



THIRD-PARTY NOTIFICATION

PROTECT THOSE IN YOUR CARE FROM SERVICE DISCONNECTION

Great Plains Natural Gas provides a third-party notification service designed to help residential customers maintain continuous gas service. Under the program, the company will attempt to contact a designated third party—such as a friend, family member, member of the clergy, social service agency or financial institution—by telephone or in writing before discontinuing residential service.

The designated third party is notified of the pending disconnection; however, the individual or organization assumes no responsibility for paying the customer's outstanding balance.

Customers interested in learning more about the program or enrolling may contact the company by phone or email.

To participate, customers must complete the Third-Party Notification form and return it either with their next gas bill payment or by mail to:

**Great Plains
Attn: Customer Support
P.O. Box 5603
Bismarck, ND 58506-5603**

Both the customer and the designated third party must sign the form before submission.

Third-Party Notification is designed to help:

- Those who live alone
- Senior citizens
- Customers with disabilities
- Customers who do not read English

Service is offered to Great Plains customers who are at risk of losing their gas service due to nonpayment of past-due bills or service related situations.

REQUEST FOR NOTICE OF PROPOSED DISCONNECTION TO THIRD PARTY

Customer's Name (please print)

3rd Party Name (please print)

Account Number

Address

Address

City, State, Zip

City, State, Zip

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Phone Number

Phone Number

Email

Email

Signature (Required)

Signature (Required)

Great Plains Natural Gas Co. will send a copy of the "Notice of Proposed Disconnection" to the party listed above at the address provided. 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.

REVIEW OF THE 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 disconnected if they cannot pay their bills in full. This protection lasts from October 1 through April 30. The Cold Weather Rule does not forbid winter disconnection. If you receive a disconnection 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 DISCONNECTION

If a Disconnection 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 Oct. 1, 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 continue service.

Call Great Plains immediately if you cannot keep your payment plan to 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 that considers the household's 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 disconnected 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, Great Plains will provide an appeal form for the customer to complete. The customer has ten working days from the date

on the form to appeal in writing to the Minnesota Public Utilities Commission. 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)

A residential customer is eligible for enrollment in the Gas Affordability Program as soon as the customer applying for GAP is approved for Low Income Home Energy Assistance Program (LIHEAP) assistance towards their Great Plains account. 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 ASSISTANCE & 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,
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



A Division of Montana-Dakota Utilities Co.

In the Community to Serve®

CUSTOMER SERVICE

Monday-Friday 7:30 a.m. - 6:30 p.m.
Phone: **877-267-4764**
Email: **CustomerService@gpng.com**



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