

Cooperatives Work With Their Members

Let us answer your questions about cold weather shut-off protection for our members

What is the Cold Weather Rule?

The Cold Weather Rule protects some members from having their electricity shut-off due to non-payment between October 1 and April 30.

Can my heat be shut off in the winter?

Yes. The Cold Weather Rule allows electricity to be shut off for non-payment. You will only be protected if electricity provides your primary source of heat AND you have done ALL of the following things:

- Your household income meets the state guidelines (at or less than 50 percent of the state median household income)
- You receive referrals to energy assistance, weatherization, conservation, or other programs likely to reduce your energy bills from LLEC.
- You have a payment arrangement with LLEC for which you make reasonably timely payments.

Will you disconnect me without my knowledge?

No. You will receive a "Notice of Disconnection". There will also be a list of rights and responsibilities for you as well as the Cooperative and a list of agencies that may help you.

If you receive a Notice of Disconnection, you MUST take the next step and call us and the agency that serves your county to see if they can help you.

We will not disconnect electricity without first notifying you by letter. We also attempt to make phone calls if we have correct phone numbers. We will not shut off electricity on a Friday, a weekend, or the day before a holiday.

We don't want to shut off anyone's electricity. We will work with you to set up a payment arrangement or help you to see if you qualify for shut-off protection. Below is a list of providers that can help with your energy bills. It is up to you to contact them for help.

What must I do to receive shut-off protection?

If you are behind in your electricity payments, your first step is to call or email Lyon-Lincoln Electric. Please call (800) 927-6276 or email@llec.coop.

If my electricity has been disconnected, how can I be reconnected?

In order to re-establish power, contact Lyon-Lincoln Electric for the total balance due, which will include additional fees and a deposit.

Meeting Your Payment Obligation

Please contact our office if you find that you cannot pay your electric bill. We will work with you to set up a payment schedule during the cold weather months if you think you will be unable to pay your bill on time. It is your responsibility to call our office to arrange a payment schedule.

Failure to Respond to a Disconnect Notice May Lead to Shut-off of Service, Even in Winter.

Our members are important! We'd rather work with you to set up a payment plan than shut off your electricity.

If you are in need help, don't delay – call today:
800-927-6276

Active-Duty Military Shut-off Protection

When a household member has been ordered into active duty, for deployment or for a change of permanent duty station, utility disconnection is restricted. Minnesota law protects these military households from shut-off if they cannot pay their utility bills in full. If the member and Lyon-Lincoln Electric cannot agree on a payment plan, members have the right to appeal to the Minnesota Public Utilities Commission. Lyon-Lincoln Electric will not disconnect electric service during the appeal process.

Energy Assistance Program

The Energy Assistance Program (EAP) is a federally funded program through the U.S. Department of Health and Human Services, which helps low-income renters and homeowners pay for home heating costs and furnace repairs. Household income must be at or below 50% of the state median income (\$67,765 for a family of 4) to qualify for benefits.

To learn more about the EAP program or to apply for assistance:

- Visit the Minnesota Department of Commerce Energy Assistance website, <https://mn.gov/commerce/consumers/consumer-assistance/energy-assistance/>
- Contact your county EAP service provider (See list below)



Prairie Five Community Action Council Inc.
Montevideo, MN
(320)269-7976

United Community Action Program
Marshall, MN
(800)658-2448

Southwest Health & Human Services
Ivanhoe, MN Office
(507)694-1452

Southwest Health & Human Services
Marshall, MN Office
(507)537-6747