

Freeborn Co	
Human Services.....	507.377.5400
SEMCAC.....	800.944.3281
Goodhue Co	
Human Services.....	651.385.3200
Three Rivers Community Action.....	800.277.8418
Houston Co	
SEMCAC.....	800.944.3281
Hubbard-Mahube Community Council	
Detroit Lakes.....	218.847.1385
Park Rapids.....	218.732.7204
Inter-County Community Action	
Oklee, MN.....	888.778.4008
Itasca Co	
Social Services.....	218.327.2941
Emergency Assistance (daytime).....	218.327.6712
Jackson Co	
Human Services.....	507.847.4000
Western Community Action.....	800.658.2448
Kanebec Co	
Family Services Dept.....	320.679.6350
Lakes and Pines Community Action.....	800.832.6082
Koochiching Co	
Community Services.....	800.950.4630
Community Action.....	800.559.9491
Lac Qui Parle Co	
Family Services Center.....	320.598.7594
Prairie 5 Community Action.....	800.292.5437
Lake Co	
Social Services.....	218.834.8400
Le Sueur Co	
Human Services.....	507.357.2251
Minnesota Valley Action Council.....	800.767.7139
Energy Assistance.....	507.357.4246
Lincoln Co	
Human Services.....	507.694.1452
Western Community Action.....	800.658.2448
Lyon Co	
Human Services.....	507.537.6747
Western Community Action.....	800.658.2448
Martin Co	
Minnesota Valley Action Council.....	800.767.7139
Mower Co	
Human Services.....	507.437.9701
SEMCAC.....	800.944.3281
Nobles Co	
Family Services.....	507.437.9701
SEMCAC.....	800.944.3281
Norman Co	
Tri Valley Opportunity Council, Inc.....	800.584.7020
Olmstead Co	
Three Rivers Community Action.....	800.277.8418
Pine Co	
Human Services.....	800.450.7463
Lakes and Pines Community Action.....	800.832.6082

Redwood Co	
Human Services.....	507.637.4050
Western Community Action.....	800.658.2448
Roseau Co	
Social Services.....	218.463.2411
N.W. Community Action.....	800.568.5329
Scott Co	
Human Services.....	952.445.7751
Community Action Program.....	952.496.2125
Sibley Co	
Human Services.....	507.237.4000
Minnesota Valley Action Council.....	800.767.7139
Steele Co	
Human Services.....	507.444.7500
SEMCAC.....	800.944.3281
St. Louis Co	
Human Services.....	218.726.2000
Information & Referral.....	800.450.9777
Swift Co	
Human & Family Services.....	320.843.3160
Prairie 5 Community Action.....	800.292.5437
Todd Co	
Social Services.....	888.838.4066
Wabasha Co	
Human Services.....	651.565.2613
Three Rivers Community Action.....	507.732.7391
Washington Co	
Community Services.....	651.430.6459
Ramsey Energy Assistance.....	651.645.6470
Wantonwan Co	
Human Services.....	507.375.3294
Minnesota Valley Action.....	800.767.7139
Winona Co	
Human Services.....	507.457.6200
SEMCAC.....	800.944.3281
Wright Co	
Community Action.....	320.963.6500
Yellow Medicine Co	
Family Service Center.....	320.564.2211
Prairie 5 Community Action.....	800.292.5437
Energy Assistance	
State of Minnesota.....	800.657.3710



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

We are here to help!

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

Call us toll free (888)931-3411



Contact Us

Greater Minnesota Gas, Inc.
P.O. Box 68 | 202 South Main St
Le Sueur, MN 56058

Toll Free: (888)931-3411

Email: gmg@greatermngas.com

On the web: www.greatermngas.com

Payment Arrangement Conditions

Residential customers of GMG have the right to a Payment Arrangement (PA) during the winter months. The customer and GMG must mutually agree upon the terms of the PA.

You must stay current on the agreed upon PA schedule or contact GMG to request a modification. Failure to make a payment or contact GMG may result in service disconnection.

Payment Arrangement Options

For customers over the 50% median income*:

- You may enter into a mutually agreed PA that expires April 15th.
- You may choose to enroll in the budget plan.

For customers at or below the 50% median income*:

- You may qualify to pay no more than 10% of your monthly household income.
- Plan expires April 15th.

Failure To Keep Your Arrangement

If you are unable to keep your PA, call us right away toll free at (888)931-3411. Failure to keep your PA may result in:

- Disconnection
- No further notice is required by GMG

Right to Appeal

If you and GMG cannot agree on the terms of a PA you have the right to appeal. You must appeal within 10 working days to the Minnesota Public Utilities Commission (MPUC) by calling 1-800-657-3782 or visit their website at mn.gov/puc/. During the appeal process GMG will not disconnect your service as defined under CWR.

*You must provide proof of income to a qualified agency.

Third Party Notification

You may delegate a third party to be notified if a disconnection notice is sent to you. This can be a friend, relative, church or community action agency. If you live alone, are a senior citizen, are disabled or cannot read English this program could be beneficial to you. Your third party can provide and receive information on your behalf. They are not required or responsible for your bill. Please contact GMG if you are interested in delegating a third party and a form will be mailed to you, or you can download the form from our website at www.greatermngas.com.

Energy Conservation Tips:

- Install a programmable thermostat.
- Lower thermostat during the night hours.
- Install a hot water heater blanket.
- Lower the temp of your hot water heater.
- Reduce hot water usage by shortening showers.
- Block drafts around doors & windows.
- Cover your windows with plastic during heating season.
- Wash clothes in cold water whenever possible.
- Hang your clothes to dry.
- Replace your furnace filters.
- Add caulk and weather strips to doors and windows.
- Open your shades during sunlight hours.
- Promptly replace any broken windows.
- Remove window air conditioners during the winter months.
- Immediately fix any leaky faucets.
- Get your furnace 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	
Health and Human Services.....	800.328.3744
Lakes and Pines Community Action.....	800.832.6082
Becker Co	
Human Services.....	218.847.5628
Mahube Community Action Council.....	218.847.1385
Beltrami Co	
Human Services.....	218.333.8300
Bi-County Community Program.....	800.332.7161
Big Stone Co	
Family Service Center.....	320.839.2555
Prairie 5 Community Action.....	320.325.5227
Blue Earth Co	
Human Services.....	507.304.4319
Minnesota Valley Action Council.....	507.345.6822
Brown Co	
Minnesota Valley Action Council.....	507.345.3138
Carlton Co	
Human Services.....	800.642.9082
Lakes and Pines Community Action.....	800.832.6082
Cass Co	
Human Services.....	218.547.1340
Leech Lake RTC Energy Assistance.....	866.864.8668
Chisago Co	
Human Services.....	651.213.5600
Lakes and Pines Community Action.....	800.832.6082
Cottonwood Co	
Human Services.....	507.831.1891
Western Community Action (WESCAP).....	800.658.2448
Crow Wing Co	
Human Services.....	218.824.1140
Lutheran Social Services.....	800.829.5902
Dakota Co	
Community Services.....	651.554.5611
Dakota CAP.....	651.322.3500
Dodge Co	
Human Services.....	507.635.6170
SEMCAC.....	800.944.3281
Faribault Co	
Human Services Center.....	507.526.3265
Minnesota Valley Action Council.....	800.767.7139
Fillmore Co	
Human Services.....	507.765.2175
SEMCAC.....	800.994.3281

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