



6388 Maple Street • North Branch, Minnesota 55056
Phone: 651-674-7100 • Fax: 651-674-4254

**Notice to North Branch Water and Light Customers
with Past Due Utility Account Balances
Setup a Payment Plan
Disconnection Process to Start April 15, 2021**

North Branch Municipal Water and Light (NBWL) will do all we can to continue providing uninterrupted electric and water services to our citizens during the COVID-19 pandemic emergency. The NBWL Commission is committed to the following:

1. *NBWL will follow the Cold Weather Rule (CWR) protections in Minnesota Statutes, Section 216B.097, 216B.16 Subd 12 & 12a, and MN SS 216B.098 Customer Protections related to residential customers. Commercial customers are not covered under the CWR.*
2. *NBWL will waive late fees that any residential or small business customer incurs because of economic circumstances related to the coronavirus pandemic during the emergency order.*
3. *NBWL will arrange payment plans for customers requesting help during this time based on the financial resources and circumstances of the customers.*

We have previously mailed the annual Cold Weather Rules notice. This communication is to give notice that NBWL will follow the disconnection process if you do not set up a payment plan with NBWL. Extended length payment arrangements are for a limited period. Payment arrangements made after April 15, 2021 will be for a 30-day period. If you and NBWL do not agree on a payment plan you can appeal to the Minnesota Public Utilities Commission (MPUC). **After April 15, 2021, NBWL will also follow the CWR disconnection policy if a customer does not follow their written payment plan.**

The Commission requested a change in City ordinance regarding when a payment is deemed late. The Council approved the ordinance change. The revised date for on-time payment is the **22nd of the following month**. A mailing was sent out on Friday, January 29 to those accounts that are more than 30 days late. Please reference that amount with your customer account when setting up a written payment plan.

Your NBWL utility bill also includes sewer and stormwater costs for the City of North Branch. The City of North Branch has taken no action to delay assessment of collection of the City portion of your utility bill.

Contact a local energy assistance and weatherization provider today. There are funds available for utility customers impacted by COVID-19, if you qualify.

Below is a listing of local energy assistance providers. Please contact them to see if you qualify for any financial assistance. There are Energy Assistance Program funds and crisis funds available to eligible utility customers who are impacted by COVID-19 and have delinquent account balances.

Contact NBWL with any questions at 651-674-7100 or nbpuc.com.

Chisago County HRA-EDA
38871 7th Ave
PO Box 815
North Branch, MN 55056
651-674-5664

Salvation Army
2445 Prior Ave N
St. Paul, MN 55113
651-746-3400

Lakes and Pines Community Action Council, Inc.
39555 Flink Ave
North Branch, MN 55056
320-679-1800 or 800-832-6082

Lutheran Social Services of Minnesota's Financial Counseling Services
www.lssmn.org
800-582-5260

Minnesota Housing's Covid-19 Housing Assistance Program (CHAP) eligibility and coverage, visit
www.unitedway.org

Text "MNRENT" to 898-211

Call 211 (toll free: 1-800-543-7709; Twin Cities 651-291-0211)
The 211 helpline is open 8:00 AM – 8:00 PM Monday through Friday