
Talking Points

Cold Weather Rule / Disconnects During Winter

Key Message 1: Grand Valley Power is committed to providing safe, reliable and affordable energy to our members.

Key Message 2: We provide a number of resources and programs for members who need energy assistance.

Key Message 3: We know our members may be facing financial challenges. If you missed payments and have a past-due balance, we can help.

If a person is asking about what is called in some regions “a cold weather rule”:

A: While other states may have a “cold weather rule” or cannot disconnect during certain times of the year or extreme weather conditions, Colorado does not have this regulation.

The only exception to this rule, is if you are able to provide a medical certificate stating electrical devices, like an oxygenator or electric wheelchair, is necessary for your health or safety. This would allow for 60 days (possibly up to 90 days) without disconnect and can only be used once during a 12-month period.

If they have a medical necessity:

Q: How do I submit one?

A: You can submit your medical certificate by calling us and we can help provide further instruction. (Mail or email) – [Explain that certificate needs to be updated every 6 months, and we notify member’s during planned and unplanned outages – other necessary information, like if they have a back-up source would be further items needed for the medical note in CIS]

If they DO NOT have a medical necessity:

Q: How am I supposed to pay this bill/ How can I get my electric back on?

A: We have a number of ways that we can help you.

- [PowerMyWay Prepay Program](#)
- [Budget Billing](#)
- [Hometown Relief Fund](#) (through March 31, 2021)
- [Energy Assistance programs \(LEAP, Grand Valley Catholic Outreach\)](#)
- [Energy Outreach Colorado](#)
- [Mesa County Public Assistance Programs](#)

Notes:

If a member persists or becomes angry, please call Derek for assistance (or forward call to Derek). (Pat is the alternate, if in-person visit is occurring).

Grand Valley Power Rules and Regulations for Service

- Page 7 (Section E) - https://docs.google.com/viewerng/viewer?url=https://gvp.org/sites/gvp/files/Service+Regs,+Fees,+Rates/General+Rules+and+Regs_GVP.pdf

That in the event the consumer is unable to pay for service as regularly bill by the utility, or is able to pay for such service but only in reasonable installments and there is a medical certificate meeting company standards delivered to company, prior to scheduled date of discontinuance of service as stated in notice, **that there will not be discontinuance of service for sixty days from the date of the medical certification** with a possible thirty-day extension upon delivery to the company of a second such medical certificate and provided that in each case the current bill is paid on or before delivery of such medical certificate(s) and provided that in each case subsequent bills are paid when due.

An installment plan must be entered into prior to the expiration date of the medical certificate(s), to retire the noncurrent account balance.

A medical certificate shall meet company standards if a physician licensed by the State of Colorado makes a certification thereof in writing that the termination of electric service specifically, would aggravate an existing medical condition or create a medical emergency for the consumer or a permanent resident of the consumer's household, it is dated and signed by said physician, it states the name of the party with the medical condition and the street address at which said party resides and said certification is received by company prior to the scheduled date of discontinuance. **A residential consumer may invoke the provisions of this section no more than once during any period of twelve consecutive months.**

f) That the company reserves the right to require payment for energy used since the last billing date and through the meter reading as of the date of discontinuance and may require consumer to post a deposit in accordance with the company's rules and regulations.