

Minnesota Cold Weather Rule in Effect Beginning October 1

Home heating bills can sometimes pile up like snow during the winter months. The **Minnesota Cold Weather Rule** is designed to protect people who may have trouble paying their utility bills in winter. The rule applies from October 1 to April 30.

Established by the Minnesota Public Utilities Commission, the rule means that your utility company cannot disconnect your residential gas service during the winter if you meet the following requirements:

- 1) Utility disconnection would affect your primary heat source;
- 2) You have declared your inability to pay on forms provided by the utility;
- 3) Your household income is at or below 50 percent of the state median income level, as documented to the utility; and
- 4) Your account is current for the billing period immediately prior to October 1 or you have entered into a payment schedule and are reasonably current with payments under the schedule.

If you have trouble paying your utility bill, local agencies may be able to provide payment assistance. The State Department of Human Services recommends that you call the county in which you live. Local fuel assistance information is available by calling 763-783-4747. Energy assistance begins on October 1, 2023 and runs through May 31, 2024.



If you know you will have difficulty in paying your utility bills, please contact Utility Billing at 763-784-6751 to work out a payment schedule. State law requires that all residential customers be informed of the Minnesota Cold Weather Rule, regardless of payment history.

Local Programs for Heating Assistance

If you have difficulty paying your utility bills or need help improving the energy efficiency of your home, you may find help through one or more of the local emergency programs for heating assistance. Call for eligibility requirements and to see if you qualify.

Anoka County Community Action Program (ACCAP) **763-783-4747**

Energy Assistance Program is October 1 to May 31. Also call this number for no-heat situations.

Salvation Army HeatShare (Anoka County office) **763-755-6873**

Anoka County Economic Assistance **763-422-7200**

If you have questions about your Centennial Utilities bill, please call 763-784-6751.

www.centennialutilities.com

Utilities Office

200 Civic Heights Circle
Circle Pines, MN 55014

Phone: 763-784-6751 TDD: 763-231-2617

Emergency after hours:
911 or 763-427-1212
(ask for Centennial Utilities)

Commission Members

Commission meets on Wednesday, September 24 at 5 p.m.

Jan Kreminski, Chair
248 Pine Hollow Dr.

Dwight Benoy
66 W. Golden Lake Rd.

Curt Theis
67 West Rd.

Eric Peterson
41 W. Golden Lake Rd.

Brian Olson
227 Galaxy Dr.

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Moving? Contact Us



If you are planning to move into or out of Centennial Utilities' service area, please contact us at 763-784-6751.

We will need your current and future address and telephone numbers in order to arrange final meter readings and ensure an accurate final billing.

Billing Notes

Flat sewer charges are in effect from April through October.

To make a payment by phone, call Xpress Bill Pay at 1-833-543-9098.

Manage your bill at XpressBillPay.com.

Cold Weather Window Tips for Energy Efficient

from Energy.gov/energysave

Windows can be one of your home's most attractive features. Windows provide views, daylighting, ventilation, and heat from the sun in the winter. Unfortunately, heat moving in and out of your home through windows can increase your heating and air conditioning bills.

Energy efficient windows and measures to reduce heat gain and loss can help save energy and reduce energy bills. The following are cold weather window tips for your home.

- Install tight-fitting, insulating window shades on windows that feel drafty after weatherizing. Consider insulated cellular shades, which are "honeycombed" and can be raised or lowered. Obtain energy efficiency ratings for window attachments from the AERC (aercnet.org).
- Close your curtains and shades at night to protect against cold drafts; open them during the day to let in warming sunlight.
- Apply low-e film on the inside of your windows to keep heat from radiating out. Films are rated by the NFRC and will be rated by the AERC.
- Alternatively, install low-e exterior or interior storm windows, which can save you 12%–33% on heating and cooling costs, depending on the type of window already in-stalled in the home. They should have weatherstripping at all movable joints; be made of strong, durable materials; and have inter-locking or overlapping joints.
- Repair and weatherize your current storm windows, if necessary.

