

# STAY WARM. STAY CONNECTED.



## Cold Weather Rule

**November 1 – March 31**

The **Cold Weather Rule** is designed to keep your utilities connected during the winter months, even when you're unable to pay your bill in full. Contact your utility company to see if you qualify to make payment arrangements under the Cold Weather Rule.



### How do I sign up?

If you can't pay your entire bill, call your utility company to make pay 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 plus any applicable deposit owed to the utility, 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 full bills for any new service you use 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 the utility.



### What will the utility company do?

Utilities must inform you of the Cold Weather Rule payment plan as well as other available payment plans. Remember, under the Cold Weather Rule, you always have the option of spreading your payment over a total of 12 months.

Utilities must send written notice to customers 10 days before disconnection, plus attempt a phone call or personal contact the day before.

Utilities must tell customers about agencies that may have funds to help pay utility bills.



### Can I be disconnected during the Cold Weather Rule?

A utility cannot disconnect you when the local National Weather Service forecasts that the temperature will be below 35 degrees Fahrenheit within the following 48-hour period.

A utility 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, the utility cannot disconnect until there is another 48-hour forecast of temperatures above 35 degrees.

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



### Please Note

The Cold Weather Rule applies only to residential customers of electric, natural gas, and water utility companies under the Kansas Corporation Commission's jurisdiction.

#### **For more information:**

Call your utility company or the Kansas Corporation Commission at (800) 662-0027.