

**COLD WEATHER DISCONNECT  
PROTECTION FORM**  
**Fill out completely - (please print)**

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone: Home \_\_\_\_\_

Cell \_\_\_\_\_

LCP Electric Account # \_\_\_\_\_

Annual Household Income \$ \_\_\_\_\_  
(Past 12 months)

Sources of Income ("X" Boxes):

- Job/Employment/Self employed
- Unemployment/Worker's Comp.
- Child Support/Alimony/Spousal Support
- Social Security/SSI and/or Disability
- Social Programs: MFIP/GA/MSA
- Retirement/Pension
- Other income type \_\_\_\_\_

Total number of persons living in the household/residence: \_\_\_\_\_

I have already been approved for fuel assistance or emergency assistance from a local Energy Assistance Agency based on my income.  
Assistance Agency: \_\_\_\_\_

Disabled person: Please check if a person in your home is disabled and receiving disability benefits.

By signing this form, I hereby authorize any gas or electric utility that serves us to exchange billing information. I also authorize any energy assistance providers or human service agencies to exchange any income information to help determine income eligibility. I acknowledge that I have received, read and understand the enclosed Notice of Residential Customers Rights and Possible Assistance.

I attest that the above information is true and correct.

Member Signature: \_\_\_\_\_ Date \_\_\_\_\_

**Assistance Providers:**

AEOA: 1-800-662-5711  
Virginia... 1-218-735-6839  
Duluth... 1-218-623-3011

Aitkin County Social Services:  
1-800-328-3744

Bi County CAP: 1-800-332-7161

Bois Forte Tribal: 1-800-221-8129

Carlton County Social Services:  
1-800-642-9082

Cass County Social Services:  
1-218-547-1340

Fond Du Lac Tribal: 1-800-365-1613

Itasca County Social Services:  
1-800-422-0312

Kootasca: 1-877-687-1163

Lake County Social Services:  
1-218-834-8400

Lakes & Pines: 1-800-832-6082

Leech Lake Tribal: 1-866-864-8668

Mille Lacs Band Tribal:  
1-320-532-7880

Pine County Social Services:  
1-800-450-7263

Salvation Army Office: 1-800-842-7279  
(Heat Share programs)

St. Louis County Social Services:  
1-800-450-9777


# Minnesota Cold Weather Rule

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## Important Information Regarding Winter Bills

**The Minnesota Cold Weather Rule does not totally prevent winter disconnects.**  
**If you receive a disconnection notice, you must act promptly and contact Lake Country Power, your electric cooperative.**



A Touchstone Energy® Cooperative 

**1-800-421-9959**

**Office hours: Monday-Friday  
8:00 a.m. - 4:30 p.m.**

Service Center Locations:

**4065 Highway 73 South  
Kettle River, MN 55757**

**8535 Park Ridge Drive  
Mountain Iron, MN 55768**

**26039 Bear Ridge Drive  
Cohasset, MN 55721**

**Read the entire reverse side of this notice BEFORE completing the *Cold Weather Disconnect Protection Form*. A mutually agreeable monthly payment plan with Lake Country Power is required to prevent disconnection.**

## THE COLD WEATHER RULE PROVIDES YOU WITH THESE OPTIONS

**The RIGHT** to request and complete the Cold Weather Disconnect Protection Form. If you do so and if your household income is less than 50% of the state median income, the service affecting your primary heat source cannot be disconnected for nonpayment of your bill. However, we have the right to accept or reject your request based on information supplied or other supporting documentation.

**The RESPONSIBILITY**, if you choose to complete the Cold Weather Disconnect Protection Form you must return it to us prior to the disconnect date. You must contact us immediately to arrange a payment plan.

**The RIGHT** to a mutually agreeable payment schedule with us. The schedule will cover your existing arrears plus the estimated usage during the payment schedule period.

**The RIGHT** not to be involuntarily disconnected on a Friday or on a day before a holiday, or until at least twenty (20) days from a disconnect notice date or until fifteen (15) days after the disconnect notice and information has been personally delivered.

**The RIGHT** not to be disconnected until the utility investigates whether the residential unit is actually occupied when a customer does not respond to a disconnection notice. If the unit is found to be occupied, the utility must immediately inform the occupant of the provisions of this section. If the unit is unoccupied, the utility must give seven days' notice of the proposed disconnection to the local energy assistance provider before making a disconnection.

**The RIGHT** to appeal the disconnection of service to the Lake Country Power Board of Directors. If you choose to appeal, you must deliver or mail a personal letter stating your situation and issues in dispute. Your letter must be in our hands before the date of disconnection. You will be notified when the Board of Directors will review your appeal and you may be present at the review. No disconnection of service will take place during the appeal process.

## NOTICE OF RESIDENTIAL CUSTOMER RIGHTS AND POSSIBLE ASSISTANCE

This notice informs you of your rights and responsibilities under the Cold Weather Rule. They are designed to help you with high winter electric bills. You must act PROMPTLY. If you choose not to assert your rights or choose not to enter a mutually acceptable payment plan, your service may be disconnected.

An electric cooperative must not disconnect and must reconnect the utility service of a residential customer during the period between October 15 and April 15 if the disconnection affects the primary heat source for the residential unit **and all of the following conditions are met:**

- (1) The household income of the customer is at or below 50 percent of the state median household income. Income may be verified on forms provided by the Cooperative or by the local energy assistance provider. A customer meets the income requirement if the customer receives energy assistance or other type of public assistance that uses an income eligibility threshold set at or below 50 percent of the state median household income; and
- (2) A customer enters into and makes reasonably timely payments under a payment agreement that considers the financial resources of the household; and
- (3) A customer receives from the cooperative referrals to energy assistance, weatherization, conservation, or other programs likely to reduce the customer's energy bills.

**IF YOU DO NOT MEET ALL THE CONDITIONS OF THE COLD WEATHER LAW AS OUTLINED ON THIS FORM, YOU DO NOT QUALIFY FOR WINTER SHUTOFF PROTECTION. However, you still can continue to receive electric service if you call us to set up a mutually acceptable payment arrangement. Call Lake Country Power BEFORE the disconnect notice due date.**

## ENERGY EFFICIENCY TIPS

- Caulk and weather strip cracks around doors and window frames. Block openings at bottom of doors to prevent drafts.
- Lower the setting on your thermostat at night and dress warmly.
- Lower the setting on your water heater to 120°F (normal).
- Run dishwasher only when it is full.
- Open shades during winter days to let the sunlight in and close the shades at night.
- Limit the use of portable heaters.
- Wash clothes with warm water and rinse them in cold water.
- Leaking faucets should be repaired promptly, especially hot water.
- Turn off all unused lights and appliances.
- Close all windows tightly and use locks to prevent cold air leaking in. Cover drafty windows with plastic.
- Broken windows should be repaired immediately and close all storm windows.
- Window air conditioning units should be covered or removed during the heating season.
- Furnace filters should be kept clean.
- Furnaces should be checked for safe and efficient operation at least once a year.
- Vacuum refrigerator and freezer coils every six months to improve efficiency.
- Close off unused rooms