## Notification of Rights and Responsibilities under Minnesota Cold Weather Rule

The State of Minnesota’s Cold Weather Rules protects residential customers from disconnection if they can’t pay their bills in full. This protection lasts October 1 through April 30. You may qualify for this protection if you meet both of the following conditions:

1. The disconnection would affect your main heating source.
2. You and your company agree to a payment plan.

### If you receive energy assistance, you’re eligible for Cold Weather Rule Protection.

The Cold Weather Rule doesn’t forbid all winter disconnections. If you receive a Notice of Proposed Disconnection this winter, you must act promptly.

**Call us at 800-257-4044 or 218-739-8877 to sign up for Cold Weather Rule Protection.**

### Avoiding disconnection

If you receive a notice of proposed disconnection this winter, or you’re unable to pay your bill in full, you must call us at 800-257-4044 or 218-739-8877 immediately to set up a payment plan under Cold Weather Protection.

If you don’t make the agreed upon payments, your service will be subject to disconnection without further notice and you’ll no longer qualify for protection under the Cold Weather Rule. If you cannot keep your original payment plan, call us immediately and make a new payment plan to avoid disconnection.

### Becker County
- **Becker County Human Services**
  - 218-847-5628 or 866-454-5628
- **Mahube-Otwa Community Action Partnership, Inc.**
  - 218-847-1385 or 888-458-1385
- **White Earth Energy Assistance**
  - 218-473-2711 or 866-885-7656

### Beltrami County
- **Beltrami County Human Services**
  - 218-333-8300
- **Bi-County Community Action Programs, Inc.**
  - 218-751-4631 or 800-332-7167
- **Leech Lake Energy Assistance**
  - 218-335-3783 or 866-864-8668

### Big Stone County
- **Prairie Five Community Action**
  - 320-839-2171
- **Big Stone County Family Service Center**
  - 320-839-2555

### Cass County
- **Cass County Social Services Office**
  - 218-547-1340
- **Bi-County Community Action Programs, Inc.**
  - 218-751-4631 or 800-332-7167

### Chippewa County
- **Chippewa County Family Services**
  - 320-269-6578 or 877-450-6401
- **Chippewa County Social Services**
  - 218-335-3783 or 866-885-7656
- **Prairie Five Community Action**
  - 320-269-6401 or 877-450-6401

### Clay County
- **West Central Community Action**
  - 218-685-4486 or 800-492-4805

### Clearwater County
- **Clearwater County Dept. of Human Services**
  - 218-694-6164 or 800-245-6064

### Inter-County Community Council
- **Clearwater County**
  - 218-796-5144 or 888-778-4008
- **White Earth Energy Assistance**
  - 218-473-2711 or 866-885-7656

### Kittson County
- **Northwest Community Action, Inc.**
  - 218-528-3258 or 800-568-5329
- **Kittson County Social Services**
  - 218-843-2689 or 800-672-8026

### Lac qui Parle County
- **Prairie Five Community Action**
  - 320-598-3027
- **Lac qui Parle County Family Service Center**
  - 320-598-7594

### Leech Lake Indian Reservation
- **Leech Lake Energy Assistance**
  - 218-335-3783 or 866-864-8668

### Lincoln County
- **Southwest Health and Human Services**
  - 507-694-1452 or 800-657-3781
- **United Community Action**
  - 507-537-1416, or 800-658-2448

### Lyon County
- **Southwest Health and Human Services**
  - 507-537-6747 or 800-657-3760
- **United Community Action**
  - 507-537-1416, or 800-658-2448

### Mahnomen County
- **Mahube-Otwa Community Action Partnership, Inc.**
  - 218-935-5022 or 888-458-1385
- **Mahnomen County Human Services**
  - 218-935-2501
- **White Earth Energy Assistance**
  - 218-473-2711 or 866-885-7656
- **White Earth Reservation Tribal Council**
  - 218-983-3285 or 800-950-3248

### Marshall County
- **Tri-Valley Opportunity Council, Inc.**
  - 218-281-9080 or 866-264-3729
- **Marshall County Residents (EXCEPT Middle River and Holt)**
  - 218-796-5144 or 888-778-4008
- **Northwest Community Action, Inc.**
  - 218-528-3258 or 800-568-5329

### Norman County
- **Tri-Valley Opportunity Council, Inc.**
  - 218-281-9080 or 866-264-3729
- **Northwest Community Action, Inc.**
  - 218-796-5144 or 888-778-4008

### Otter Tail County
- **Mahube-Otwa Community Action Partnership, Inc.**
  - 218-796-5144 or 888-458-1385
- **White Earth Indian Reservation**
  - 218-473-2711 or 866-885-7656

### Pennington County
- **Northwest Community Action, Inc.**
  - 218-983-3285 or 800-950-3248

### Pope County
- **West Central Community Action**
  - 218-685-4486 or 800-492-4805
- **Prairie Five Community Action**
  - 218-335-3783 or 866-864-8668

### Red Lake County
- **Inter-County Community Council**
  - 218-796-5144 or 888-778-4008
- **Red Lake County Social Service Center**
  - 218-253-4031

### Redwood County
- **Western Community Action**
  - 507-537-1416 or 800-658-2448
- **Redwood County Human Services**
  - 507-637-4050

### Roseau County
- **Prairie Five Community Action**
  - 320-842-8565
- **Swift County**
  - 320-208-6600

### Todd County
- **Todd County Social Services**
  - 320-732-4516

### Traverse County
- **Traverse County Family Service Department**
  - 320-422-7777

### Wadena County
- **Mahube-Otwa Community Action Partnership, Inc.**
  - 218-632-3600 or 888-458-1385
- **White Earth Indian Reservation**
  - 218-473-2711 or 866-885-7656

### West Central Community Action
- **218-685-4486 or 800-492-4805**
- **Douglas County Social Services Department**
  - 320-762-2302 or 844-204-0012

### Grant County
- **West Central Community Action**
  - 218-685-4486 or 800-492-4805
- **Grant County Social Services**
  - 218-685-8200

### Hubbard County
- **Mahube-Otwa Community Action Partnership, Inc.**
  - 218-732-7204 or 888-458-1385

### Kandiyohi County
- **Kandiyohi County Human Services**
  - 320-251-7800 or 877-464-7800
- **United Community Action**
  - 800-992-1710 or 320-235-0850

### Mower County
- **Southwest Health and Human Services**
  - 507-694-1452 or 800-657-3781
- **United Community Action**
  - 507-537-1416, or 800-658-2448

### Otter Tail County
- **Tri-Valley Opportunity Council, Inc.**
  - 218-281-9080 or 866-264-3729
  - **Continued**
Third-party notice
We offer all customers the opportunity to have a third party notified if their electric service is about to be disconnected. This program can be especially helpful for the ill, senior citizens, those who live alone, and customers who do not read English. The purpose of this program is to notify a third party, as well as the customer, that a Notice of Proposed Disconnection has been sent.

A third party could be a friend, relative, church member, or community agency. The third party receives copies of all disconnection notices we mail to the customer but is NOT required to pay the bills. The third party is authorized to exchange information about the customer and make a payment plan with us on the customer’s behalf. This helps avoid the hardship that would result from disconnecting the customer’s service.

If you want to name a third party, please fill out our Third-Party Notice form and return it to us.

Request for third-party notice
(Please print)
Customer’s name
Address Phone
City State ZIP
Account number from statement
I agree that Otter Tail Power Company may exchange information about my account with the person named below.
Customer signature Date
Name of third party to be notified
Address Phone
City State ZIP
Third-party signature Date
(This request must include the third party’s signature.)
We’ll send a copy of any Notice of Proposed Disconnection on the above account to the named third party at the address listed. We assume no liability for failure of the third party to receive or act upon the notice. Complete this form, detach it, and mail it to P.O. Box 496, Fergus Falls, MN, 56538-0496.

Ways to save
These simple practices could save you five percent to ten percent on your annual utility bill. In most cases, all they cost is a little time.

Low-cost improvements
• Use LED bulbs wherever possible.
• Caulk and weather strip attic and basement spaces, fireplaces, wall outlets, pipes, and ducts to reduce leakage of conditioned air.
• Cover windows with plastic.
• Install an insulated wrap on an electric water heater when it’s in an unheated area.
• Reduce water use in showers and at faucets by installing flow restrictors.

No-cost improvements
• Reduce your water heater temperature setting to 120°F or 140°F for a dishwasher.
• Set your thermostat as low as comfortable in the winter and as high as comfortable in the summer. Each degree above 68°F in the winter can add three percent to heating costs. Each degree above 72°F in the summer can lower cooling costs by three percent.
• Turn off lights when not in use.
• Turn off TVs, DVD players, gaming sets, and other appliances and electronics when not in use.
• Clean the lint filter after each dryer load. Set the dryer controls to prevent over drying clothes.
• Close windows tightly and use locks to help prevent cold air from leaking in during the winter and cool air from leaking out in the summer.

Visit otpco.com for more ways to save.