

COLD WEATHER RULE

Guidelines for Connexus Energy and our members.

Can my heat be disconnected in the winter? Yes.

You must make and keep a payment arrangement with Connexus Energy to receive Cold Weather Rule (CWR) protection. The payments do not need to be the same each month.

This applies to all residential members, including senior citizens and families with young children.

If you make and keep a CWR payment arrangement, you are protected until April 30. After April 30, the full account balance will be due.

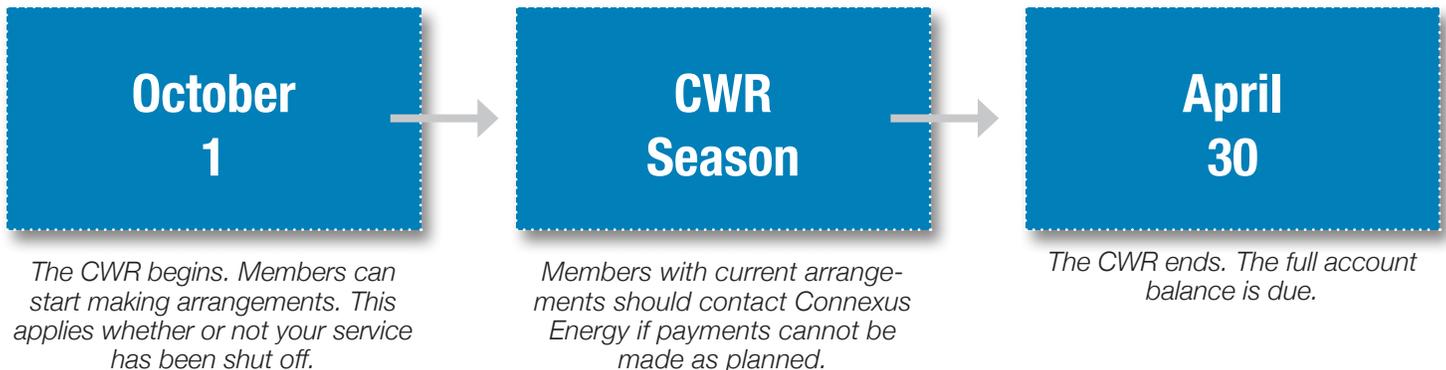
How do I avoid disconnection? Contact Connexus Energy to apply for CWR protection and set up a payment arrangement over the phone, or go online to connexusenergy.com for an Inability to Pay application.

If you need electricity to keep your heat on, you may apply for Cold Weather Rule protection with Connexus Energy.

Delivered fuels such as fuel oil, propane, and wood are not covered by the CWR.

What if I can't make my scheduled payment?

Contact Connexus Energy immediately to discuss a different arrangement. If you do not make your payments, your service may be disconnected.



Need help to pay your bill?

Help is a phone call away.

Energy Assistance Hotline: 800.657.3710

The Salvation Army HeatShare: 800.842.7279

First Call for Help: 211

Other energy assistance agencies are listed at connexusenergy.com.



Member Services: 763.323.2650