

NOTICE OF RESIDENTIAL CUSTOMER RIGHTS AND POSSIBLE ASSISTANCE

This notice informs you of your rights and responsibilities under the Cold Weather Rule. It is designed to help you with high winter water bills. You must act PROMPTLY. If you choose not to assert your rights or choose not to enter in a mutually acceptable payment plan, your service may be disconnected, and the plan must be followed or subject to immediate disconnection. You must also be current on your bill or the arrangement current prior to the rule taking effect. The cold weather rule doesn't apply for the water utility unless it's the heating source for the home.

The water utility company (the city) must not disconnect the utility service of a residential customer during the period between October 15 and April 15 if the disconnection affects the primary heat source for the residential unit when the following conditions are met:

1. The household income of the customer is at or below 50 percent of the state median income
2. A customer enters into and makes reasonably timely payments under a payment agreement that considers the financial resources of the household; and
3. A customer receives from the cooperative referrals to energy assistance programs, weatherization, conservation, or other programs likely to reduce the customer's energy bills.



WHAT TO DO IF YOU MEET THE COLD WEATHER LAW CONDITIONS:

If you meet all the conditions of the Cold Weather Rule as outlined in this brochure, can't pay your utility bill and need

cold weather protection from utility shutoff, fill out the Cold Weather Payment Plan Form and return it to the city with your first payment.

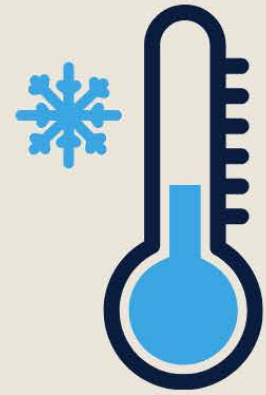
What to do if you DONT meet the cold weather rule?

If you do not meet all the requirements and conditions of the CWR as outlined in this brochure, you DONT qualify! However, you can still maintain services by setting up a valid mutually agreed upon payment plan. This will require you to sign a document and agree to the terms, it must also meet certain requirements-such as balance payoff.



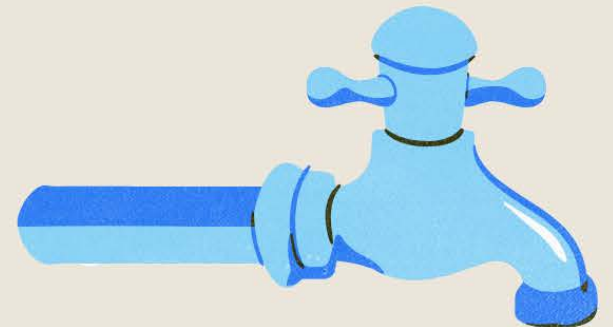
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MINNESOTA COLD WEATHER RULE!

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