



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 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.

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 and runs through May 31.



Call Immediately to Report Natural Gas Smells

If you smell gas in your home, leave immediately. Do NOT use anything that may cause a spark, including electrical switches, telephone or even cell phone. Go directly to a neighbor's home and use a phone not based in your house to report the gas smell.

To report a natural gas smell or gas leak, call Centennial Utilities at **763-784-6751** weekdays from 8 a.m. to 4:30 p.m. After hours calls should be made to Central Communications at 763-427-1212 or 911. Central Communications will answer that number as "police and fire", as they also dispatch those emergency services. You should indicate to the dispatcher that you are requesting only Centennial Utilities, or the dispatcher may send out the fire department.

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)

xpress BILL PAY

IT'S EASY...

Manage your account and pay your utility bill online.

Visit www.centennialutilities.com, click on Xpress Bill Pay under Key Services.

Commission Members

Commission meets on Tuesday, September 23 at 5 p.m.

Jan Kreminski, Chair
Dwight Benoy
Curt Theis
Eric Peterson
Brian Olson

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.



Leaky Toilets Can Be Silent Wasters of Water

from Minnesota Pollution Control Agency
(www.pca.state.mn.us)

The average U.S. household wastes more than 10,000 gallons of water a year through leaks. Common types of household leaks include worn toilet flappers, dripping faucets, and other leaking valves. All are easily correctable.

One way to check for leaks: Examine your winter water usage. It's likely that a family of four has a serious leak problem if its winter water use exceeds 12,000 gallons per month.

Toilets are especially leak-prone: the EPA estimates that 20 percent of all toilets leak. But because leaking toilets are often silent, the problem can go unnoticed while your home is "robbed" of up to 300 gallons or more of water a day. Put a few drops of food coloring in your toilet tank. Wait 15-20 minutes and see if color appears in the bowl. If so, you have a leak.

Learn more about finding and fixing leaks and conserving water on the MPCA Conserving water webpage and the EPA WaterSense web page.

Be Aware of Utility Service Line Areas-Call Before You Dig

Service lines for city water and sewer and Centennial Utilities gas lines run from the street through your front yard to your home. Shutoff valves for water and gas are located in the city right-of-way area near the street.

The city and utilities company maintain the lines from the shutoff (or curbstop) to the street. Maintenance of the lines from the shutoff to the home is homeowners' responsibility.

Please be aware that there are service lines in your yard and **call 811 (Gopher State One Call) two business days prior to digging anywhere in your yard or along your property line.** All utility-installed services, including water, sewer, gas, electric, phone and cable, will be marked. It is helpful if the digging area is marked with white paint or white stakes.

Homeowners are also responsible for private service lines located on their property such as a gas line to grill or garage furnace, sprinklers, power lines to garage and invisible fencing. You, or a private contractor, will need to locate those private services. If you hire a professional excavator, they are responsible for contacting GSOC.

If during the course of an excavation project an underground facility is damaged, a homeowner or contractor must immediately notify the facility owner. Whoever causes damage to a utility line is responsible for repair of that line.

To avoid an interruption in services, harm to property or bodily injury, always call 811 before you dig. The call is free and it's the law.

