Mora Municipal Utilities

**COLD WEATHER RULE**

**RIGHTS AND RESPONSIBILITIES**

101 Lake St. S, Mora, MN 55051

320.679.1451

**Customer Rights**

1. Mora Municipal Utilities (MMU) will abide by MN State Statute 216B.096, Subdivision 5.

(a) Between October 1 – April 30, a utility may not disconnect and must reconnect utility heating service of a customer whose household income is at or below 50 percent of the state median income if the customer enters into and makes reasonably timely payments under a mutually acceptable payment agreement with the utility that is based on the financial resources and circumstances of the household; provided that, a utility may not require a customer to pay more than ten percent of the household income toward current and past utility bills for utility heating service.

(b) A utility may accept more than ten percent of the household income as the payment arrangement amount if agreed to by the customer.

(c) The customer or a designated third party may request a modification of the terms of a payment agreement previously entered into if the customer's financial circumstances have changed or the customer is unable to make reasonably timely payments.

(d) The payment agreement terminates at the expiration of the cold weather period unless a longer period is mutually agreed to by the customer and the utility.

(e) Each utility shall use reasonable efforts to restore service within 24 hours of an accepted payment agreement, taking into consideration customer availability, employee availability, and construction-related activity.

1. If an agreeable payment arrangement cannot be made or there’s a dispute regarding income determination, you have a right to an appeal before services are disconnected. MMU’s monthly PUC meeting dates can be found online at [www.ci.mora.mn.us](http://www.ci.mora.mn.us) or you may contact the utility office for more information regarding the appeal process.
2. If you want a third party to be notified of potential disconnection, contact MMU for a form to authorize your third party. You must contact the person you intend to designate as the third-party before providing MMU with the party's name.

**Customer Responsibilities**

1. Provide MMU the information to verify that you meet the income eligibility requirement.
2. Contact MMU and come to a mutually agreeable schedule for making payments toward utility bills. Agreements must be signed at the utility office. Office hours are Monday through Friday, 8:00 am – 4:30 pm, excluding holidays.
3. Continuously make payments required under the agreement. Payments must be made in a reasonably timely manner. If financial circumstances change and you cannot make scheduled payments, you must notify MMU of the need to make changes to the agreement.

**No-cost and Low-Cost Methods to Reduce Energy Consumption**

* Keep air flowing; make sure vents are not blocked by furniture or appliances.
* Heat selectively; dial your thermostat back when you’re away for the day and/or asleep at night.
* Invest in a smart thermostat.
* Replace incandescent or fluorescent lightbulbs with LEDs.
* Change your furnace filter often to increase furnace efficiency.
* Seal around leaky doors, windows, and ducts to reduce heating costs.

**If you are having trouble paying your bill and/or are interested in weatherization, these agencies may be able to help:**

 Lakes and Pines C.A.C, Inc. Kanabec County Family Services

 1700 Maple Ave E 905 Forest Ave E

 Mora, MN 55051 Mora, MN 55051

 320-679-1800 320-679-6350