

Payment Arrangement Conditions

Residential customers of Community Co-op have the right to a Payment Arrangement (PA) during the winter months. The customer and GMG must mutually agree upon the terms of the PA.

You must stay current on the agreed upon PA schedule or contact Community Co-op to request a modification. Failure to make a payment or contact Community Co-op may result in service disconnection.

Payment Arrangement Options

For customers over the 50% median income*:

- You may enter into a mutually agreed PA that expires April 15th.
- You may choose to enroll in the budget plan.

For customers at or below the 50% median income*:

- You may qualify to pay no more than 10% of your monthly household income.
- Plan expires April 15th.

Failure To Keep Your Arrangement

If you are unable to keep your PA, call us right away toll free at (888)935-2281. Failure to keep your PA may result in:

- Disconnection
- No further notice is required by Community Co-op

Right to Appeal

If you and Community Co-op cannot agree on the terms of a PA you have the right to appeal. You must appeal within 10 working days to the Minnesota Public Utilities Commission (MPUC) by calling 1-800-657-3782 or visit their website at mn.gov/puc/. During the appeal process Community Co-op will not disconnect your service as defined under CWR.

Third Party Notification

You may delegate a third party to be notified if a disconnection notice is sent to you. This can be a friend, relative, church or community action agency. If you live alone, are a senior citizen, are disabled or cannot read English this program could be beneficial to you. Your third party can provide and receive information on your behalf. They are not required or responsible for your bill. Please contact Community Co-op if you are interested in delegating a third party and a form will be mailed to you.

Energy Conservation Tips:

- Install a programmable thermostat.
- Lower thermostat during the night hours.
- Install a hot water heater blanket.
- Lower the temp of your hot water heater.
- Reduce hot water usage by shortening showers.
- Block drafts around doors & windows.
- Cover your windows with plastic during heating season.
- Wash clothes in cold water whenever possible.
- Hang your clothes to dry.
- Replace your furnace filters.
- Add caulk and weather strips to doors and windows.
- Open your shades during sunlight hours.
- Promptly replace any broken windows.
- Remove window air conditioners during the winter months.
- Immediately fix any leaky faucets.
- Get your furnace checked once a year by a licensed professional.
- Have a licensed contractor check your home

Energy Assistance

If you are having trouble paying your energy bill please refer to the list of agencies who may be able to help.

Atkin Co	800.328.3744
Health and Human Services	800.832.6082
Lakes and Pines Community Action	218.847.5628
Becker Co	218.847.1385
Human Services	218.333.8300
Malhede Community Action Council	800.332.7161
Beltrami Co	320.839.2555
Human Services	320.325.5227
Big Stone Co	507.304.4319
Family Service Center	507.345.6822
Prairie 5 Community Action	507.345.3138
Blue Earth Co	800.642.9082
Human Services	800.832.6082
Minnesota Valley Action Council	218.547.1340
Brown Co	866.864.8668
Minnesota Valley Action Council	507.345.3138
Carlton Co	800.832.6082
Human Services	218.547.1340
Lakes and Pines Community Action	866.864.8668
Cass Co	507.213.5600
Human Services	800.832.6082
Leech Lake RTC Energy Assistance	507.831.1891
Chicago Co	800.658.2448
Human Services	218.824.1140
Lakes and Pines Community Action	800.829.5902
Cottonwood Co	507.554.5611
Humans Services	651.322.3500
Human Services	800.829.5902
Western Community Action (WESCAP)	507.635.6170
Crow Wing Co	800.944.3281
Human Services	507.526.3265
Dakota CAP	800.767.7139
Dakota Co	507.765.2175
Community Services	800.994.3281
Dodge Co	
Human Services	
SEMCAAC	
Farbault Co	
Human Services Center	
Minnesota Valley Action Council	
Fillmore Co	
Human Services	
SEMCAAC	

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Freeborn Co	
Human Services.....	507.377.5400
SEMCAC.....	800.944.3281
Goodhue Co	
Human Services.....	651.385.3200
Three Rivers Community Action.....	800.277.8418
Houston Co	
SEMCAC.....	800.944.3281
Hubbard-Mahube Community Council	
Detroit Lakes.....	218.847.1385
Park Rapids.....	218.732.7204
Inter-County Community Action	
Oklee, MN.....	888.778.4008
Itasca Co	
Social Services.....	218.327.2941
Emergency Assistance (daytime).....	218.327.6712
Jackson Co	
Human Services.....	507.847.4000
Western Community Action.....	800.658.2448
Kanebec Co	
Family Services Dept.....	320.679.6350
Lakes and Pines Community Action.....	800.832.6082
Koochiching Co	
Community Services.....	800.950.4630
Community Action.....	800.559.9491
Lac Qui Parle Co	
Family Services Center.....	320.598.7594
Prairie 5 Community Action.....	800.292.5437
Lake Co	
Social Services.....	218.834.8400
Le Sueur Co	
Human Services.....	507.357.2251
Minnesota Valley Action Council.....	800.767.7139
Energy Assistance.....	507.357.4246
Lincolln Co	
Human Services.....	507.694.1452
Western Community Action.....	800.658.2448
Lyon Co	
Human Services.....	507.537.6747
Western Community Action.....	800.658.2448
Martin Co	
Minnesota Valley Action Council.....	800.767.7139
Mower Co	
Human Services.....	507.437.9701
SEMCAC.....	800.944.3281
Nobles Co	
Family Services.....	507.437.9701
SEMCAC.....	800.944.3281
Norman Co	
Tri Valley Opportunity Council, Inc.....	800.584.7020
Olmstead Co	
Three Rivers Community Action.....	800.277.8418
Pine Co	
Human Services.....	800.450.7463
Lakes and Pines Community Action.....	800.832.6082

Redwood Co	
Human Services.....	507.637.4050
Western Community Action.....	800.658.2448
Roseau Co	
Social Services.....	218.463.2411
N.W. Community Action.....	800.568.5329
Scott Co	
Human Services.....	952.445.7751
Community Action Program.....	952.496.2125
Sibley Co	
Human Services.....	507.237.4000
Minnesota Valley Action Council.....	800.767.7139
Steele Co	
Human Services.....	507.444.7500
SEMCAC.....	800.944.3281
St. Louis Co	
Human Services.....	218.726.2000
Information & Referral.....	800.450.9777
Swift Co	
Human & Family Services.....	320.843.3160
Prairie 5 Community Action.....	800.292.5437
Todd Co	
Social Services.....	888.838.4066
Wabasha Co	
Human Services.....	651.565.2613
Three Rivers Community Action.....	507.732.7391
Washington Co	
Community Services.....	651.430.6459
Ramsey Energy Assistance.....	651.645.6470
Wantonwan Co	
Human Services.....	507.375.3294
Minnesota Valley Action.....	800.767.7139
Winona Co	
Human Services.....	507.457.6200
SEMCAC.....	800.944.3281
Wright Co	
Community Action.....	320.963.6500
Yellow Medicine Co	
Family Service Center.....	320.564.2211
Prairie 5 Community Action.....	800.292.5437
Energy Assistance	
State of Minnesota.....	800.657.3710



Minnesota Cold Weather Rule

The State of Minnesota established the Cold Weather Rule (CWR) to protect residential heat-affected customers from disconnection when they experience difficulty paying their bills during the winter months. Minnesota's CWR runs **October 15th- April 15th** of each year. This information is intended to provide you with helpful information regarding (CWR). In this brochure you will learn:

- Steps to Prevent Disconnection
- Steps for Reconnection
- Your Right to Appeal
- Your Option for 3rd Party Notification

We are here to help!

To be protected you must contact Community Co-op to discuss your account, pay your bill in full, or set up a payment arrangement.

Call us toll free (888)935-2281

COMMUNITY
Co-op

Contact Us

Community Co-Op
P.O. Box 398
Mahnomens, MN 56557

Toll Free: (888)935-2281