

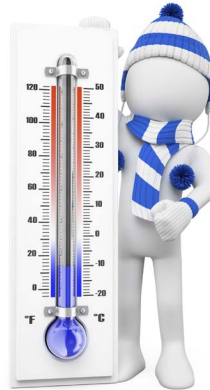
Cold weather rule outlines process to avoid winter disconnection and loss of electricity

The state's Cold Weather Rule guides utilities on winter disconnections as long as customers follow these main guidelines.

Residential customer notice

An electric cooperative must not disconnect and must reconnect the utility service of a home between October 1 and April 30 if the disconnection affects the primary heat source for the residential unit **and all of the following conditions are met:**

1. The household income of the customer is at or below 50 percent of the state median household income. The electric cooperative may verify income on forms it provides or obtain verification of income from the local energy assistance provider. A customer meets the income requirements of this clause if the customer receives any public assistance, including energy assistance that uses an income eligibility threshold set at or below 50 percent of the state median household 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 referrals to energy assistance, weatherization, conservation or other programs likely to reduce the customer's energy bills. In addition, an electric cooperative must, between August 15 and October 1 of each year, notify all residential customers of these provisions.



Before disconnecting service to a residential customer between October 1 and April 30, an electric cooperative must provide:

1. A 30 day notice of the proposed disconnection;
2. A statement with the customer's rights and responsibilities;
3. A list of local energy assistance providers;
4. Forms on which to declare an inability to pay; and
5. A statement explaining available time-payment plans and other options to secure continued utility service.

Emergency energy assistance phone numbers

Des Moines Valley Health & Human Services (Cottonwood County).....	831-1891
Des Moines Valley Health & Human Services (Jackson County).....	847-4000
Jackson County Sheriff's Department	847-4420
Martin County Human Services	238-4757
Martin County Sheriff's Department	238-4481
MN Dept. of Energy Services (Ask for fuel assistance).....	1-800-657-3805
Minnesota Valley Action Council	1-800-767-7139
Brown County	508-4041
Martin County.....	238-1663
Watonwan County.....	375-5748
Salvation Army's Heat Share (Jackson & Martin Co.).....	238-9797
Watonwan County Human Services	375-3294
United Community Action Partnership (Jackson & Cottonwood Co.) ...	1-800-658-2448

If you live in an area that is not listed, call your electric co-op for details.



Official monthly newsletter

South Central Electric

71176 Tiell Dr., PO Box 150
St. James, MN 56081-0150
(507) 375-3164

Outages: (888) 805-7232

E-mail address:
sce@southcentralelectric.com

Web:
www.southcentralelectric.com

Office hours:
7 a.m. to 3:30 p.m.
Ron Horman, General Manager

Board of Directors
Mark Sandberg, President
Ron Jorgenson, Vice President
Mike Miest, Secretary
Brad Asendorf, Treasurer
Brent Imker, Director
William Kunz, Director
Matt Peters, Director

The Board meets the fourth Tuesday of the month at South Central Electric's building at 71176 Tiell Dr., St. James, MN.

Please see our website for a summary of the board meetings.

Statement of Nondiscrimination

South Central Electric Association is a recipient of federal financial assistance from the U.S.

Department of Agriculture (USDA). In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at http://www.ascr.usda.gov/complaint_filing_cust.html and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992.

Submit your completed form or letter to USDA by:

(1) mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;

(2) fax: (202) 690-7442; or

(3) email: program_intake@usda.gov.

This institution is an equal opportunity provider and employer.