

Notice of Rights for Households of Military Service Personnel

("Utility Payment Arrangements for Military Service Personnel" Under Minnesota Statutes Section 325E.028)

For household income below the state median household income, or for households receiving energy assistance:

Runestone Electric Association cannot disconnect the electric service of a residential customer if a member of the household has been issued:

- Orders (for active duty, for deployment, or for a permanent change in duty station during a period of active duty, deployment, or change in duty station);
- Enters into an agreement with Runestone Electric Association for monthly payments of ten percent of the customer's gross monthly income; and
- The residential customer remains reasonably current with those payments.

For household income above the state median household income:

Runestone Electric Association cannot disconnect the electric service of a residential customer if a member of the household has been issued:

- Orders (for active duty, for deployment, or for a permanent change in duty station during a period of active duty, deployment, or change in duty station);
- Enters into an agreement with Runestone Electric Association establishing a reasonable monthly payment schedule that considers the financial resources of the household; and
- The residential customer remains reasonably current with those payments.

"Household income" means household income measured after the date of the orders referred to above.

Application to Service Limiters: The term "disconnect" includes the installation by Runestone Electric Association of a service or load limiter or any device that limits or interrupts electric service in any way.

Right to Appeal: If Runestone Electric Association and you are unable to agree on the establishment, reasonableness, or modification of a payment schedule or on the reasonable timeliness of your payments under a payment schedule, then Runestone Electric Association will personally "serve" (hand to you in person) or mail a notice ("Notice") that agreement has not been reached or that payments have not been reasonably timely. You may then appeal to the Board of Directors of Runestone Electric Association by completing the appeal form that is available upon request from Runestone Electric Association.

Time to Appeal: If you are served personally with Notice, then you must appeal within seven (7) working days. If you receive notice by mail, then you must appeal within ten (10) working days after Runestone Electric Association deposited its First Class mailed notice to you.

Disconnection Forbidden Pending Appeal: Runestone Electric Association will not disconnect service to you while an appeal is pending.

Disconnection if you do not Appeal: If you do not appeal, then your service may be disconnected without further notice.

(Application on reverse side)

Military Service Personnel
Application for Protection from Shut-Off

Please print and fill out completely

Name _____ REA Account # _____

Service Address _____

City _____ State _____ Zip _____

Home phone _____ Work phone _____ Cell phone _____

Total amount owing \$: _____

What is the total yearly income of all persons in your home? _____

How many people are in your home, including yourself? _____

Does your household receive energy assistance? Yes ____ No ____

In your home do you have a: medical emergency ____ or disabled person ____

Please explain: _____

If you wish to be considered for Military Service Personnel protection, please include proof of your household's monthly or annual gross income after orders are effective and proof of qualifying military duty, such as a copy of Permanent Change of Station (PCS) orders. Place a check mark by the type of income verification enclosed with this application for all persons

I can pay (print \$ amount)

\$ _____

Place a check mark by your choice. Use the box to explain "Other" arrangements.

_____ Weekly

_____ Semi-monthly

_____ Monthly

_____ Other

Caseworker name and phone number: (optional)

An application mailed without copies of your income information and proof of qualifying military duty will be incomplete and you may not receive protection from shut-off.

By signing this form, I give permission to any energy provider or public assistance agency that serves me to exchange billing information with other energy providers, and the Public Utilities Commission for the purpose of program qualification.

Signature: _____ **Date:** _____

If you are the "Third Party" for the customer whose service is affected by this notice and are submitting this application for that customer, please sign below.

Signature: _____ **Date:** _____