

## SCHEDULE 5

# MINNESOTA POWER CUSTOMER INFORMATION: POLICY AND PROCEDURE DOCUMENT

---



### DESCRIPTION

Cold Weather Rule (CWR) Appeal Process

### POLICY

A customer applying for CWR protection must enter into a **mutually acceptable** payment plan for winter months **Oct. 15<sup>th</sup> to April 15<sup>th</sup>**.

Full account balance is due at the end of Cold Weather Rule, April 15<sup>th</sup>.

- Agrees to at least one payment per month
- *LIHEAP Qualified Alert*: Customer is qualified low-income household. Monthly payment not more than 10% of monthly household income.
- Non-LIHEAP customers: Set up a monthly payment plan to keep the account from falling too far into arrears. Payment amounts can be negotiated with the customer.
- If customer and MP do not come to a mutually acceptable payment plan, the customer **may appeal** and request that the MPUC mediate a payment plan alternative.
- During the 30 day process of a CWR Appeal the premise involved **cannot be disconnected**. (10 days for the customer to get the appeal to the PUC and 20 days for the PUC to make a ruling.)

### PROCEDURE

#### Call Center Rep:

1. **Enter CWR Pay Plan** – extend out 1 month for a total of what the customer owes.
  - a. In Comments, *note this Pay Plan was entered to protect Account during Appeals process – not a legitimate Pay Plan.*
2. Add CC: **Credit & Collections/ CWRAPPEAL – Cold Weather Rule Appeal**
  - a. Review to Role: **MP – C&C** (Minnesota Power Credit & Collections).
  - b. Add comments outlining pay plan requested by customer, MP suggested pay plan, and other pertinent information.

#### MP – C&C (Minnesota Power Credit & Collections):

1. Add a Log to existing Contact, regarding when you sent the letter
2. Complete form **#6204** with required information
3. “Save As” – label and file in online folder “Collection 2017 CWR Appeal” (Collections Folder)

---

Please contact your immediate supervisor for more information

Created Date     N/A     Updated Date     09/22/2016     Updated By     K. Dillard-Arneson    

Approved by: Management Group

**MINNESOTA POWER CUSTOMER INFORMATION:  
POLICY AND PROCEDURE DOCUMENT**

---



4. Mail form to customer – e-mail copy to MPUC (**consumer.puc@state.mn.us**) and copy **Barb Peterson and Karen Virta** on email.
  - a. Customer will need to mail or fax MPUC within **10 working days** of “Date of Notice”; MPUC has **20 working days** to issue their decision.
5. Create a follow up review to role: MP – C&C due 30 days from appeal request.
6. When the completed form is received by the MPUC, Karen Virta or Barb Peterson will receive a request for more account information: Account Financial and Billing History will be sent.
7. MP will follow MPUC suggested payment plan:
  - a. Cancel Pay Plan created to protect customer during Appeal Process.
    - i. In Comments: Reason you are canceling pay plan
  - b. Enter new Pay Plan recommended by the MPUC.
    - i. In Comments: Note that plan was suggestion of MPUC, from Appeal
8. Add Customer Contact:
  - a. Credit & Collections/**CWRPSQ - MP Payment schedule qualified**  
*Customer will be mailed letter, notifying them they are on CWR. Customer must keep arrangements to be protected from disconnection.*
9. If the MPUC does not hear from the **customer** prior to the deadline, they will contact MP to remove the CWR protection.
  - a. Cancel Pay Plan created to protect customer during Appeal Process if contacted by MPUC after 10 days; or if the MPUC denies appeal after 20 day review.
    - i. In Comments: Reason you are canceling pay plan
10. Once a deadline is **missed**, or **appeal denied** – MPUC will instruct the customer via letter to contact MP. Set up acceptable CWR Pay Plan; customer is **not eligible for further appeals**.

17924876v1

---

Please contact your immediate supervisor for more information

Created Date   N/A   Updated Date   09/30/2016   Updated By   K. Dillard-Arneson  

Approved by: Management Group