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## Inability to Pay Application for Utility Shutoff Protection

*Cold Weather Rule effective October 15 through April 15*

### Residential Rights and Responsibilities

The Cold Weather Rule provides you with these rights and responsibilities:

**The Right:** to declare your inability to pay your utility bill.

**The Responsibility:** to complete the inability to Pay application and return to AMU within 10 days of receipt of application.

**The Right:** to a mutually acceptable payment arrangement with AMU. The payment arrangement will cover your existing past due plus estimated charges during the payment arrangement period.

**The Responsibility:** to provide documentation to AMU or to Energy Assistance that your gross (before deductions) household income is less than 50% of the state median income.

**The Right:** to appeal a notice of involuntary disconnection of service. Written notice of appeal must be delivered to AMU prior to the date of disconnection. The customer will be notified when the appeal is reviewed. No disconnection of service will take place during the appeal process.

AMU Account Number: \_\_\_\_\_

Name on Account: \_\_\_\_\_

Service Address: \_\_\_\_\_

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

Phone Number: \_\_\_\_\_ Email address: \_\_\_\_\_

Household Income (last 3 months): \_\_\_\_\_ Number of persons in home: \_\_\_\_\_

Please provide documentation of income and name of energy assistance agency to which proof of income has been provided: \_\_\_\_\_ (Anoka County = ACCAP, Hennepin County = CAP-HCI)

*If proof of income is incomplete or missing, you will not be protected from disconnection. Proof of income for all household members for the 3 months prior to application is required.*

This is a declaration of my inability to pay for electricity during the Cold Weather Rule months. I hereby authorize AMU to exchange billing information with the local energy assistance provider. I acknowledge that I have received, read, and understand the notice of residential rights and responsibilities. I attest the above information is true and correct.

**To be protected from disconnection, I will contact AMU to make payment arrangements within 5 business days of submitting this form. I understand payment arrangements must be kept to be protected from disconnection.**

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

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

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, which 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.

Eligibility Guidelines for 2019-2020 Energy Assistance Program	
Number in household	3-month gross income per household
1	\$6,761
2	\$8,842
3	\$10,923
4	\$13,003
5	\$15,084
6	\$17,164
7	\$17,554
8 +	Call

**Where can you receive financial assistance?**

If you are having trouble paying your utility bills, local agencies may be able to provide payment assistance. The State Department of Human Services recommends you call the county in which you live or go to [www.staywarm.mn.gov](http://www.staywarm.mn.gov)  
The following agencies might be able to provide assistance or resources for your energy bills this winter:

- Community Action Program (October 1<sup>st</sup>-May 31<sup>st</sup>)
- Anoka County (ACCAP) 763-783-4747
  - Hennepin County (CAP-HCI) 952-930-3541

- Emergency Assistance Programs
- Anoka County 763-422-7200
  - Hennepin County 612-596-1900

- Salvation Army Heat Share
- Call 1-800-842-7279 to get assistance in your area

- Veterans Services
- Anoka County 763-324-4500
  - Hennepin County 612-348-3300