paid up or reasonably on time with a payment plan as of October 15, and
2. Meets federal government income guidelines, and
3. Agrees to pay the lesser of:
 - ten percent of monthly household income, or
 - the full amount of the current bill not including past due amounts

If MVEC accepts your 10% Plan and you make your required monthly payment, we cannot disconnect your service between October 15 and April 15.

If you receive service from more than one energy company, payment will be divided among the energy companies. The company providing the major portion of your total energy costs will receive 70% of the 10% amount. All other energy company's will receive equal portions of the remaining 30%.

Applications for Inability to Pay or 10% Plan

Visit MVEC's web site - www.mvec.net - Member Service link, Cold Weather Rule & Extreme Heat Law link or call our office at (952) 492.2313.

Reconnection Plan

If we disconnect your service on or before October 15, you may qualify for the Reconnection Plan. To qualify for this plan - you must be a residential member who:

1. Was fully paid up or reasonably on time with a payment plan as of October 15, and
2. Meets federal government income guidelines, and
3. Agrees to pay the total amount owed, plus the current energy bills, in monthly payments. Each monthly payment must be a minimum of 10% or your monthly income.

If MVEC accepts your "Reconnection Plan," we will connect your service. If you continue to pay, we cannot disconnect your service between October 15 and April 15.

Third Party Notice

The Third Party Notice applies to all members. This program helps those who live alone, senior citizens, those who are disabled and landlord renter situations.

This program notifies a third party, along with the member, that a disconnect notice has been sent. A third party could be a friend, relative, church or community agency. The third party receives copies of all disconnect notices we mail to members, but is NOT required to pay the bill(s). By volunteering, the third party is able to receive and give information about personal circumstances and make a payment plan with MVEC for the member. This helps avoid the hardship that would result from the disconnect of service.

If you want to name a third party, please fill out the Third Party Notice form in this brochure and return it to MVEC as soon as possible. If you know of someone who could use third party help, please give them this form.

Other Important Information

Minnesota Extreme Heat Law

A utility may not effect an involuntary disconnection of services in affected counties when an excessive heat watch, advisory or a warning issued by the National Weather Service is in effect.



(Source: Minnesota Statutes 216B.0975)

Medical Alert

If you have a medical emergency, disabled person in the residence or require medically necessary equipment, please contact MVEC at (952) 492.2313 or e-mail us at info@mvec.net.

Request for Third Party Notice

Member name: _____

Address: _____

City: _____

State: _____ Zip: _____

Account number(s) from bill: _____

Phone number: () _____

MVEC has permission to share information with the person named below.

Member signature: _____

Date: ____ / ____ / ____

I understand this agreement does not remove my personal obligation for payments.

Name of Third Party to be Notified

Name: _____

Address: _____

City: _____

State: _____ Zip: _____

Phone number: () _____

Third party signature: _____

Date: ____ / ____ / ____

Please note: This request will not be accepted without the third party's signature.

MVEC will make every effort to send a copy of the Disconnect Notice to the party named above. The member making this request understands that we are not liable should the third party fail to receive or act upon the notice.

A copy of a disconnect notice by a third party does not place any obligation on that party to pay bills for others, nor will it prevent disconnection of electric service if payment is not made.

Complete and mail to MVEC at 125 Minnesota Valley Electric Drive, Jordan, MN 55352.