

Contact us today...

For more information or for clarification regarding the Minnesota Cold Weather Rule, please contact one of our Customer Service Representatives.

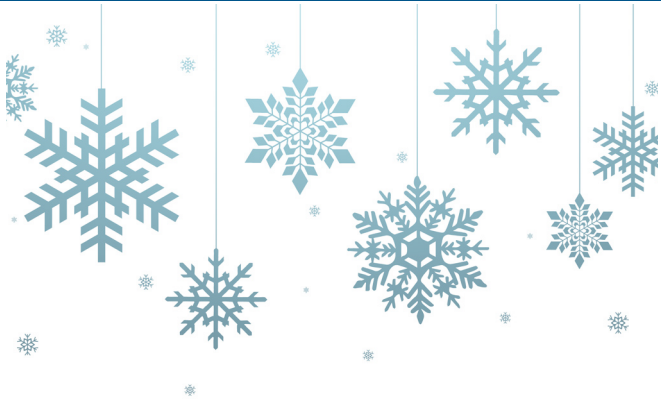
We are happy to help provide additional information regarding payment options for a past due balance, resources available, or assist with making a payment.



Greater Minnesota Gas, Inc
Telephone: 888-931-3411
Email: gmg@greatermngas.com
Fax: 507-665-8602
Web: www.greatermngas.com



Changing Lives with Energy.



A few low to no cost Energy Conservation Tips:

- Install a programmable thermostat.
- Lower your thermostat during the night hours
- Install a hot water heater blanket
- Lower the temperature of your hot water heater
- Close off rooms that are not in use
- Reduce hot water usage by shortening the length of your shower
- Block drafts around doors and windows
- Cover your windows with plastic during the heating months
- Wash with cold water when possible
- Hang your clothes to dry
- Replace furnace filters
- Apply caulk and weather strip to doors and windows as needed
- Open your shades during sunlight hours
- Promptly repair any broken windows
- Remove your window air conditioner during winter months
- Make sure to immediately fix any leaky faucets
- Get your furnace checked once a year by a licensed professional
- Have a licensed contractor check your home for adequate insulation



Cold Weather Rule

Cold Weather Rule (CWR) is from October 15th-April 15th. If you have a past due balance of 60 days or greater, you can still be disconnected. Unless you seek protection under CWR. This brochure will provide information on how to keep service connected, and provide resources for Energy Assistance.





Customer Rights and Responsibilities Under Minnesota Cold Weather Rule

The State of Minnesota established the Cold Weather Rule (CWR) to help protect residential customers who are having difficulty paying their gas bill from service disconnection. The Cold Weather Rule is in effect from October 15th through April 15th each year. As heating season approaches and if you have a past due balance of 60 days or more, you could still be subject to disconnection if you don't seek protection. **In order to have protection against disconnection during CWR you must enter into and keep a payment arrangement with GMG.**

Your natural gas service will not be disconnected when you and Greater Minnesota Gas agree on a payment plan and you make all your payments on time.

If you find that you are unable to keep your original payment arrangement you must call to request a change. In the event that you and GMG are unable to agree on a payment plan you have the right to appeal.

Right to Appeal

In the event that you and GMG cannot come to an agreed upon payment plan you have the right to appeal by submitting a form within 10 days to the Minnesota Public Utilities Commission (MPUC)

The MPUC has 20 days to review and make a decision. During this period, GMG will not disconnect your service and if your service has already been disconnected, it will be reconnected.

Energy Assistance

Please refer to the list of agencies in this brochure that may also be able to assist you. If you receive Energy Assistance, you are automatically eligible for special payment terms (*).

If your gross household income is :

- (*) At or below 50% of the state median income, you are not required to pay more than 10% of your gross household monthly income

- At more than 50% of the state median income, you must make a payment plan with the utility.

*You may be required to provide proof of income

What if I can't pay my bill?

Help is a phone call away, stay connected (888) 931-3411.

Where Can I Get Help Regarding Energy Assistance?

South District:

Blue Earth, Brown, Nicollet, Waseca, Le Sueur County

Minnesota Valley Action Council

Phone: (507)345-4064

Web: www.co.blue-earth.mn.us

Rice & Goodhue County

Three Rivers Community Action Council

Phone: (800) 227-8418

Website: www.threeriverscap.org

Scott & Dakota County

CAP Agency

Phone: (952) 496-2125

Website: www.capagency.org

Steele & Dodge County

SEMAC

Phone: (800) 944-3281

Website: www.co.steele.mn.us

Redwood County

United Community Action Partnership

Phone: (507)537-1416 or 1-800-658-2448

North & Central District:

Becker, Mahnomen, Otter Tail County

Mahube-Ottwa Community Action

Phone: (218) 847-1385 or 1-888-458-1385

Website: Mahube.org

Todd County

Todd County Social Services

Phone: (320) 732-4516

Website: co.todd.mn.us

Morrison County:

Tri County Action Programs

Phone: (320)251-1612 or 1-888-765-5597

Website: Tricap.org

Red Lake & Polk (East) County

Inter-County Community Council

Phone: (218)-796-5114 or 1-888-778-4008

Website: intercountycc.org

Polk West & Norman County

Tri-Valley Opportunity Council

Phone: (218) 281-9080 or 1-866-264-3729

Website: tvoc.org

Clay & Douglas County

West Central Community Action

Phone: (218)-685-1800 or 1-800-292-5437

Website: wcma.org