

## Request for Third Party Notification

Customer Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: (home) \_\_\_\_\_

(work) \_\_\_\_\_

(cell) \_\_\_\_\_

Account ID: \_\_\_\_\_

Third Party Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: (home) \_\_\_\_\_

(work) \_\_\_\_\_

(cell) \_\_\_\_\_

Third Party Signature: \_\_\_\_\_

Dooley's Natural Gas has my permission to provide information to and accept information from the third party.

Customer Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Dooley's Natural Gas will make every effort to send a copy of the Disconnection Notice to the third party specified. Dooley's Natural Gas assumes no liability for failure of a third party to receive or act upon the notice.

For your convenience, complete this form and return it with your billing invoice to:



Dooley's Natural Gas, LLC  
3101 3rd Avenue SW  
Willmar, MN 56201

Phone: (320) 235-2466  
Website: [www.dooleysnaturalgas.com](http://www.dooleysnaturalgas.com)

## Financial Assistance

If you have trouble paying your utility bills, the following local agencies may be able to provide payment assistance:

### Chippewa County

Prairie Five .....1-800-292-5347

### Kandiyohi County

United Community Action .....1-800-992-1710

### Meeker County

Heartland Community Action Agency .....1-800-770-4081

### Renville County

Renville County Energy Assistance .....1-800-363-2533

### Stearns County

TRI-CAP .....1-888-765-5597

Your local Salvation Army Heatshare Program

Your local County Human Services Office

## Conservation and Weatherization Providers

### Chippewa County

Prairie Five .....1-800-292-5347

### Kandiyohi County

United Community Action .....1-800-992-1710

### Meeker County

Heartland Community Action Agency .....1-800-770-4081

### Renville County

Renville County Energy Assistance .....1-800-363-2533

### Stearns County

TRI-CAP .....1-888-765-5597

## Third Party Notification

Customers have the right to request that Dooley's Natural Gas notify a third party if their service becomes subject to disconnection. A third party can be a friend, relative, church or community agency. A third party is NOT responsible for payment of the customer's bill, but may assist the customer in setting up a payment plan. If your personal circumstances require a third party, please complete and detach the form and send it to Dooley's Natural Gas at 3101 3rd Avenue SW, Willmar, MN 56201.

ANNUAL NOTICE TO RESIDENTIAL CUSTOMERS

# Minnesota Cold Weather Rule



The Cold Weather Rule does not totally forbid winter shutoffs. If you receive a disconnection notice this winter, you must act promptly.



OCTOBER 15TH THROUGH APRIL 15TH EACH YEAR

# Minnesota Cold Weather Rule: Annual Notice to Residential Customers

For some customers, it is difficult to pay their utility bills in the winter. The Minnesota Public Utilities Commission set up the Cold Weather Rule to protect residential customers from shut-off if they cannot pay their bills in full. This protection lasts from October 15th through April 15th. You may qualify for the protection if you meet both of the following conditions:

- 1.) The disconnection would affect your main heating source, and
- 2.) You:
  - Qualify for an Inability to Pay Plan, or
  - Qualify for a 10% Plan, or
  - Both you and the utility company agree to a payment schedule.

If your service has already been shut off as of October 15th, the Cold Weather Rule offers a Reconnection Plan, which may allow you to have your service turned back on.

The Cold Weather Rule does not totally forbid winter shut off. If you receive a shut off notice this winter, you must act promptly.

## Notice of Proposed Disconnection

If you receive a Disconnection Notice, you will also receive:

- 1.) Information on your rights & responsibilities, and
- 2.) Information on ways to reduce energy use, and
- 3.) A list of agencies that can help pay utility bills, and
- 4.) A list of weatherization providers, and
- 5.) An Inability to Pay or 10% Plan form.

If you want to apply for an Inability to Pay or the 10% Plan:

- 1.) Fill out the form on this brochure and send it along with your proof of income, in the enclosed envelope to Dooley's Natural Gas, and
- 2.) Call Dooley's Natural Gas on or before the due date listed on the notice of proposed disconnection, to set up a payment plan.

Dooley's Natural Gas may appeal your request to the Public Utilities Commission if there is reason to believe you do not qualify. The Commission will contact you by letter, and will require proof of your claim to qualify for an Inability to Pay or 10% Plan and will make a decision. The Commission has 30 days to make a decision after receipt of the utility's written appeal.

## Cold Weather Rule Options

If you receive a Disconnection Notice, there are three plans for which you might qualify:

### Inability to Pay Plan

To qualify for an Inability to Pay Plan you must be a residential customer who:

- 1.) Was fully paid up, or reasonably on time with a payment plan as of October 15th, and
- 2.) Meets income guidelines set by the government, and
- 3.) Cannot pay the full energy bill, but is willing to make a payment plan.
- 4.) If you qualify for Inability to Pay, and Dooley's Natural Gas accepts your application, and you make your required scheduled payments, we cannot shut off your energy service between October 15th and April 15th.

### 10% Plan

To qualify for this plan-you must be a residential customer and must meet the following criteria:

- 1.) Was not fully paid up or reasonable on time with a payment plan as of October 15th, and
- 2.) Has household income less than 50% of the state median income.
- 3.) Agree to pay the lesser of:
  - A. 10% of monthly household income (if you receive service from more than one utility, your payments will be divided among them.)
  - B. The full amount of the current bill not including arrears.
- 4.) If you qualify for the 10% Plan, and you make your required monthly payments, Dooley's Natural Gas cannot disconnect your service between October 15th and April 15th.

### Setting Up A Payment Plan

If you cannot pay your full utility bill and need to make special arrangements, call Dooley's Natural Gas at 320-235-2466 to enter into a payment plan, which is acceptable to both you and Dooley's Natural Gas. The schedule must cover everything you already owe plus payment for the amount of gas you are expected to use over the time your payment plan covers. If the plan you request is not acceptable to Dooley's Natural Gas, your service may be disconnected. First, however, the customer has the right to appeal to the General Manager of Dooley's Natural Gas for a decision on what a fair payment schedule would be.

## Energy Saving Tips:

- **Caulk and weather strip cracks around doors and window frames. Block openings at bottoms of doors to prevent drafts.**
- **Lower the setting on your thermostat at night and dress warmly.**
- **Lower the setting on your water heater to 120 degrees F (normal/medium).**
- **Run dishwasher only when it is full.**
- **Open shades during winter days to let the warm sunlight in and close the shades at night.**
- **Wash clothes with warm water and rinse them in cold water.**
- **Leaking faucets should be repaired promptly, especially hot water.**
- **Turn off all unused lights and appliances.**
- **Close all windows tightly and use locks to prevent cold air leaking in. Cover all windows with plastic.**
- **Broken windows should be repaired immediately and close all storm windows.**
- **Window air condition units should be covered or removed during the heating season.**
- **Furnace filters should be kept clean.**
- **Furnaces should be checked for safe and efficient operation at least once a year.**
- **Vacuum refrigerator and freezer coils every six months to improve efficiency.**
- **Close off unused rooms.**

