

THIRD PARTY NOTICE

The **Third Party Notice** applies to all customers. This program has been found to be most beneficial to those who live alone, people with disabilities, senior citizens, and customers who do not read English.

The purpose of this is to notify a third party and the customer that a Shut Off Notice has been sent. A third party could be a friend, relative, church, or community agency. This helps avoid the hardship that would result from service being shut off. Those that rent do have third party notices sent to their renters.

THE THIRD PARTY IS NOT RESPONSIBLE FOR PAYMENT.

Customer: _____
(Please Print)

Address: _____
City: _____ State: _____ Zip: _____
Phone Number: _____
Account Number: _____

The City of Clarkfield has my permission to provide and accept information from the party named below.

Name: _____
(Please Print)

Address: _____
City: _____
State: _____ Zip code: _____
Phone Number: _____

Signature: _____
(Third Party)

Date: _____

This request will not be accepted without a third party's signature.

The City of Clarkfield will make every effort to send a copy of the "Shut Off Notice" to the party listed above. The customer making the request understands that the City of Clarkfield assumes no liability for failure of the third party to receive or act upon said Notice.

Complete all information, detach, and return to the City of Clarkfield

ENERGY ASSISTANCE

Weatherization & Conservation Providers

- **Prairie Five Community Action**

106 St. Olaf Ave. N.
Canby, MN 56220
Phone: (507)223-5471

- **Prairie Five Community Action**

719 N. 7th St. #302
Montevideo, MN 56265
Phone: (320)269-6578
www.prairiefive.com/energy

- **Yellow Medicine County**

Family Services
930 4th St., Suite 4
Granite Falls, MN 56241
Phone: (320)564-4165

- **Southwest Minnesota Private Industry Council**

Montevideo Workforce Center
202 N. 1st St., Suite 100
Montevideo, MN 56265
Phone: (320)269-5561 OR (800)422-1346

If you have questions or need more information on the Cold Weather Rule or further assistance, please contact the:

**Minnesota Public Utilities Commission
Consumer Affairs Office
121 7th Place E., Suite 350
St. Paul, MN 55101-2147
Phone: (651)296-0406
Toll Free: (800)657-3782**

Visit their website at www.mn.gov/puc for further consumer help and assistance.



Clarkfield
heart of the prairie

IMPORTANT INFORMATION

FOR RESIDENTIAL
UTILITY CUSTOMERS
REGARDING THE

MINNESOTA COLD WEATHER RULE

- EXPLANATION OF THE COLD WEATHER RULE
- THIRD PARTY NOTICE
- ASSISTANCE DIRECTORY



MINNESOTA COLD WEATHER RULE

Some customers find it hard to pay their utility bills in the winter. The State of Minnesota set up the Cold Weather Rule to protect residential customers from being shut off if they cannot pay their bills in full. This protection lasts from October 15th to April 15th.

The Cold Weather Rule **DOES NOT** totally forbid winter shut off. If you receive a shut off notice this winter, you must act promptly.

2015 MINNESOTA STATUTE 216B.097

NOTICE OF PROPOSED SHUT OFF

If you receive a Shut Off Notice, you will also receive:

1. Information on your rights & responsibilities.
2. Information on ways to reduce energy use
3. A list of agencies that can help pay utility bills.

RECONNECTION

If your utilities are disconnected on October 15th when the Cold Weather Rule takes effect, you may have your water reconnected by calling the City of Clarkfield to set up a payment plan. You must keep your payment plan to keep your service on. Call the City of Clarkfield **IMMEDIATELY** if you cannot keep your payment plan and make a new payment plan to avoid disconnection.

PAYMENT PLANS

If your household income is:

- At or below 50 percent of the state median income, you are not required to pay more than ten percent of your monthly household income.
- More than 50 percent of the state median income, you may make a payment plan with the City of Clarkfield.

Payment plans do not exclude the addition of late fees.

Most Cold Weather Role payment plans last until April 15th unless you make other arrangements with the City of Clarkfield. Your service could be shut off if you have a past-due balance on April 15th and do not make and keep a new payment plan.

MEDICALLY NECESSARY EQUIPMENT

A utility shall reconnect or continue service to a customer's residence where a medical emergency exists provided that the utility receives from a medical doctor written certification, or initial certification by telephone and written certification within five business days, that failure to reconnect or continue service will impair or threaten the health or safety of a resident of the customer's household. The customer must enter into a payment plan.

A payment plan does not exclude the addition of late fees.

COUNCIL MEETINGS

As always, if you feel that a payment plan cannot be reached or your bill has acquired errors, you have the right to appeal it through the Clarkfield City Council. The Council meets every 1st and 3rd Tuesday of the month. Please contact the City of Clarkfield offices to be included on the agenda or request a public comment spot.



- Caulk and weather strip cracks around doors and window frames. Block openings at bottom of doors to prevent drafts.
- Lower the setting on your hot water heater to 120°F (low) and use a water heater wrap. If you have a dishwasher, then use 140°F (normal/medium) and run only when the dishwasher is full.
- Wash clothes in warm water and rinse them in cold water, wash only when you have a full machine load.
- Flow restrictors should be added on to faucets to reduce water usage.
- Check for leaks in your toilets, faucets, and outside nozzles.
- Make sure your toilet is not constantly running after use.

To determine if you have a leak, turn off all water fixtures. Then check the water meter. If the dial or the leak indicator (small red triangle) on your water meter is moving, you have a wasteful leak somewhere on the home side of the water meter. For further information on a wasteful leak please stop in or call the City of Clarkfield offices.

City of Clarkfield
812 10th Ave., Suite 1
Clarkfield, MN 56223
Phone: (320)669-4435