**MMUA Cold Weather Rule Guide**

**EXAMPLE II - Annual notice to all residential customers**

**[replace text in brackets]**

Bills can pile up just like snow. But a Minnesota state law called the “Cold Weather Rule” is designed to protect people who have trouble paying their utility bills from October 1 to April 30. It says that utility service affecting your home’s primary source of heat must be reconnected and not disconnected during this period under the following conditions:

1. Your total household income is less than 50 percent of the state median household income, and
2. You and your utility enter into a payment agreement that considers the financial resources of your household and you continue to make reasonably timely payments under that agreement.

If you are concerned about being able to pay your utility bill, please contact **[name of utility] at [phone number]**. We can refer you to local energy assistance providers.

If you are having trouble paying your utility bills, please contact us to work out a payment agreement.