



2015 1<sup>st</sup> Ave  
Anoka, MN 55303

763-576-2750  
Fax 763-576-2777  
Utilitybilling@ci.anoka.mn.us

## Inability to Pay Application for Utility Shutoff Protection

*Cold Weather Rule effective October 1st through April 30th*

**The Cold Weather Rule provides you with these rights and responsibilities:**

**The Right:** to declare your inability to pay your utility bill.

**The Responsibility:** to complete the inability to Pay application and return to AMU. The application is mailed with the September bill, as well as with all pending disconnection notices. This is also available at Anoka City Hall, at [www.anokaminnesota.com](http://www.anokaminnesota.com), or can be emailed or mailed at any time by request.

**The Right:** to a mutually acceptable payment arrangement with AMU that takes into account the income of the household.

**The Responsibility:** to provide documentation to AMU or to Energy Assistance that the gross (before deductions) household income is less than 50% of the state median income, and to make payments as arranged during the program dates.

**The Right:** to appeal a notice of involuntary disconnection of service. Written notice of appeal must be delivered to AMU prior to the date of disconnection. The customer will be notified when the appeal is reviewed. No disconnection of service will take place during the appeal process.

**All fields are required**

AMU Account Number: \_\_\_\_\_

Name on Account: \_\_\_\_\_

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

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

Phone Number: \_\_\_\_\_ Email address: \_\_\_\_\_

Gross Income (last 3 months): \_\_\_\_\_ Number of persons in home: \_\_\_\_\_

Please remember to provide documentation of all income including pay stubs and assistance information for all household members

**If proof of income is incomplete or missing, you will not be protected from disconnection. Proof of income for all household members for the 3 months prior to application is required.**

This is a declaration of my inability to pay for electricity during the Cold Weather Rule months. I hereby authorize AMU to exchange billing information with the local energy assistance provider. I acknowledge that I have received, read, and understand the notice of residential rights and responsibilities. I attest the above information is true and correct.

**To be protected from disconnection, I will contact AMU to make payment arrangements within 5 business days of submitting this form. I understand payment arrangements must be kept to be protected from disconnection.**

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

**216B.097 COLD WEATHER RULE; COOPERATIVE OR MUNICIPAL UTILITY.**

A municipal utility or a cooperative electric association must not disconnect and must reconnect the utility service of a residential customer during the period between October 1 and April 30 *if the disconnection affects the primary heat source* for the residential unit **and** all of the following conditions are met:

- (1) The household income of the customer is at or below 50 percent of the state median household income. **A municipal utility or cooperative electric association utility may** (i) verify income on forms it provides **or (ii) obtain verification of income from the local energy assistance provider.** A customer is deemed to meet the income requirements of this clause if the customer receives any form of public assistance, including energy assistance, which uses an income eligibility threshold set at or below 50 percent of the state median household income.
- (2) A customer enters into and makes reasonably timely payments under a payment agreement that considers the financial resources of the household.

Eligibility Guidelines for 2023-2024 Energy Assistance Program	
Number in household	3-month gross income per household
1	\$8,166
2	\$10,677
3	\$13,191
4	\$15,705
5	\$18,216
6	\$20,730
7	\$21,201
8 +	Call

**Where can you receive financial assistance?**

If you are having trouble paying your utility bills, local agencies may be able to provide payment assistance. The State Department of Human Services recommends you call the county in which you live.

The following agencies might be able to provide assistance or resources for your energy bills this winter:

Community Action Program (October 1<sup>st</sup>-May 31<sup>st</sup>)

- Anoka County (ACCAP) 763-783-4747 [accap.org](http://accap.org)
- Hennepin County (CAP-HCI) 952-930-3541 [caphennepin.org](http://caphennepin.org)

Emergency Assistance Programs

- Anoka County 763-422-7200
- Hennepin County 612-596-1900
- <https://mnbenefits.mn.gov>

Salvation Army Heat Share

- Call 1-800-842-7279 to get assistance in your area

Veterans Services

- Anoka County 763-324-4500
- o Email [veterans@co.anoka.mn.us](mailto:veterans@co.anoka.mn.us)
- Hennepin County 612-348-3300
- o Email [vetservices@hennepin.us](mailto:vetservices@hennepin.us)