



Cold Weather Accommodation

Effective Nov. 1 to March 31

Prairie Land Electric Cooperative wants members to have the electric service necessary to keep their homes warm during the winter. Prairie Land also recognizes the customer's responsibility to make arrangements to pay for those services. The Cold Weather Accommodation was designed to ensure both goals are met.

What does the Cold Weather Accommodation mean for me?

The Cold Weather Accommodation helps existing members maintain electric service for their home during the winter.

How do I qualify?

If you can't pay your entire electric bill, call Prairie Land to make payment arrangements:

- ▶ Agree to pay 1/12 of the overdue amount of your bill, plus 1/12 of your current bill, all disconnection and connection fees, and agree to pay the remainder in equal payments over the next 11 months; or
- ▶ Negotiate a payment plan to pay the overdue amount off quicker than 12 months.

Remember, you must also pay your current monthly bill while paying off the overdue amount.

If you are behind in a previous payment plan and cannot catch up, you need to make a new payment agreement with Prairie Land.

What will Prairie Land do?

Prairie Land will inform you of the Cold Weather Accommodation payment plan as well as other available payment plans. Remember, under the Cold Weather Accommodation, you always have the option of spreading your payments over a total of 12 months.

Prairie Land will send written notice to members 10 days before disconnection, plus attempt a phone or personal contact the day before service is disconnected.

Prairie Land will inform members about agencies that have funds to help pay electric bills.

Can I be disconnected during the Cold Weather Accommodation?

Prairie Land won't disconnect your primary residence when the temperature is forecasted to drop below 35 degrees or be in the mid to low 30s over the next 24 hours, except in certain circumstances.

To prevent disconnection when it is 35 degrees or above, or to be reconnected regardless of temperature, you must make pay arrangements with Prairie Land.

Prairie Land may start the final notification and disconnection process if there is a 48 hour forecast of temperatures above 35 degrees.

If the 48 hour forecast changes before the period ends and there is a forecast of below 35 degrees, Prairie Land will not disconnect until there is another Cold Weather Accommodation 48 hour forecast of temperatures above 35 degrees.

PLEASE NOTE: The Cold Weather Accommodation applies only to existing residential members at their primary residence and is subject to the Rules and Regulations of the Cooperative.