

Lyon Co.	
United Community Action Partnership.....	800.658.2448
Mahnomen Co.	
Mahube-Otwa Community Action Partnership.....	888.458.1385
Marshall Co. (East)	
Northwest Community Action.....	800.568.5329
Marshall Co. (West)	
Tri-Valley Opportunity Council.....	866.264.3729
Martin Co.	
Minnesota Valley Action Council.....	800.767.7139
McCleod Co.	
United Community Action Partnership.....	800.992.1710
Meeker Co.	
United Community Action Partnership.....	800.992.1710
Mille Lacs Co.	
Lakes and Pines Community Action Council.....	800.832.6082
Morrison Co.	
Tri-County Action Programs.....	888.765.5597
Mower Co.	
Semcac.....	800.944.3281
Murray Co.	
Southwestern MN Opportunity Council.....	800.658.2444
Nicollet Co.	
Minnesota Valley Action Council.....	800.767.7139
Nobles Co.	
Southwestern MN Opportunity Council.....	800-658-2444
Norman Co.	
Tri-Valley Opportunity Council.....	866.264.3729
Olmsted Co.	
Three Rivers Community Action.....	800.277.8418
Otter Tail Co.	
Mahube-Otwa Community Action Partnership.....	888.458.1385
Pennington Co.	
Inter-County Community Council.....	888.778.4008
Pine Co.	
Lakes & Pines Community Action Council.....	800.832.6082
Pipestone Co.	
Southwestern MN Opportunity Council.....	800.658.2444
Polk Co. (East)	
Inter-County Community Council.....	888.778.4008
Polk Co. (West)	
Tri-Valley Opportunity Council.....	866-264-3729
Pope Co.	
West Central MN Community Action.....	800.492.4805
Ramsey Co.	
Community Action Partnership of Ramsey & Washington Counties.....	651.645.6470
Red Lake	
Inter-County Community Council.....	888.778.4008
Redwood Co.	
United Community Action Partnership.....	800.658.2448
Renville Co.	
Renville County Energy Assistance.....	800.363.2533
Rice Co.	
Three Rivers Community Action.....	800.277.8418
Rock Co.	
Southwestern MN Opportunity Council.....	800.658.2444

Roseau Co.	
Northwest Community Action.....	800.568.5329
St. Louis (Excluding City of Duluth)	
Arrowhead Economic Opportunity Agency.....	800.662.5711
St. Louis (City of Duluth)	
Arrowhead Economic Opportunity Agency.....	218.623.3011
Scott Co.	
Scott-Carver-Dakota Community Action.....	651.322.3500
Sherburne Co.	
Tri-County Action Programs.....	888.765.5597
Sibley Co.	
Minnesota Valley Action Council.....	800.767.7139
Stearns Co.	
Tri-County Action Programs.....	888.765.5597
Steele Co.	
Semcac.....	800.944.3281
Stevens Co.	
West Central MN Community Action.....	800.492.4805
Swift Co.	
Prairie Five Community Action Council.....	800.292.5437
Todd Co.	
Todd Co Social Services.....	320.732.4516
Traverse Co.	
West Central MN Community Action.....	800.492.4805
Wabasha Co.	
Three Rivers Community Action.....	800.277.8418
Wadena Co.	
Mahube-Otwa Community Action Partnership.....	888.458.1385
Waseca Co.	
Minnesota Valley Action Council.....	800.767.7139
Washington Co.	
Community Action Partnership of Ramsey and Washington Counties.....	651.645.6470
Wantonwan Co.	
Minnesota Valley Action Council.....	800.767.7139
Wilkin Co.	
West Central MN Community Action.....	800.492.4805
Winona Co.	
Semcac.....	800.944.3281
Wright Co.	
Wright County Community Action.....	320-963-6500
Yellow Medicine Co.	
Prairie Five Community Action Council.....	800.292.5437
State of MN Energy Assistance.....	800.657.3710
The Salvation Army HeatShare.....	800.842.7279

We're here for you...whenever you need us!
Toll Free: 888.931.3411
Fax: 507.665.8602
Email: gmg@greatermngas.com
Website: www.greatermngas.com
Customer Service Hours: M-F 8:00am – 4:30pm
Emergency Response: 24 Hours, 7 Days a Week



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
- Low cost/No cost Methods to Conserve Energy
- Where to apply for Energy Assistance & Weatherization

We are here to help!

To be protected you must contact Greater Minnesota Gas, Inc. (GMG) to discuss your account, pay your bill in full, or set up a CWR payment plan (no written application is required).

Call us toll free (888)931-3411



**GREATER MINNESOTA
GAS**

**202 South Main | P.O. Box 68
Le Sueur, MN 56058
www.greatermngas.com**

Minnesota Cold Weather Rule

Cold Weather Rule (CWR) Runs from **October 15th to April 15th** of each year. CWR protection is for **residential** customers only. Your CWR payment plan will depend on your household income.

How to Prevent Disconnection of Your Natural Gas Service

You **must** contact GMG to discuss your account and make a mutually agreed upon CWR payment plan.

What if I am currently disconnected when CWR starts?

To get reconnected, contact Greater Minnesota Gas, Inc. (GMG) to make a mutually agreed upon CWR payment plan.

CWR Payment Plans

You can request a CWR payment plan. All CWR payment plans expire April 15th.

Households with income **below** 50% of the state median may qualify for a payment plan equal to or less than 10% of their monthly income. GMG will offer to work with households with income **above** 50% of the state median with a mutually agreed upon CWR payment plan. If you receive energy assistance you may also qualify for GMG's Gas Affordability Program (GAP).

If a CWR payment plan cannot be mutually agreed upon, you have the right to appeal within 10 working days. Appeals can be directed to the Minnesota Public Utilities Commission (MPUC) by calling 1-800-657-3782, 651-296-0406, by visiting their website at mn.gov/puc or by emailing consumer.puc@state.mn.us.

Important! You must make and keep your CWR payment plan to receive CWR protection.

If you cannot make your scheduled CWR payment, you must contact us immediately to discuss an alternate payment plan. If you do not make your payments, your natural gas service may be shut off. If your service is shut off, GMG is not required to offer additional arrangements.

Third Party Notification

If you have trouble with your natural gas bills and notices, you may wish to delegate a third party to receive a copy on your behalf. This can be a friend, relative, church or community action agency. Please contact GMG if you are interested in delegating a third party.

Energy Conservation Tips:

- Install a programmable thermostat.
- Lower thermostat during the night hours.
- Lower the temp of your water heater.
- Block drafts around doors & windows.
- Cover your windows with plastic during heating season.
- Replace your furnace filters.
- Add caulk and weather strips to doors and windows.
- Open your shades during sunlight hours.
- Remove window air conditioners during the winter months.
- Get your furnace and home checked once a year by a licensed professional.

Energy Assistance

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

Aitkin Co. Lakes and Pines Community Action Council.....	800.832.6082
Anoka Co. Anoka Co. Community Action Program.....	763.783.4712
Becker Co. Mahube-Otwa Community Action.....	888.458.1385
Beltrami Bi-County Community Action Program.....	800.332.7161
Benton Co. Tri-County Action Programs.....	888.765.5597
Big Stone Co. Prairie Five Community Action Council.....	320.269.6578
Blue Earth Co. Minnesota Valley Action Council.....	800.767.7139
Brown Co. Minnesota Valley Action Council.....	800.767.7139
Carlton Co. Lakes & Pines Community Action Council.....	800.832.6082
Carver Co. Scott-Carver-Dakota Community Action.....	651.322.3500
Cass Co. Bi-County Community Action Program.....	800.332.7135
Chippewa Co. Prairie Five Community Action Council.....	800.292.5437
Chisago Co. Lakes and Pines Community Action Council.....	800.832.6082

Clay Co. West Central Community Action.....	800.492.4805
Clearwater Co. Clearwater County Dept. of Human Services.....	800.245.6064
Cook Co. Arrowhead Economic Opportunity Agency.....	800.662.5711
Cottonwood Co. United Community Action Partnership.....	800.658.2448
Crow Wing Co. Lutheran Social Services of MN.....	800.829.5902
Dakota Co. Scott-Carver-Dakota Community Action.....	651.322.3500
Dodge Co. Semcac.....	800.944.3281
Douglas Co. West Central MN Community Action.....	800.492.4805
Faribault Co. Minnesota Valley Action Council.....	800.767.7139
Fillmore Co. Semcac.....	800.944.3281
Freeborn Co. Semcac.....	800.944.3281
Goodhue Co. Three Rivers Community Action.....	800.277.8418
Grant Co. West Central MN Community Action.....	800.492.4805
Hennepin Co. Community Action Partnership of Hennepin Co.....	952.930.3541
Houston Co. Semcac.....	800.944.3281
Hubbard Co. Mahube-Otwa Community Action Partnership.....	888.458.1385
Isanti Co. Lakes and Pines Community Action Council.....	800.832.6082
Itasca Co. Kootasca Community Action, Inc.....	877.687.1163
Jackson Co. United Community Action Partnership.....	800.658.2448
Kanabec Co. Lakes & Pines Community Action Council.....	800.832.6082
Kandiyohi Co. United Community Action Partnership.....	800.992.1710
Kittson Co. Northwest Community Action.....	800.568.5329
Koochiching Co. Kootaska Community Action, Inc.....	877.687.1163
Lac Qui Parle Co. Prairie Five Community Action Council.....	800.292.5437
Lake Co. Arrowhead Economic Opportunity Agency.....	800.662.5711
Lake of the Woods Co. Northwest Community Action.....	800.568.5329
Le Sueur Co. Minnesota Valley Action Council.....	800.767.7139
Lincoln Co. United Community Action Partnership.....	800.658.2448