

Cold Weather Disconnects

Section 216B.097 was added to the Public Utilities Act effective August 1, 1991. This law provides that cooperative and municipal utilities cannot disconnect a residential consumer between October 15 and April 15 if the disconnection affects the primary heating source, provided that certain conditions are met. These conditions include that the customer must declare on forms provided by the cooperative an inability to pay, and the household income of the customer must be less than 50% of the state median income. In addition, the customer's account must be current for the billing period immediately prior to October 15, or in the alternative, the customer has entered into and is reasonably current on a mutually acceptable payment schedule.

There are several agencies that provide financial assistance to qualifying households. We urge you to check with them for details on available programs.

Aitkin County Family Service
(218) 927-2141

**Crow Wing County Income
Maintenance**
(218) 824-1250

Lutheran Social Services
(Serving Crow Wing County)
218-829-5000
800-829-5902

Lakes & Pines Community Action Council
(serving Aitkin & Mille Lacs Counties)

(320) 679-1800
800-832-6082

Mille Lacs Band of Chippewa Indians
(320)-532-4181

Mille Lacs County Family Service
(320) 983-8208

To avoid electric service disconnection, arrangements for bill payment need to be made before the line crew is sent to collect. Do not disregard your bill; it is your responsibility.

If you have financial difficulties, please contact our office to discuss payment arrangements.

Mille Lacs Energy Cooperative Billing Department:
(218) 927-2191 or 1-800-450-2191.