



ANNUAL NOTICE TO ALL RESIDENTIAL WATER CUSTOMERS

Bills can pile up just like snow. But the Minnesota Cold Weather Rule is designed to protect people who may have trouble paying their utility bills in winter. The Minnesota Cold Weather Rule applies from October 1st to April 30th. The rule, established by the Minnesota Public Utilities Commission, means that your utility cannot disconnect your residential electric or water service during the winter if the customer meets the following requirements:

- (1) utility disconnection would affect the customer's primary heat source;
- (2) the customer has declared inability to pay on forms provided by the utility (Note: Customers receiving "any form of public assistance" including energy assistance, are deemed to have qualified for inability to pay status);
- (3) the household income of the customer is less than 50 percent of the state median income level, as documented by the customer to the utility; and
- (4) the customer's account is current for the billing period immediately prior to October 1st or the customer has entered into a payment schedule and is reasonably current with payments under the schedule.

If you have trouble paying your utility bill, local agencies may be able to provide payment assistance. The State Department of Human Services recommends you call the county in which you live.

If you know you're going to have trouble paying your water utility bill, please contact the City of Big Falls to try and work out a payment schedule. We'll try to help.

THIS INSTITUTION IS AN EQUAL OPPORTUNITY PROVIDER AND EMPLOYER.