

Minnesota Energy Resources Corporation
Advertising
Historical Year Ending December 31, 2021

Page Location of Ads	Folder/ Description	Ad Description	Allowable or Disallowable	When Distributed	Service Area	Media Employed	YTD Actual 12/2021	Allowable %	Disallowable %	\$'s Removed from Rate Case (2021 Level)	FERC A/C	FERC Title
Organization												
CX ADVERTISING-CORPORATE							\$ 79,388.47			\$ 81.78		
2 to 3	W-6253-000009 CX-ADV-Other Safety Adv-MERC	(1) Gas safety smell brochure	Allowable	November 2021	All customers	Bill Insert	\$ 10,575.02	100.0%	0.0%	\$ -	909.00	Informational & Instructional Adv. Exp.
4 to 17	W-6253-000032, W6254.000009 CX-ADV-Req Nat. Gas Pipeline Mess.-MERC	(1) Guide to natural gas pipeline safety; (2) Mobile home park owner gas safety information; (3) contractor/excavator safety letter; (4) natural gas safety radio advertisement- 811 before your dig; (5) natural gas pipeline safety radio advertisement; (6) Working safely around natural gas utilities -contractor/excavators; (7) Natural gas pipeline safety (8) MERC 811 billboard - spring (9) MERC gas leak safety billboard - Fall	Allowable	Throughout 2021	(1) all customers, (2) mobile home park owners, (3) contractors and excavators; (4-5) throughout service area; (6) contractors/excavators; (7-8) Albert Lea, Rochester, Cloquet, Carlton, Bemidji, Eagan.	Various/as indicated - direct mail, radio and outdoor	\$ 62,448.17	100.0%	0.0%	\$ -	909.00	Informational & Instructional Adv. Exp.
18 to 21	W-6253-000032 CX-ADV-Mandated & Bill Inserts-MERC	(1) March 2021; (2) September 2021 natural gas pipeline safety bill insert	Allowable	March 2021 and September 2021	All customers	Bill Insert	\$ 6,282.50	100.0%	0.0%	\$ -	909.00	Informational & Instructional Adv. Exp.
N/A - Excluded	Misc local ads	Miscellaneous newspaper ads at regional offices	Disallowable				\$ 81.78	0.0%	100.0%	\$ 81.78	909.00	Informational & Instructional Adv. Exp.
CX COMMUNICATIONS COLLATERAL-CORPORATE							\$ 20,906.69			\$ 809.22		
21 to 31	W-6253-000003 CX-COLL-Cust. Connection Newsletter-MERC	(1) February 2021 Customer Connection; (2) April 2021 Customer Connection; (3) June 2021 Customer Connection; (4) August 2021 Customer Connection; (5) October 2021 Customer Connection	Allowable	With bills as dated	Entire Service Territory	Bill Insert	\$ 14,565.93	94.4%	5.6%	\$ 809.22	909.00	Informational & Instructional Adv. Exp.
32 to 33	W-6253-000015-100022 CX-COLL-Limited Income-MERC	(1) Cold Weather Rule bill insert	Allowable	With bills as dated	Residential Customers	Bill Insert	\$ 6,340.76	100.0%	0.0%	\$ -	909.00	Informational & Instructional Adv. Exp.
TOTAL COMMUNICATIONS							\$ 100,295.16			\$ 891.00		

What's *that* smell?



CONNECTING with us

ONLINE

minnesotaenergyresources.com

24-HOUR CUSTOMER SERVICE

800-889-9508

24-HOUR GAS EMERGENCY

800-889-4970

CALL BEFORE YOU DIG

811

PARA TRADUCCIONES

Le proporcionamos esta información como cliente.

Si desea recibir una traducción, llame al 800-889-9508.



MERC-210229-11-LD-WP-215M
T157190



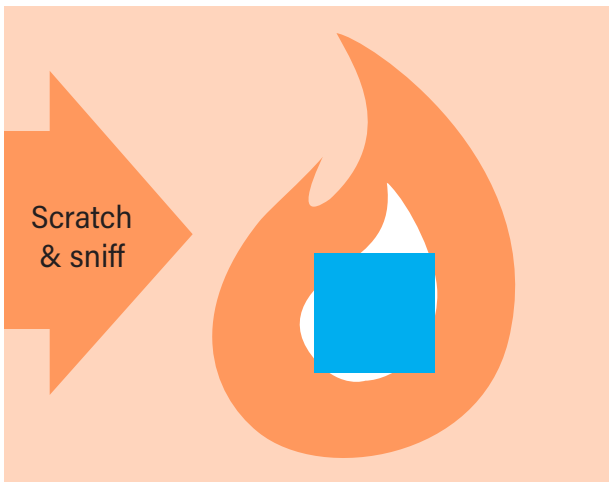
210229



minnesotaenergyresources.com

It's for your safety.

Natural gas is colorless and odorless. That's why utilities add an odorant to natural gas distribution systems. Its unpleasant smell helps alert you in the event of a gas leak.



Stay safe.

Scratch the box above, then smell. The odor you detect represents the smell of natural gas. This strong odor, kind of like rotten eggs, is actually added to natural gas for your safety. Recognizing this smell can help you detect a natural gas leak.

Natural gas has a distinct, pungent odor so it is easy to detect. Leaking gas can cause an explosion and fire.

If you smell natural gas:

- ▶ Get everyone out of the house or building immediately.
- ▶ **DO NOT** use the telephone, a flashlight or any electrical switches in the house or building where the odor is detected.
- ▶ After moving out of the house or building, call Minnesota Energy Resources immediately at **800-889-4970**.

If there is a fire:

- ▶ Get everyone out of the house or building immediately.
- ▶ Once out of the house or building, call **911**.

When you call **911**, remember to give your name and address, and speak clearly. Tell the operator what's wrong. Stay on the phone. The operator will tell you what to do.

<DATE>

Dear Property Owner or Resident:

At Minnesota Energy Resources, your safety is our priority. We are committed to operating safe natural gas pipelines that meet local, state and federal regulations. Our integrity management programs provide a process for inspecting, assessing and maintaining natural gas pipelines based on industry best practices.

Many people live or work near buried natural gas pipelines and don't even know it. Because we own and operate a natural gas pipeline in your area, we want to be sure you receive some very important safety information regarding underground natural gas pipelines.

Safety information provided in the enclosed pamphlet includes:

- Emergency contact information
- Pipeline delivery systems
- Safety and reliability measures
- High consequence areas and the integrity management program
- Pipeline location information
- Pipeline markers
- Call Before You Dig requirements
- Recognizing a natural gas leak
- Pipeline encroachments

Please take time to review and share this material with others.

Periodically, Minnesota Energy Resources employees or contractors may be on, or near, your property to inspect the pipeline and conduct maintenance work, which may include tree and/or bush trimming.

You can find more information regarding pipeline safety on our website at **minnesotaenergyresources.com**.

If you have questions, please call 24-hour customer service at **800-889-9508**.

Sincerely,

Ryan J. Schaefer

Ryan J. Schaefer
Compliance Analyst

Enclosure

<DATE>

Dear Mobile Home Park Owner:

As your natural gas supplier, it is our responsibility to install, operate and maintain the natural gas distribution facilities in compliance with mandatory state and federal natural gas safety codes. This includes periodic surveying of our natural gas distribution facilities to help ensure safe and dependable service to our customers.

Additionally, there are several items related to our natural gas facilities that we would like to bring to your attention:

- **The installation or operation of underground natural gas lines beneath buildings is prohibited.** Because mobile home parks operate in an environment where occupants and ownership change, there have been several cases in which mobile homes, connected buildings or other structures – such as storage sheds – have been placed over natural gas distribution facilities. These “build-overs” are safety code violations and must be corrected. It also is important to avoid installing decks or stairs over the natural gas meter, because this prevents necessary access to the meter shut-off in an emergency. *Be advised: The cost of correcting safety code violations that are the result of the park owner’s or tenant’s action will be the responsibility of the mobile home park owner.*
- **Call 811 at least two days before the start of any construction project involving excavation or before the placement of a mobile home or building.** We will locate our facilities at no charge and work with you on any required changes to the natural gas facilities in your park.
- **All future natural gas main extensions will require a “natural gas distribution system easement.”** In parks where there are no existing easements, the addition of natural gas facilities will require an easement for the new and existing facilities. Natural gas distribution facilities installed in dedicated streets do not require an easement.



If you have any questions, please call our 24-hour customer service at 800-889-9508.

Sincerely,

Ryan J. Schaefer

Ryan J. Schaefer
Compliance Analyst

Le proporcionamos esta información como cliente. Si desea recibir una traducción, llame al 800-889-9508.

<DATE>

Subject: Damage prevention reminder

Dear Construction/Excavation Professional:

Safety is our top priority. To ensure your safety, the safety of our crews and the safety of residents in our communities, here are some things to keep in mind while working near our natural gas facilities.

- **Call or click before you dig.** State law requires you to call for facility locates at least two business days before you plan to dig. To schedule a locate, call 811 or go to call811.com. Utility-owned underground facilities will be marked for free. Failure to call may result in penalties or fines.
- **Have a unique digging ticket.** You are required to have a unique locate ticket for your project. On large projects, multiple contractors may have tickets covering the same area. The unique ticket ensures all contractors on a project have documentation that clearly describes their specific work.
- **Maintain minimum digging clearances.** As you dig, you are required to maintain a minimum clearance between the facility or locate marks and the cutting edge of any power-operated excavating equipment. Review the enclosed fact sheet for Minnesota clearance requirements.
- **If damage occurs or is noticed, stop work and call us immediately.** Contact with our facilities can be deadly. By calling us immediately, we can make necessary repairs to make the area safe and protect system reliability. If damage occurs, call our emergency response number:

24-Hour Natural Gas Emergency: 800-889-4970

If someone is injured due to damaged natural gas facilities or the damage causes natural gas to be released, **get to a safe place and call 911**, then contact Minnesota Energy Resources.

Safety is everyone's business. Review the enclosed fact sheet for details about working around our facilities, and share this information with your employees and coworkers. Obtain additional copies, along with other information for contractors, by calling me at 507-358-6558 or by visiting minnesotaenergyresources.com/contractorsafety.

Thank you for doing your part to keep everyone safe.

Sincerely,

Ryan J. Schaefer

Ryan J. Schaefer
Compliance Analyst

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Enclosure

Radio Script

TITLE	Diggers / 811 - MERC	ISCI	MERC-811-E60
LANGUAGE	English	LENGTH	:60
TALENT		DATE	

SFX: *Music... up...under...*

Talent: Minnesota Energy Resources wants you to keep this important safety message in mind...

Many of the utilities serving your neighborhood run underground. So before you start digging, planting or landscaping on your property, call 8-1-1 – or Gopher State One Call – to have underground utilities marked.

Erosion and other outdoor projects can change the ground level around buried utilities and they may be closer to the surface than you think. Calling 8-1-1 at least two business days before you plan to dig will help you know what's below. This can prevent a costly or hazardous situation.

And here's the best part - our representatives will mark the underground utilities on your property for free. That's right, there's no cost to you – the service is completely free.

So remember... whether the project is big or small – stay safe and call before you dig.

For more safety information, visit Minnesota Energy Resources dot com.

Radio Script

TITLE	Natural Gas Pipeline Safety - MERC	ISCI	MERC-LEAK-E60
LANGUAGE	English	LENGTH	:60
TALENT		DATE	

SFX: *Music... up...under...*

Talent: Every day, millions of people rely on natural gas for cooking, heating and a whole lot more. It's clean, safe, reliable and convenient. Natural gas is delivered directly to homes and businesses through a network of underground pipelines.

It is important to know that you may live or work near a natural gas pipeline even if you don't use it.

The pipeline system that transports natural gas has an excellent safety record. Pipelines are regularly tested and problems seldom occur. But there are clues that can help you identify a potential hazard.

If you smell the strong odor of rotten eggs, hear an unusual hissing sound, or see blowing dirt or debris – it could be a natural gas leak. Leave the area immediately and call Minnesota Energy Resources at 800-889-4970.

With your help, the natural gas pipelines can remain safe, sound and underground.

For more safety information, visit Minnesota Energy Resources dot com.



Working safely around natural gas utilities



Your safety is important to us.

We work hard to deliver safe and reliable natural gas service to our customers, and we want you to be safe while working near our above- or below-ground facilities. We construct, operate, maintain and inspect our natural gas system in accordance with state and federal pipeline safety regulations. If a potential problem is discovered, our crews respond and resolve the problem, following current industry standards and best practices.

In addition to following proper excavating practices, there are **two main rules contractors and excavators should always keep in mind while working near natural gas lines:**

1. Call or click before you dig.

To prevent a hazardous situation while digging, contact Gopher State One Call at 811 or 800-252-1166 at least two business days before you plan to dig.

[call811.com](https://www.call811.com)



**Know what's below.
Call before you dig.**

Representatives will mark utility-owned underground facilities for free within two working days. Locate requests for emergency purposes will be expedited. We may not be the only pipeline operator in an area. To find out which pipeline operators have transmission facilities in an area, visit the National Pipeline Mapping System website at npms.phmsa.dot.gov.

2. Contact us immediately if line contact occurs.

Call us immediately at **800-889-4970** if you hit or damage any of our natural gas facilities. Even minor damage can cause major problems. Be sure to contact Minnesota Energy Resources immediately if you have any contact with underground lines.

Following these simple rules will help you avoid potentially dangerous situations and expensive mistakes.

Marking Minnesota Energy Resources facilities

We mark our facilities with paint, flags or stakes. Facilities greater than 2 inches in diameter are labeled as such. Remember to adjust your tolerance zone to accommodate the increased size of the facility. When we can't place markers directly over buried facilities, arrows and numbers on a stake or on the ground mark the distance and direction to the buried facilities.

Yellow = natural gas facilities

Clear = no buried facilities

If there are no Minnesota Energy Resources facilities present, you should find a clear flag(s) with a ticket number written on it. If you do not see either marks or a clear flag, call for a relocate. Also call for a relocate when you see:

- Yellow marker posts – indicating natural gas facilities are in the area. These posts are not placed on the exact location of the facility. Never rely on them for excavating purposes.



If you have questions about the marks or locates, contact our locators directly. The locating company name and phone number are on the solid-color flags.

Unmarked facilities

If you discover an unmarked or apparently mismarked facility, contact us immediately. Never assume an unmarked facility is abandoned. Treat all facilities as though they are live. Only Minnesota Energy Resources personnel have the tools and skills to safely differentiate live versus abandoned facilities.



Damaged facilities

If you damage or observe damage to our facilities, stop work and contact us at:

Natural gas facility damage: **800-889-4970**

If someone is injured due to damaged natural gas facilities or the damage causes natural gas to be released, call 911 immediately, then contact Minnesota Energy Resources.

Work safely around Minnesota Energy Resources utilities



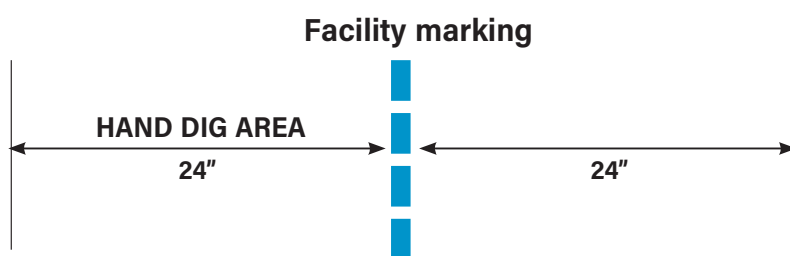
Buried facilities

Use the clearance guidelines below when working around buried facilities. Keep in mind: Existing grades can change, and the current depth of an electric or natural gas line may be different than when originally installed.

Minnesota digging clearance requirements

Unexposed facilities

Hand digging must be performed when working within 24 inches of either side of facility markings.



Trenchless technology (boring, directional drilling)

Always expose facilities to verify their depth and location when using trenchless technology.

Natural gas pipeline safety

Natural gas and the underground pipeline distribution systems that carry it have outstanding safety records. The distribution systems are regularly surveyed and problems rarely occur. To perform mandated pipeline safety inspections, we must have clear access to the pipeline right of way. The areas on either side of the pipeline must be kept clear of debris, trees, sheds and other structures.

Natural gas will not burn by itself. However, if mixed with the right amount of air, natural gas can ignite. Natural gas is nontoxic, but in an enclosed area, it may displace oxygen in the air, which can lead to suffocation.

Contact us immediately at **800-889-4970** if you:

- Smell the strong odor of natural gas, similar to rotten eggs.
- Hear a hissing, whistling or roaring sound.
- See dirt or debris blowing into the air.

Go to www.minnesotaenergyresources.com/contractorsafety for more safety information.



Natural gas pipeline safety

You are an important partner in preventing natural gas emergencies. Please read this brochure to understand the preventive and protective steps taken to ensure your safety and the safety of those living and working near natural gas facilities.



Energy you can depend on



Clean, efficient and safe natural gas

Natural gas is a clean-burning, low-cost source of energy used to heat homes, generate electricity and power industries. The underground pipes that distribute natural gas and the pipes that connect homes and businesses to the natural gas distribution system have outstanding safety records. In fact, nearly 63 million homes in America rely on clean, efficient and safe natural gas.

Keeping our system safe

Safety is our No. 1 priority. We construct, operate, maintain and inspect our natural gas system in accordance with state and federal pipeline safety regulations.

To protect our natural gas pipeline system integrity, we:

- Design pipelines to ensure the safe delivery of natural gas.
- Maintain pipeline integrity management programs.
- Regularly inspect our natural gas system including patrols, leak surveys and corrosion inspection.
- Keep our workforce properly trained and qualified.
- Mark and map pipeline facilities.
- Provide training and educational materials to contractors and related businesses on safe digging practices.
- Work with local emergency responders to help prevent and prepare for emergencies.
- Educate the public on how to prevent, recognize and respond to natural gas leaks.

If a potential problem is discovered, crews respond and resolve the problem, following current industry standards and best practices.

High-consequence areas

Pipeline operators must identify, prioritize, evaluate and validate the integrity of gas transmission pipelines that could, in the event of a leak or failure, affect high-consequence areas (HCAs). HCAs include certain populated and occupied areas near transmission pipelines. Some examples of HCAs include, but are not limited to, stadiums, recreational areas, religious facilities, office buildings, community centers, stores, hospitals, schools and daycare facilities.

Pipeline locations and markers

Because natural gas pipelines are buried underground, we install above-ground markers, such as the one shown here, to identify their location.

Transmission pipelines normally are located in cross-country corridors or right of ways. Transmission pipeline markers can be found at road right of ways, railway and stream crossings, or fence lines along cross-country pipeline routes.

Distribution pipelines are normally located along streets and town or country roads, and directly serve customers along the route. Distribution pipeline markers are normally located in rural areas outside of incorporated cities and villages.

Although the markers indicate the presence of natural gas pipelines, they do not show the exact location or depth. They only indicate that a pipeline is present, the type of product inside the pipeline, the pipeline owner and an emergency





Recognizing a *natural gas leak*

contact number. Report any unusual or suspicious activity near these markers to Minnesota Energy Resources and your local police immediately.

We may not be the only pipeline operator in your area. To find out which pipeline operators have transmission facilities in your community, visit the National Pipeline Mapping System website at <https://www.npms.phmsa.dot.gov>.

To perform mandated pipeline safety inspections, we must have clear access to the pipeline right of way. The areas on either side of the pipeline must be kept clear of debris, trees, sheds and other structures.

Leaks from a natural gas pipeline are rare, but you should know the warning signs. Use your eyes, ears and nose, and call us if you:

- **Smell an odor similar to rotten eggs.**
- **Hear an unusual hissing, whistling or roaring sound.**
- **See dirt or debris blowing into the air.**
- **See unexplained dead or dying grass or other vegetation near a pipeline.**
- **See water bubbling in a puddle, river, pond or creek.**

Natural gas is colorless, odorless and tasteless. That's why utilities add an odorant called mercaptan to natural gas distribution systems. Its unpleasant rotten-egg-like smell helps alert you in the event of a natural gas leak. However, larger transmission lines that operate at a higher pressure than the lines that distribute natural gas to homes may not be odorized. That's why it's important to look for and report any of the warning signs listed above.

If you smell natural gas or have a natural gas emergency, leave immediately and call us at 800-889-4970 from a safe location. The unintentional release of gas could be hazardous and even cause death.

We have highly trained employees on call 24 hours a day, seven days a week to respond to natural gas emergencies. Our on-call availability, training programs, and longstanding relationships with local emergency officials and emergency responders help keep our communities safe.



**Know what's below.
Call before you dig.**

The leading cause of damage to our pipeline delivery system is third-party hits to our natural gas lines. Serious injury or death, property damage and service outages can occur if gas pipelines are struck.

To prevent a hazardous situation while digging, planting or landscaping on your property, you must call 811 or contact your local one-call system at least two business days before you plan to dig. Representatives will mark utility-owned underground facilities on your property for free. So, don't forget to call – it's the law.

For more information

Keep these numbers handy for emergencies, digging or safety information.

Minnesota Energy Resources

Customer Service:

800-889-9508

minnesotaenergyresources.com

Digging

Gopher State One Call:

811 or 800-252-1166

gopherstateonecall.org

National Pipeline Mapping System:

<https://www.npms.phmsa.dot.gov>

American Gas Association:

www.aga.org

Common Ground Alliance:

commongroundalliance.com

If you smell natural gas or have a natural gas emergency, leave immediately and call us from a safe location.

**24-hour natural gas emergency
hotline: 800-889-4970**

Este documento contiene información importante sobre seguridad de gas natural. Si necesita traducción llame al **800-889-9508** o visite **www.minnesotaenergyresources.com/espanol**. Si sospecha una fuga de gas natural o tiene una emergencia de gas natural, llámenos inmediatamente desde un lugar seguro.



210176



**Know what's below.
Call 811 before you dig.**





Rotten egg smell?
It could be a natural gas leak.
Get out and call us.

MINNESOTA
ENERGY
RESOURCES

The advertisement features a man on the left side, looking slightly to the right with a concerned expression, pinching his nose with his right hand. The background is a plain, light grey color. To the right of the man, the text is arranged in a clear, sans-serif font. The company logo, which includes a stylized starburst graphic, is positioned below the main text.



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- Mark and map pipeline facilities.
- Provide training and educational materials to contractors and related businesses on safe digging practices.
- Work with local emergency responders to help prevent and prepare for emergencies.
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Recognizing a *natural gas leak*

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24-hour natural gas emergency
hotline: **800-889-4970**

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210176

Help for home heating bills

We understand that it's not always easy to make ends meet. If you are having financial difficulties, or know someone who is, Minnesota Energy Resources has options to help.

Available assistance programs include:

Minnesota Cold Weather Rule. Protects eligible customers from natural gas shut-offs from Oct. 15 to April 15.

Low-Income Energy Assistance. Provides assistance to households with a past-due bill, or who are trying to prevent natural gas service disconnection.

Low-Income Weatherization Assistance. Improves the efficiency of eligible homes by getting them properly weatherized for winter (includes caulking, weatherstripping, insulation and smoke detectors).

Gas Affordability Program. Provides assistance to qualifying customers for payment of their monthly natural gas utility bills.

Medical emergency protection. Protects customers who have a proven medical emergency from service shut-off.

Shut-off protection for military members. Helps active military families avoid service shut-off during periods of their active duty.

Learn more about available programs at minnesotaenergyresources.com, or call us at **800-889-9508**, and we'll discuss the many options that can make all the difference.

Connecting with us

Online

minnesotaenergyresources.com

 facebook.com/minnesotaenergyresources

 @MNenergy

24-hour customer service

800-889-9508

24-hour natural gas emergency

800-889-4970

Call before you dig

811

Para traducciones

Le proporcionamos esta información como cliente. Si desea recibir una traducción, llame al 800-889-9508.

Get our app today

Your account at your fingertips



Anytime.
Anywhere.



This service is not regulated by the Minnesota Public Utilities Commission.



MERC-210006-02-GJ-GH-215M

Customer connection

Minnesota Energy Resources Corporation
Docket No. G011/M-22-504
Informational Requirements Document No. 13
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FEBRUARY 2021

Ideas, advice and news from Minnesota Energy Resources

inside

Important winter safety reminders

Available rebates

Don't be scammed

Help for heating bills



Energy you can depend on

Important winter safety reminders

Be smart. Stay safe.

Keep vents and meters clear of snow and ice

As the snow piles up, remember these tips:

- If you have a high-efficiency furnace, power-vented water heater or natural gas appliance that vents outside of your home, remember to keep the vent pipes clear of snow and ice.
- Keep your natural gas meters clear of snow and ice. Use your hand or a brush to gently remove snow from the meter. Shovels and other tools can damage the equipment.

Be prepared for an emergency

Always have our emergency number handy and add it to your cell phone:

Natural gas leak, odor or emergency: 800-889-4970

- Remove icicles that may drip water onto the meter. Icy build-up can interfere with the flow of natural gas through the meter and into the house.
- Don't bury the meter when using a snow blower or shovel.



For more safety information, visit [minnesotaenergyresources.com](https://www.minnesotaenergyresources.com).

Save now, save later

Get great rebates on new, high-efficiency appliances.

Then lower your bills as you save energy month after month after month.

Rebates available now:

Measure	Minimum efficiency	Rebate
Natural gas heating system	90% - 97% AFUE ¹	\$200 - \$350 per unit
Advanced thermostat	Automatic programming	\$50 per unit*
Natural gas water heater	0.64 - 0.87 UEF ²	\$125 - \$300 per unit
Drain water heat recovery device		\$150 per system
Dishwasher**	ENERGY STAR®-certified	\$30 per unit
Clothes washer**	ENERGY STAR®-certified	\$45 per unit

¹ AFUE: Annual Fuel Utilization Efficiency

² UEF: Uniform Energy Factor

*Rebate amount is 50% of total improvement cost, up to maximum rebate amount listed.

**Water heater must be fueled by natural gas to qualify.

Go online for a full list of rebates and programs available:
[cashrebatesnow.com](https://www.cashrebatesnow.com)

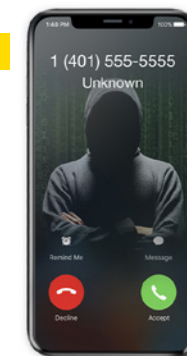


Know how to avoid scams

From time to time, we hear about scam artists posing as utility company representatives. The scammers may target customers through door-to-door visits or phone calls.

Always be skeptical if a person calls or knocks on your door claiming to be from the gas company. If a Minnesota Energy Resources employee or contractor working on our behalf shows up at your door to make an appointment or access your natural gas equipment, he or she will show you a company-issued photo identification card.

- Never provide Social Security numbers or personal information to anyone initiating contact with you claiming to be a utility representative.
- Never make a utility payment to anyone coming to your door, or to another person or entity.
- If you have any doubt about a caller, hang up and call us at 800-889-9508 to verify your billing and payment status.
- Always ask to see a company photo ID before allowing a utility worker into your home or business.



If you have doubts about a person at your door claiming to be from Minnesota Energy Resources, call us at **800-889-9508**.

If you've been the victim or target of a scam, contact local authorities and us to report it immediately.

Is your natural gas piping **properly grounded?**



Do you have the type of natural gas piping pictured above in your home or business? It's called corrugated stainless steel tubing, also known as CSST, and it may pose a hazard if it's not properly grounded.

What is CSST?

If your home or business was built after 1987, or if work on your natural gas piping system has been performed since then, it's possible CSST was installed.

CSST is flexible steel piping used in place of rigid, black steel pipe to supply natural gas to your home or business. It's often covered with a yellow, or sometimes black, plastic coating.

Please don't confuse CSST with the flexible natural gas connectors linking an appliance, such as a clothes dryer, to your natural gas supply line. CSST usually is routed beneath, through and alongside floor joists in your basement, inside interior wall cavities and on top of ceiling joists in attic spaces.

How CSST can affect your home or business

When lightning strikes a building with CSST, there's a risk the lightning could travel through the structure's natural gas piping and cause a leak, or in some cases a fire or explosion, if the CSST isn't properly grounded.

If you have CSST

Minnesota Energy Resources recommends contacting a licensed electrician or the installer of the CSST for an inspection. CSST that hasn't been properly grounded should be bonded to the building's electrical grounding system according to the manufacturer's instructions and National Electrical Code.

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 [@MNenergy](https://twitter.com/MNenergy)

24-hour customer service

800-889-9508

24-hour natural gas emergency

800-889-4970

Call before you dig

811

Para traducciones

Le proporcionamos esta información como cliente. Si desea recibir una traducción, llame al 800-889-9508.

Get our app today

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**Anytime.
Anywhere.**



APPLIANCE REPAIRS

by our expert service techs

This service is not regulated by the Minnesota Public Utilities Commission.



MERC-210050-04-JN-GH-210M

Customer connection

Minnesota Energy Resources Corporation
Docket No. G011/M-22-504
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Ideas, advice and news from Minnesota Energy Resources

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Understanding natural gas piping

Appliance rebates

Know what's below

New app features

Piping safety



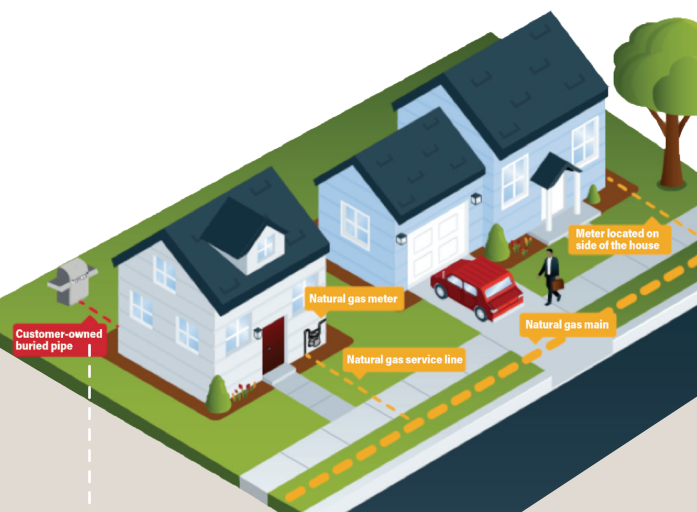
Energy you can depend on

Understanding buried natural gas piping

Natural gas arrives to your neighborhood via pipes called mains running under the street, parkway, alley or sidewalk. Smaller underground natural gas pipes known as service lines run from the natural gas main to meters located inside or outside individual homes and businesses.

Who owns what?

Minnesota Energy Resources owns the natural gas mains, service lines and meters. You own and are responsible for natural gas piping extending from the natural gas meter into the house or to any other building, gas grill, pool heater, etc.



* You are responsible for locating your buried natural gas piping beyond the meter. This is not marked when you call 811.

Learn more about natural gas pipeline safety at minnesotaenergyresources.com/safety/pipeline.



Save with appliance rebates

About 70 to 90% of the energy used by a washing machine goes into heating the water, so washers that use less hot water use less energy. Minnesota Energy Resources offers rebates on ENERGY STAR®-certified top- and front-loading clothes washers to customers with natural gas water heaters.

If you have a dishwasher made before 1994, you're paying \$35 more a year on your utility bills than if you owned a new ENERGY STAR-certified model. Replace one of those old dishwashers with ENERGY STAR and save enough money to pay for dishwasher detergent all year. And, if you heat your water with natural gas, you are eligible for an appliance rebate.

Measure	Minimum efficiency	Rebate
Dishwasher*	ENERGY STAR certified	\$30
Clothes washer*	ENERGY STAR certified	\$45

* Water heater must be fueled by natural gas to qualify. Please reference all of the rebate requirements prior to installation to ensure eligibility.

After the qualifying appliance is purchased and installed, complete and submit an appliance rebate application form. Applications will be processed on a first-come, first-served basis. The application must be received within 60 days of installation.

For information on additional rebates and programs visit cashrebatesnow.com or call us at 866-872-0052, option 1.

Know what's below before you dig

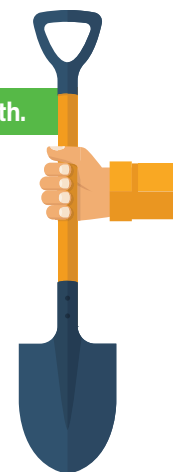
Safe digging projects are as easy as '811'

April is national "Call Before You Dig" month.

Before you pick up your shovel, **call 811 to have your buried natural gas pipelines located**, for free. Skipping this important step can have serious consequences.

If you're planning a project that involves digging, remember: State law requires you to call 811 at least two business days in advance.

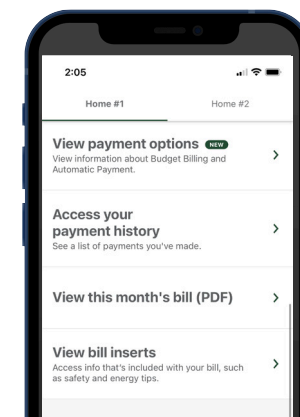
Learn more ways to stay safe at home this spring at minnesotaenergyresources.com/safety.



Spring into our new app features

Automatic Payment, Budget Billing and ServiceChoice – now available in app.

Download the app today.



Customer connection

Ideas, advice and news from Minnesota Energy Resources

inside

- Mind your meters
- Sewer lateral safety
- Thermostat rebates
- We're here to help
- Pet reminder



We're here to help

If you are having difficulty paying your bill, we will work with you to arrange a payment plan or discuss financial assistance options. We are committed to working with all of our customers and have payment plans available, including for those who are impacted or otherwise experiencing a hardship due to COVID-19.

We encourage you to contact us at **800-889-9508** or visit our website at **minnesotaenergyresources.com** for more information on how we can help.

Connecting with us

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24-hour customer service
800-889-9508

24-hour natural gas emergency
800-889-4970

Call before you dig
811

Para traducciones
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Get our app today

Your account at your fingertips



Anytime.
Anywhere.



A friendly pet reminder



Some dogs can be aggressive when protecting their homes. Please remember to restrain your dog when our service technicians need access to the inside or outside of your home, so they can do their job safely and efficiently.



This service is not regulated by the Minnesota Public Utilities Commission.



When renovating, mind your meter

If you're planning a remodeling project this spring, stay safe and avoid potential service disconnection by keeping your natural gas meter in mind.

We regularly inspect the meter and service pipes that provide natural gas to your home. Occasionally, technicians discover that meters have been moved without our authorization. If you're building a deck or planning an addition to your home:

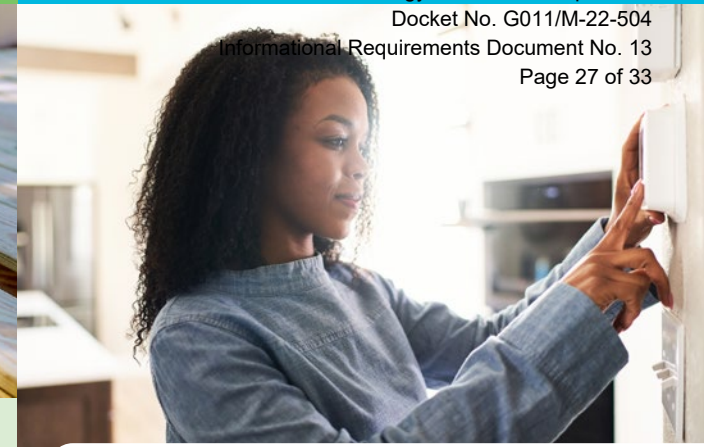
- ✘ **Never move your natural gas meter.**
- ✘ **Do not build over or cover your meter.**
- ✘ **Do not build structures, such as a garage, over buried natural gas service lines or mains.**

When done incorrectly, moving meters and service pipes creates the risk of fire or pipe failure. And it's not just dangerous. Tampering with meters, pipes and other equipment we own violates federal law. Covering your meter — for example, by building a deck over it — also prevents us from performing important maintenance work that allows us to deliver safe, reliable energy to your home. And in an emergency situation, your local fire department needs to quickly locate your meter if it's necessary to turn off the natural gas.



If you're interested in moving a meter or service pipe, please call our 24-hour customer service at **800-889-9508** to request the relocation.

We are happy to help.



Save energy and money with an advanced thermostat

An advanced thermostat learns your schedule and preferred temperature settings and automatically programs a schedule based on the information it gathers. Wi-Fi-enabled thermostats connect to your internet, allowing you to remotely check or change the temperature of your home.

Our rebates provide incentives for installing an advanced, Wi-Fi-enabled or electronic programmable setback thermostat.

Equipment	Minimum efficiency	Rebate
Advanced thermostats	Advanced analytics	\$50*
Wi-Fi-enabled thermostat	Wi-Fi enabled	\$50*
Electronic programmable setback thermostat	Customer programmed	\$25*

* Rebate amount is 50% of total cost, up to maximum rebate amount listed above. Thermostat must control natural gas-fueled heating systems. Limit of one qualifying thermostat per household.

To apply for a rebate, download and complete the residential thermostat rebate application at cashrebatesnow.com.

Important safety reminder

Trenchless technology, or directional boring, often is used to install natural gas lines underground. This is the preferred method of installing new gas lines nationwide because it minimizes disruption to landscaping, sidewalks and streets.

Precautions are taken to avoid sewer lines, but in some instances, a natural gas line can intersect a sewer line. This situation is called a cross-bore. When a cross-bore exists, sewer clearing equipment, such as augers and root cutters, can penetrate the natural gas line and lead to the dangerous release of natural gas.

If your sewer line is backed up, call us at 800-889-4970 before anyone attempts to clear it. We will send a service technician out to determine whether any potential conflict exists between our natural gas pipes and your sewer line.

We regularly inspect sewer lines throughout our service territory. Much of the work can be done using sophisticated camera technology. However, it is possible that we may need access to your home or business to inspect the sewer line. If this is necessary, we will contact you to gain access from inside your home or business.



A CROSS-BORE

**Call before you clear
800-889-4970**

The service is free and available 24 hours a day.

Tune up to save

Regularly maintained heating systems run more efficiently and last longer. The Heating System Tune-Up Rebate helps you make sure that your heating system is operating at maximum efficiency and can help you avoid expensive repairs.

We offer a \$35 rebate when a professional heating service technician does a tune-up that includes a carbon monoxide test, corrects any safety issues and checks:

- Flame characteristics — adjusting gas and/or air, if needed.
- Flue gas path from burner to vent for cleanliness and cracks — cleaning as necessary.
- Pilot/igniter and flame sensor/pilot light shutdown controls for proper operation.
- Furnace air filter condition — recommending replacement, if necessary.
- Fan motor(s) and pump motor (for boilers) condition — lubricating bearings as needed.
- Operational controls — adjusting, if necessary.

After the qualifying system is tuned-up, work with your contractor to complete and submit our Heating System Tune-Up Rebate application.

Customers are eligible for a tune-up rebate every two years.

For more information, visit

www.minnesotaenergyresources.com/tuneup.



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**FURNACE
INSPECTIONS**

by our expert
service techs

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210149

MERC-210149-08-JN-GH-210M

Customer connection

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Appliance safety

Heating system
tune-up rebate



**MINNESOTA
ENERGY
RESOURCES**

Energy you can depend on

Important information about your natural gas piping

We care about natural gas safety, and we know it's important to you as a customer.

The natural gas that is used in your home or business is transported by a network of underground pipelines. These pipelines are the safest and most reliable way to transport natural gas.

As part of our commitment to maintaining our natural gas distribution system, we periodically perform surveys on our pipes with special instruments designed to detect natural gas. This includes natural gas pipes that we own in the road right-of-way and on your property — up to and including the meter attached to your home.

In addition to maintenance on our facilities, state regulations require us to inform you of extra considerations that should be given to underground piping that you own.

Please be aware of the following:

- We do not maintain natural gas piping beyond the meter. You are responsible for that piping, which includes piping that extends from the meter to the house as well as any other building, gas grill, pool heater, etc.
- Proper maintenance of natural gas lines is necessary to avoid potential hazards.
- Buried natural gas piping should be:
 - » Periodically inspected for leaks. Signs of a leak include:
 - Distinct natural gas odor.
 - Dead vegetation directly above buried piping.

- » Periodically inspected for corrosion, if piping is metallic.
- » Promptly repaired if any condition is discovered.
- When considering an excavation near any buried natural gas piping, electric lines or other facilities, please remember that for safety, all facilities need to be located. Always **call 811** at least two business days before you dig.

Please note:

- » You are responsible for locating your buried natural gas piping beyond the meter. Minnesota Energy Resources will locate its own pipe up to the meter. For assistance in locating utility-owned underground facilities, call 811.
- » Dig by hand when excavating near natural gas piping or other buried facilities.
- For a fee, plumbers or heating contractors can assist in the inspection, repair or replacement of buried pipe. For safety, only approved installation practices and materials should be used.
- All of your above-ground piping also should be protected from rust and corrosion. A suggested method for protection is wire brushing, priming and painting. When the piping passes through an outside wall, the current International Fuel Gas Code requires the pipe to be coated or wrapped to protect against corrosion.

! If you suspect there is a natural gas leak in your piping, leave the area immediately and call us at **800-889-4970** from a safe location.

We will investigate potential leaks for free, 24 hours a day.

Utility owned and maintained

Customer owned and maintained

Your privacy and safety are important to you ... and to us.

That's why we want to make you aware that our representatives will be out completing customer meter inspections throughout 2021. Don't be alarmed if you see them in your yard. Contractors doing work on our behalf for this project will be wearing brightly colored vests with the Minnesota Energy Resources logo, so they should be recognizable. If you have concerns, ask for identification. All employees and representatives carry identification cards with their name and photograph, and will be happy to present them.

If you are contacted for any reason by phone and question the validity of the call, simply hang up and call customer service at **800-889-9508** to verify that we are indeed trying to contact you.

It pays to play it safe.



Natural gas appliance safety

Use natural gas appliances safely and only for their intended purposes.

- ✘ Never try to use a natural gas oven or range to heat a room. This can cause carbon monoxide poisoning.
- ✔ Make sure natural gas flames are steady and blue. If they are flickering or yellow, call an appliance repair person.
- ✔ Leave at least 1 inch of air flow all the way around a natural gas appliance.
- ✔ Make sure vent hoods, pipes and any flues are not cracked, corroded, blocked or dented.
- ✔ Keep all flammable liquids, such as gasoline, away from appliances and stored outside of the home.
- ✔ Check your dryer's exhaust duct to make sure it is a UL-approved, semirigid or solid aluminum vent.
- ✔ Make sure flexible natural gas appliance connectors meet current standards. Go to cpsc.gov and search for "flexible appliance connectors" to learn more.

Pay the same amount each month with **Budget Billing**



Even out seasonal variations in your bill

It may be October, but the holidays are just around the corner. Be aware that holiday bills may be higher due to longer billing periods, more energy use and colder weather. A typical billing period is between 28 and 32 days. Bills in November, December and January can cover as many as 35 days. This, along with holiday lighting and entertaining, and cooler temps can mean higher monthly bills.

Budget Billing spreads out seasonal variations in your natural gas bill over 12 months. While you still pay for all of the energy you actually use, Budget Billing gives you more consistent monthly bills.

- After six months, we review and update your Budget Billing amount so there aren't any surprises.
- Your bill for the 12th month will then include any difference between what you paid and the actual cost of the energy you used throughout the year. If you paid too much, we will apply a credit to your bill. If you paid too little, the balance will be spread over the new Budget Billing year.



Enroll on our app or online at minnesotaenergyresources.com

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MERC-210197-10-GJ-GH-210M

Customer connection

Ideas, advice and news from Minnesota Energy Resources

inside

Help for home heating bills

October is Energy Action Month

Safety grant recipients

Corporate Responsibility Report

Budget Billing



Energy you can depend on

Help for home heating bills



We understand that it's not always easy to make ends meet. If you are having financial difficulties, or know someone who is, Minnesota Energy Resources has options to help.

Available assistance programs include:

Minnesota Cold Weather Rule. Protects eligible customers from natural gas disconnection from Oct. 15 to April 15.

Low-Income Energy Assistance. Provides assistance to customers with a past-due bill, or who are trying to prevent natural gas service disconnection.

Low-Income Weatherization Assistance. Improves the efficiency of eligible homes by getting them properly weatherized for winter (including caulking, weatherstripping, insulation and smoke detectors).

Gas Affordability Program. Provides assistance to qualifying customers for payment of their monthly natural gas utility bills.

Medical emergency protection. Protects customers who have a proven medical emergency from service shut-off.

Shut-off protection for military members. Helps active military families avoid service shut-off during periods of their active duty.

Learn more about available programs at minnesotaenergyresources.com, or call us at **800-889-9508** and we'll discuss the many options that can make all the difference.

October is Energy Action Month



Taking action is simple with our rebates and programs. We offer ways to use energy more efficiently while getting more for your dollar. Get rebates on appliances, furnaces and thermostats and find other programs that can help you save at cashrebatesnow.com.

Safety grant recipients announced

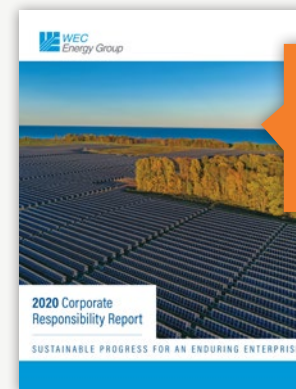
Minnesota Energy Resources, along with its charitable giving entity, Wisconsin Public Service Foundation, recently awarded more than **\$6,000** to area first responder groups as part of the foundation's safety grant opportunity. Those selected to receive the grants, valued at up to \$2,000 each, will use them as part of well-planned, integrated public safety initiatives to purchase equipment or provide professional development.

The recipient organizations for 2021 are:

- Cottage Grove Fire Department
- Mora Fire Department
- Canby Fire Department
- Altura Fire Department
- Hinckley Fire Department



View our 2020 Corporate Responsibility Report



See highlights of the company's commitment to affordable, reliable and clean energy.

WEC Energy Group, parent company of Minnesota Energy Resources, released its 2020 Corporate

Responsibility Report — "Sustainable Progress for an Enduring Enterprise" — a comprehensive overview of the company's environmental, social and governance (ESG) performance. The report highlights the company's industry-leading efforts to reduce greenhouse gas and methane emissions and also looks at how in 2020 — a year like no other — the company adapted quickly to serve communities and continue to supply essential energy resources to customers.

Report highlights:

- Aggressive new goals for lowering emissions — emerging as a national leader in the decarbonization effort.
- Commitment to ensuring a diverse and inclusive workplace.
- Named one of America's Most Responsible Companies by Newsweek magazine.
- Commercial operation of Wisconsin's first large-scale solar energy center.
- Provided \$20 million of grants and donations to nonprofit organizations.

View the full report at www.wecenergygroup.com/csr.

Request for third-party notification of proposed disconnection

Please print

Customer name		
Gas account number		
Address		
City	State	ZIP
Phone		
Minnesota Energy Resources has my permission to provide information and accept information from the party named below.		
Date	Customer signature	
Name of third party to be notified		
Address		
City	State	ZIP
Phone		
Date	Third party signature	

This request will not be accepted without the third party's signature.

Minnesota Energy Resources will make every effort to send a copy of the Notice of Proposed Disconnection to the party specified. The customer making the request understands that Minnesota Energy Resources assumes no liability for failure of the third party to receive or act upon said Notice.

Complete all information and mail to Minnesota Energy Resources as soon as possible.

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MERC-210210-09-LD-GH-300M



Important information about winter bills

For Minnesota Energy Resources customers

Minnesota Cold Weather Rule

All Minnesota residential customers can request protection under the Minnesota Cold Weather Rule (per Minnesota Cold Weather Rule Statutes 216B.096).

Please call 800-889-9508 for more information.

Some natural gas customers find it hard to pay their utility bills in the winter. Minnesota set up the Cold Weather Rule (CWR) to protect residential customers from being shut off if they cannot pay their bills in full. This protection lasts from Oct. 1 through April 30. However, the CWR does not totally forbid winter disconnections. If you receive a disconnection notice this winter, you must act promptly.

You will qualify for this protection if you meet the following conditions:

- Gas service disconnection would affect your main heating source,

OR

- Your gas service is currently disconnected

AND

- You are willing to enter into a CWR payment plan based on your level of income, your account balance and special circumstances.

Customers who are at or below 50 percent of the State Median Income will not be required to pay more than 10 percent of their monthly income toward their natural gas bill each month.



Minnesota Energy Resources CWR payment plans

If you receive a natural gas service disconnection notice, you may qualify for a payment plan over the CWR rule months.

Minnesota Energy Resources will take the following into consideration in determining your CWR payment plan:

- Eligibility for the State's Low Income Home Energy Assistance Program (LIHEAP)
- Account balance at the time of your request for CWR protection
- Special circumstances that impact your ability to pay
- Any income verification you may be required to provide

If you agree to the payment plan and keep your monthly payments, Minnesota Energy Resources cannot disconnect your gas services beginning Oct. 1 and ending April 30. If payments are not received each month, you may no longer be protected from collection activity, up to and including service disconnection.

Notice of proposed gas service disconnection

If you receive a natural gas service disconnection notice, you also will receive:

- Information on the Cold Weather Rule
- Information on ways to reduce energy use
- A list of agencies that can help pay utility bills
- A list of weatherization providers

Reconnection of natural gas services

Minnesota Energy Resources customers who are currently without natural gas services are urged to contact us as soon as possible. The terms of reconnection are based on the level of household income and your outstanding account balance.

Please contact Minnesota Energy Resources today to discuss the appropriate arrangements to be reconnected. You will also be charged a reconnection fee.

Right to appeal to public utilities commission

If you do not agree with the payment plan or the steps you must take to avoid gas service disconnection or to reconnect your gas services, you have the right to appeal to the Minnesota Public Utilities Commission.

Minnesota Energy Resources is required to provide you with an appeal form. If you are sent an appeal form, a hold will be placed on your account for 10 business days, to allow you time to file your appeal. If you do not file the appeal within 10 business days, your account will no longer be protected from collection activity.

Third-party notice

The third-party notice applies to all customers. Experience has shown this program most benefits those who live alone, persons with disabilities, senior citizens and customers who do not read English. The purpose of this is to notify a third party and the customer that a Shut-Off Notice has been sent. A third party could be a friend, relative, church or community agency. The third party is able to receive and give information about the customer and make a payment plan with Minnesota Energy Resources for the customer. This helps avoid the hardship that would result from service being shut off. The third party is not responsible for bill payment.

Medical emergency

Minnesota Energy Resources shall reconnect or continue service to a customer's residence where a medical emergency exists if Minnesota Energy Resources receives, from a medical doctor, a written certification that failure to reconnect or continue service will impair or threaten the health or safety of a resident of the customer's household. The customer must enter into a payment arrangement.

If you have any questions or need additional information on the Minnesota Cold Weather Rule, please write:

Consumer Affairs Office
Minnesota Public Utilities Commission
121 Seventh Place East, Suite 350
St. Paul, MN 55101-2147
consumer.puc@state.mn.us

Or call 800-657-3782 (toll-free) or 651-296-0406 or visit the website at mn.gov/puc.

Energy assistance services

"Who do I contact if I need assistance in paying my winter utility bills?"

The following public agencies and community organizations may be able to assist you with payments of winter utility bills. For more information, contact the local agency (or agencies) that serve your county.

Aitkin County	
Health and Human Services	800-328-3744
	218-927-7200
Lakes and Pines Community Action	800-832-6082
	320-679-1800

Becker County	
Becker County Human Services	218-847-5628
Mahube Community Council	218-847-1385
White Earth Nation	218-983-3285

Beltrami County	
Beltrami County Human Services	218-333-8300
Bi-County Community Program	800-332-7161
	218-751-4631

Benton County	
Dept of Human Services	320-968-5087
Tri-Cap	320-251-1612

Big Stone County	
Big Stone County Family Service Center	320-839-2555
Prairie Five Community Action	320-269-6578

Blue Earth County	
Blue Earth County Human Services	507-304-4319
Minnesota Valley Action Council-MVAC	507-345-6822

Brown County	
Brown County Family Services	800-450-8246
	507-354-8246

Carlton County	
Lakes and Pines Community Action, Mora	800-832-6082
	320-679-1800
Carlton County Human Services Center	800-642-9082
Cloquet	218-879-4583

Cass County	
Cass County Human Services	218-547-1340
Leech Lake RTC Energy Assistance	866-864-8668
	218-335-3783

Chisago County	
Chisago County Human Services	651-213-5600
Lakes and Pines Community Action Council	800-832-6082
	320-679-1800

Cottonwood County	
Cottonwood County Human Services	507-831-1891
Western Community Action – WESCAP	800-658-2448
	507-537-1416

Crow Wing County	
Lutheran Social Service	800-829-5902
Brainerd	218-829-5000
Human Services	218-824-1140

Dakota County	
Dakota County Community Services	651-554-5611
Dakota CAP	651-322-3500

Dodge County	
Dodge County Human Services	507-635-6170
SEMCA	800-944-3281
	507-864-7515

Faribault County	
Faribault County Human Service Center	507-526-3265
Minnesota Valley Action Council – MVAC	800-767-7139
	507-526-5291

Fillmore County	
Fillmore County Human Services	507-765-2175
SEMCA	800-944-3281
	507-864-7515

Freeborn County	
Freeborn County Human Services	507-377-5400
SEMCA	800-944-3281
	507-373-1329

Goodhue County	
Goodhue County Human Services	651-385-3200
Three Rivers Community Action Program	800-277-8418
	507-316-0610

Houston County	
SEMCA	800-944-3281
	507-864-7515

Hubbard-Mahube Community Council	
Detroit Lakes	218-847-1385
Park Rapids	218-732-7204

Inter-County Community Council	
Oklee	218-796-5114

Itasca County	
Itasca County Social Service, Grand Rapids	800-422-0312
	218-327-2941
Itasca Resource Center	(daytime) 800-422-0312
Grand Rapids	24-hour line 800-442-8565
	or 218-326-8565

Jackson County	
Jackson County Dept. of Human Services	507-847-4000
Western Community Action – WESCAP	800-658-2448
	507-537-1416

Kanabec County	
Kanabec County Family Service Dept.	320-679-6350
Lakes and Pines Community Action Council	800-832-6082
	320-679-1800

Koochiching County	
Koochiching County Community Services	
International Falls	800-950-4630
	218-283-7000
Kootasca Community Action	800-559-9491
International Falls	218-283-9491

Lac Qui Parle County	
Lac Qui Parle County Family Service Center	320-598-7594
Prairie Five Community Action	800-292-5437

Lake County	
Lake County Social Service, Two Harbors	218-834-8400

Lake of the Woods County	
Lake of the Woods Social Service, Baudette	218-634-2642
Northwest Community Action, Badger	800-568-5329
	218-528-3258

LeSueur County	
Minnesota Valley Action Council	800-767-7139
	507-345-6822
LeSueur County Human Services	507-357-2251
Energy Assistance	507-357-4246

Lincoln County	
Lincoln, Lyon & Murray Human Services	507-694-1452
Western Community Action – WESCAP	800-658-2448
	507-537-1416

Lyon County	
Lincoln, Lyon & Murray Human Services	507-537-6747
Western Community Action – WESCAP	800-658-2448
	507-537-1416

Martin County	
Minnesota Valley Action Council – MVAC	800-767-7139
	507-238-1663

Mower County	
Mower County Human Services	507-437-9701
SEMCA	800-944-3281
	507-864-7515

Nobles County	
Nobles County Family Services	507-295-5213
Southwest Minnesota Opportunity Council – SMOC	800-658-2444
	507-376-4195

Norman County	
Tri-Valley Opportunity Council, Inc.	800-584-7020
	218-281-9080

Olmsted County	
Three Rivers Community Action Program	800-277-8418
	507-316-0610

Pine County	
Lakes and Pines Community Action Council	800-832-6082
	320-679-1800
Pine County Health & Human Services	800-450-7463
	320-591-1570
	320-216-4100

Redwood County	
Redwood County Human Services Dept	507-637-4050
Western Community Action – WESCAP	800-658-2448
	507-537-1416

Rice County	
Three Rivers Community Action Program	800-277-8418
	507-316-0610
Rice County Human Services	507-332-6115

Roseau County	
Roseau County	866-255-2932
Roseau County Social Service, Roseau	218-463-2411
Northwest Community Action, Badger	800-568-5329
	218-528-3258

Scott County	
Scott County Human Services	952-445-7751
Community Action Partnership of Scott Carver and Dakota Counties	952-496-2125

Sibley County	
Minnesota Valley Action Council	800-767-7139
	507-345-2433
Sibley County Human Services	507-237-4000

Steele County	
Steele County Human Services	888-850-9419
SEMCA	800-944-3281
	507-451-7134

St. Louis County	
St. Louis County Information and Referral	800-450-9777
Arrowhead Economic Opportunity Agency	
Duluth	800-662-8711
Virginia	800-662-5711, ext. 231
	218-749-2912
Fond du Lac Reservation	800-365-1613
St. Louis County Social Service	218-726-2101
St. Louis County Human Services	218-726-2000

Swift County	
Prairie Five Community Action	800-292-5437
	320-842-8565
Swift County Human and Family Services	320-843-3160

Todd County	
Todd County Social Services	888-838-4066

Wabasha County	
Three Rivers Community Action Program	800-277-8418
Wabasha County Dept. of Human Services	651-565-2613

Wadena County	
Wadena County Social Service	218-631-7605
Mahube-Otwa CAP	218-632-3600

Waseca County	
Waseca County Human Services	507-835-0560
Minnesota Valley Action Council – MVAC	800-767-7139
	507-835-8240

Washington County	
Ramsey Action Programs Inc.	651-645-6470
Ramsey Energy Assistance	651-645-6470
Washington County Community Services	651-430-6459

Watsonwan County	
Watsonwan County Human Services	507-375-3294
Minnesota Valley Action Council – MVAC	800-767-7139
	507-375-5748

Winona County	
Winona County Human Services	507-457-6200
SEMCA	800-944-3281
	507-864-7515

Wright County	
Wright County Community Action	320-963-6500

Yellow Medicine County	
Yellow Medicine County Family Service Center	320-564-2211
Prairie Five Community Action	800-292-5437
	507-223-5471

Energy Assistance	
State of Minnesota, St. Paul	800-657-3710

- No-cost/low-cost energy conservation**
- Lower thermostat during night hours
 - Install hot water heater blanket
 - Lower water heater temperature setting
 - Close off rooms not in use
 - Reduce hot water usage and shower time
 - Block drafts around doors
 - Cover windows with plastic during heating months
 - Replace furnace filters
 - Caulk and weatherstrip all possible heat loss areas
 - Open shades during sunlight hours
 - Repair broken windows promptly
 - Remove window air conditioners during winter
 - Fix leaky faucets immediately
 - Defrost refrigerator and clean coils regularly
 - Check refrigerator door seal for tightness
 - Use fans in place of air conditioner
 - Receive a furnace check once a year
 - Check your house to see if it is insulated properly