

### THIRD PARTY NOTICE

The Third Party Notice applies to all customers. This program most benefits 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. The third party is not responsible for payment of the bill.

### REQUEST FOR NOTICE OF PROPOSED SHUT OFF TO THIRD PARTY

(Please print)

Customer Name: \_\_\_\_\_

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

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

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

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

*Great Plains Natural Gas Co. has my permission to provide information to and accept information from the party named below.*

Customer's Signature: \_\_\_\_\_

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

Name of Third Party to be notified (provide one name only, please print): \_\_\_\_\_

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

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

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

Third Party's Signature: \_\_\_\_\_

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

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

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

Complete all information, detach form and send to Great Plains at PO Box 5603, Bismarck, ND 58506-5603.

(Cut along this line)

### ENERGY ASSISTANCE WEATHERIZATION & CONSERVATION PROVIDERS

#### West Central MN Communities Action, Inc.

c/o Energy Assistance  
411 Industrial Park Blvd., Elbow Lake, MN 56531  
800-492-4805 or 218-685-4486, select Option 1  
www.wcmca.org

#### Mahube-Otwa Community Action Partnership, Inc.

128 W. Cavour Ave., Fergus Falls, MN 56537  
888-458-1385 or 218-847-1385  
www.mahube.org

#### Prairie Five Community Action Council

c/o Energy Assistance  
719 N. 7th - Suite 302  
PO Box 159, Montevideo, MN 56265  
800-292-5437 or 320-269-6578  
www.prairiefive.org

#### United Community Action Partnership, Inc.

c/o Energy Assistance  
1400 S. Saratoga St., Marshall, MN 56258  
800-658-2448 or 507-537-1416  
www.unitedcapmn.org

#### Tri-Valley Opportunity Council

c/o Energy Assistance  
102 N. Broadway  
PO Box 607, Crookston, MN 56716  
800-584-7020 or 218-281-5832  
www.tvoc.org

*For questions or more information on the Cold Weather Rule, please contact the:*

#### Minnesota Public Utilities Commission Consumer Affairs Office

121 7th Place East, Suite 350  
St. Paul, MN 55101-2147  
651-296-0406 • 800-657-3782 (toll-free)  
consumer.puc@state.mn.us  
www.mn.gov/puc



www.gpng.com



*A Division of Montana-Dakota Utilities Co.*

***In the Community to Serve®***

## IMPORTANT INFORMATION

FOR RESIDENTIAL  
HEAT CUSTOMERS  
REGARDING THE

# MINNESOTA COLD WEATHER RULE

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



08/2022

## 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 01 through April 30.

The Cold Weather Rule does not forbid winter shut off. If you receive a shut off notice this winter, you must act promptly to contact Great Plains.

If you have any questions, contact our office at **877-267-4764**.

## NOTICE OF PROPOSED SHUT OFF

*If a Shut Off Notice is sent, it will also include:*

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

## RECONNECTION

If your gas is disconnected on October 01 when the Cold Weather Rule takes effect, you must call Great Plains Natural Gas Co. to set up a payment plan and have your service reconnected. You must keep your payment plan to keep your service on. Call Great Plains immediately if you cannot keep your payment plan and make a new payment plan to avoid disconnection.

## PAYMENT PLANS

If a customer's household income is:

- at or below 50 percent of the state median income, the customer is not required to pay more than ten percent of the monthly household income.
- more than 50 percent of the state median income, the customer may make a payment plan with Great Plains Natural Gas Co. that considers the household financial circumstances.

Most Cold Weather Rule payment plans last until April 30 unless a customer makes other arrangements with Great Plains Natural Gas Co. Service could be shut off if a customer has a past-due balance on April 30 and does not make and keep a new payment plan.

## RIGHT TO APPEAL

If a customer and Great Plains Natural Gas Co. cannot agree on a payment plan, the customer has ten working days from the date on the form to appeal in writing to the Public Utilities Commission. Great Plains will provide an appeal form for the customer to complete. The Commission can be reached at **consumer.puc@state.mn.us** or at **800-657-3782**. Contact the Commission to set up a payment plan. Service will stay on during the appeal process.

## GAS AFFORDABILITY PROGRAM (GAP)

GAP is available to residential customers who receive Low Income Home Energy Assistance Program (LIHEAP). Eligible customers must agree to be placed on a fixed payment plan.

To view the application or for more details, visit **www.gpng.com**, or contact Great Plains at **877-267-4764**.

## MEDICALLY NECESSARY EQUIPMENT

A utility shall reconnect or continue service to a customer's residence where a medical emergency exists or medical equipment is necessary for the resident provided that the utility receives from a medical professional (doctor, physicians assistant, or nurse practitioner) 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, and keep, a payment plan.



## ENERGY SAVING TIPS

- Caulk and weather strip cracks around doors and window frames. Block openings at bottom of door to prevent drafts.
- Lower the setting on the thermostat at night and dress warmly.
- Lower the setting on the hot water heater to 120° F (low) and use a water heater wrap. For the dishwasher, use 140° F (normal/medium) and run only when the dishwasher is full.
- Open shades during winter days to let the warm sunlight in and close shades at night.
- 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 all windows with plastic.
- Broken windows should be repaired immediately and close all storm windows.
- Window air conditioning units should be covered or removed during heating season.
- Furnace filters should be kept clean.
- Furnace should be checked for safe and efficient operation at least once a year.
- Close off unused rooms.
- Flow restrictors should be added on faucets to reduce water usage.



*Your Community Action Councils or Energy Assistance Agencies may offer these services. They are listed in the enclosed mailing.*