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APPLICATION FOR ELECTRIC SHUT-OFF PROTECTION

READ THE ENCLOSED NOTICE OF CUSTOMER RIGHTS AND POSSIBLE ASSISTANCE BEFORE COMPELETING THIS FORM.

If you can't pay your entire bill and need to make special arrangements to spread out your payments, call Red Lake Electric Cooperative, Inc. at 1-800-245-6068 or 218-253-2168 before the due date. You need not send in this form just to make a payment arrangement, simply call.

If you can't pay your entire bill you need to contact us to make arrangements to pay your entire bill, or provide a third party contact, and fill out this form and return it to Red Lake Electric Cooperative, Inc. IMMEDIATELY.

Fill out completely.

NAME _____ ADDRESS _____

CITY _____ STATE _____

PHONE _____ WORK _____ ACCOUNT # (From Bill) _____

TOTAL ANNUAL HOUSEHOLD INCOME \$ _____ NUMBER IN HOUSEHOLD _____

CALL RED LAKE ELECTRIC COOPERATIVE, INC. WITHIN 10 DAYS AFTER THE POSTMARKED DATE ON THIS NOTICE TO VERIFY YOUR STATUS AND TO MAKE ANY NECESSARY PAYMENT ARRANGEMENTS. THE PHONE NUMBER IS 1-800-245-6068 OR 218-253-2168.

By signing this form, I hereby authorize any gas or electric utility that serves me to exchange billing information. I acknowledge that I have received, read and understand the enclosed Notice of Residential Customer Rights and Possible Assistance. I attest that the above information is true and correct.

Customer's Signature _____ Date _____

RETURN THIS FORM AND OTHER DOCUMENTATION TO RED LAKE ELECTRIC COOPERATIVE, INC IMMEDIATELY

THIRD PARTY NOTICE

The purpose of this program is to notify a third party, as the customer, that a Notice of Proposed Disconnection has been sent.

A third party could be a friend, relative, church or community agency. The third party receives copies of all disconnection notices Red Lake Electric Cooperative mails to the customer, but is NOT required to pay the bills. The third party is authorized to exchange information about the customer and make a payment plan with the Red Lake Cooperative on the customer's behalf. This helps avoid the hardship that would result from disconnecting the customer's service.

If you want to name a third party, please fill out the Third Party Notice form below and return it to the Red Lake Electric Cooperative.

Name _____ Account Number _____

Customer Signature _____ Date _____

Third Party Name _____ Phone Number _____

Address _____

Third Party Signature _____ Date _____

NOTICE OF RESIDENTIAL CUSTOMER RIGHTS AND POSSIBLE ASSISTANCE

READ CAREFULLY

216B.097 COLD WEATHER RULE; COOPERATIVE OR MUNICIPAL UTILITY.

Subdivision 1. Application; notice to residential customer. (a) A municipal utility or a cooperative electric association 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. A municipal utility or cooperative electric association utility may (i) verify income on forms it provides or (ii) obtain verification of income from the local energy assistance provider. A customer is deemed to meet the income requirements of this clause if the customer receives any form of public assistance, including energy assistance, that uses an income eligibility threshold set at or below 50 percent of the state median household income. (2) A customer enters into and makes reasonably timely payments under a payment agreement that considers the financial resources of the household. (3) A customer receives referrals to energy assistance, weatherization, conservation, or other programs likely to reduce the customer's energy bills. (b) A municipal utility or a cooperative electric association must, between August 15 and October 15 each year, notify all residential customers of the provisions of this section.

Subd. 2. Notice to residential customer facing disconnection. Before disconnecting service to a residential customer during the period between October 15 and April 15, a municipal utility or cooperative electric association must provide the following information to a customer: (1) a notice of proposed disconnection; (2) a statement explaining the customer's rights and responsibilities; (3) a list of local energy assistance providers; (4) forms on which to declare inability to pay; and (5) a statement explaining available time payment plans and other opportunities to secure continued utility service.

Subd. 3. Restrictions if disconnection necessary. (a) If a residential customer must be involuntarily disconnected between October 15 and April 15 for failure to comply with subdivision 1, the disconnection must not occur: (1) on a Friday, unless the customer declines to enter into a payment agreement offered that day in person or via personal contact by telephone by a municipal utility or cooperative electric association; (2) on a weekend, holiday, or the day before a holiday; (3) when utility offices are closed; or (4) after the close of business on a day when disconnection is permitted, unless a field representative of a municipal utility or cooperative electric association who is authorized to enter into a payment agreement, accept payment, and continue service, offers a payment agreement to the customer. Further, the disconnection must not occur until at least 20 days after the notice required in subdivision 2 has been mailed to the customer or 15 days after the notice has been personally delivered to the customer. (b) If a customer does not respond to a disconnection notice, the customer must not be disconnected until the utility investigates whether the residential unit is actually occupied. 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' written notice of the proposed disconnection to the local energy assistance provider before making a disconnection. (c) If, prior to disconnection, a customer appeals a notice of involuntary disconnection, as provided by the utility's established appeal procedure, the utility must not disconnect until the appeal is resolved.

Subd. 4. Application to service limiters.

For the purposes of this section, "disconnection" includes a service or load limiter or any device that limits or interrupts electric service in any way.

FEDERAL / STATE ENERGY ASSISTANCE		
If you need help paying your electric utility bill, you may qualify for state or federal fuel assistance. For complete, qualification and application information, contact your local county welfare or community/citizen's action council listed below. These organizations may also provide budget counseling.		
Inter-County Community Council SERVES EAST POLK, PENNINGTON & RED LAKE COUNTIES	Oklee, MN Toll Free 1-888-796-5144	218-796-5144 Fax 218-796-5175
Northwest Community Action SERVES EAST MARSHALL COUNTY	Badger, MN Toll Free 1-800-568-5329	218-523-3258 Fax 218-528-3259
Tri-Valley Opportunity Council SERVES WEST POLK, WEST MARSHALL COUNTIES	Crookston, MN Toll Free 1-866-264-3729	218-281-9080 Fax 218-281-0710
Red Lake Community Action Agency SERVES BELTRAMI COUNTY	Red Lake, MN	218-679-3336
Beltrami Social Services	Red Lake, MN	218-679-3945
Clearwater County Social Services	Bagley, MN	218-694-6164
Marshall County Social Services	Warren, MN	218-745-5124
Pennington County Social Services	Thief River Falls, MN	218-681-2880
Polk County Social Services	Crookston, MN	218-281-3127
Red Lake County Social Services	Red Lake Falls, MN	218-253-4131