



## Kaw Cua Sov

Heat Shut-Offs

Yog koj tsis them koj cov nqi fais fab, cua sov, nkev, lawv yuav raug kaw. Qhov no muaj feem ua tau txawm yog caij ntuj no. Tab sis, nyob rau 10 hli ntuj vasthib 15 rau 4 hli ntuj vasthib 15 muaj cai pab tiv thaiv kom txhob raug kaw. Daim ntawv qhia tseeb hais txog kev pab cuam nkev thiab fais fab yog toob kas rau cua sov. Cov kev cai no npog cov tuam txhab tsim hluav taws xob ntiag tug. Muaj cov kev cai sib xws rau co-ops thaib lub nroog hluav taws xob. Cov cai tsis siv rau cov neeg muag roj, thee, thaib ntoo.

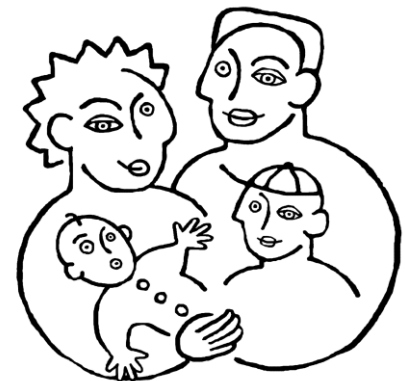
### Npaj Ua Ntej thiab Tseg Nyiaj

Yog koj tsiv mus rau ib qhov chaw tshiab, soj ntsuas seb koj cov nuj nqis ntua npaum li cas kom koj zam qhov raug kaw. Ua ntej koj tsiv, nug txog tus nqi cua sov thiab hluav taws xob rau qhov chaw tshiab ntawm tus tswv tsev, tus tswv ua ntej, lossis lub tuam txhab hluav taws xob. Ces tseg nyiaj them. Nco ntsoov tus nqi rau cua sov kim dua rau caij ntuj no.

Yog koj tsiv lossis nyob qhov chaw qub, cov tuam txhab hluav taws xob muaj kev npaj pab rau koj tseg nyiaj. Qhov kev npaj pab muab tus nqi faib rau lub xyoo kom koj them ib tus nqi txhua hli. Qhov no muaj feem ua yooj yim them tus nqi. Nug koj lub tuam txhab hluav taws xob txog kev npaj pab tseg nyiaj thiab nws yuav kim npaum cas.

### Mus Nrhiav Kev Pab

Tej zaum koj txais tau kev pab cuam hluav taw xob los pab them koj cov nuj nqis. Lawv pab nuj nqi cua sov thiab muab tau xwm txheej ceev pab nres kom txhob raug kaw. Mus nrhiav kev pab cuam hluav taw xob ze koj, hu rau United Way 2-1-1 thoob lub xeev 211. Koj muaj feem ntaus koj tus zauv cheeb tsam hauv xov tooj ntawm 898-211 rau pab hauv zos lossis tham hauv online ntawm [www.211unitedway.org](http://www.211unitedway.org).



Tej zaum koj txais tau MFIP kev xwm txheej ceev pab koj nrog nuj nqi hluav taws xob, yog koj muaj menyuam lossis MSA yog koj tau SSI. Tiv tauj lub hoob kas tsoomfwv pab nyiaj hauv koj lub nroog txog cov kev pab cuam. Yog koj cov nuj nqi siab vim tus tswv tsev tsis kam kho lub tsev, yuam koj tus tswv tsev kho. Mus saib peb daim ntawv qhia tseeb, [Kom Tus Tswv Tsev Kho Vajtse](#).

## **Yog Koj Daim Nuj Nqi Yuam Kev**

Yog koj xav tias lub tuam txhab hluav taws xob ua yuam kev, qhia lawv tam sis ntawd. Lub tuam txhab hluav taws xob yuav tsum:

- Xyuas cov lus tseeb tam sim ntawd
- Qhia koj seb lawv xyuas li cas thiab qhov lawv nhriav tau thiab
- Sim nhriav ib txoj hauv kev los nrog koj kho cov teebmeem

**Lawv yuav tsum tshawb nhriav thiab sau rau koj qhov lawv nhriav tau ua ntej lawv muab koj hluav taws xob kaw.**

Yog koj tseem tsis pom zoo nrog yam lawv txiav txim rau, hu rau koj hoob kas legal aid, lub Public Utility Commission ntawm (651)296-0406 lossis 1-(800) 657-3782, lossis lub Minnesota Attorney General rau (651) 296-3353 lossis 1-(800) 657-3787.

## **Caij Ntub No Kaw Koj Cov Cua Sov**

Yog koj them tsis tau tag nhro tus nqi nkev thaib hluav taws xob rau lub caij Kaum hli Ntuj vasthib 15 mus rau Plaub hli Ntuj vasthib 15, ib lub tuam txhab hluav taws xob tsis muaj cai kaw koj hluav taws xob yog koj ua ib txoj kev npaj them **thiab raws** qhov kev npaj ntawm. Thaum koj tham nrog lub tuam txhab hluav taws xob txog kev npaj them, sau cov npe koj nrog tham thiab cov lawv hais li cas. Sau ib tsab ntawv qhia txog txoj kev npaj them. Luam ib diam cia.

Yog koj raug kaw lawm lossis yuav raug kaw rau lub caij no, lub tuam txhab hluav taws xob yuav tsum siv lub zog los rov qab taw koj qhov hluav taws xob ntawm li 24 teev lawv thaum lawv txais koj qhov kev npaj them.

## **Koj Tsis Tas Yuav Them Nyiaj Txog Lub Kaum Hli vasthib 15 Kom tau Kev Tiv Thaiv Thaum Caij Ntuj No.**

Txoj cai caij ntuj no tsuas tiv thaiv koj raug kaw hluav taws xob yog tias muab hluav taws xob lossis nkev kaw yuav cuam tshuam koj cov cua sov.

Nyob rau txhua lub tuaj txhab hluav taws xob, koj muaj feem tsim txoj kev npaj them nqi:

### **Kev Npaj Them Nqi**

Koj muaj feem npaj them txhua hli rau tag nhro lub ciaj no nrog lub tuam txhab nkev thiab hluav taws xob. Tus nqi no tsawg dua tus nqi tag nrho. Tus nqi no yuav tsum phim nrog koj cov nyiaj tau los. Koj tsis raug kaw yog koj them tag nrho cov nyiaj. Hu rau lub tuam txhab yog koj them tsis tau qhov nyiaj raws li koj pom zoo thiab ua sim ua ib txoj kev npaj them tshiab.



Nrog cov tuam txhab hluav taws pej xeeb siv (xws li Xcel lossis Centerpoint), yog koj them 10% ntawm koj nyiaj hli rau tus nqi tiv ces koj muaj kev tiv thaiv tsis raug kaw.

### 10% Kev npaj them

Koj yuav tsis raug kaw yog koj them 10% koj qhov nyiaj tau lossis tag nrho tus nqi, qhov twg tsawg tshaj. Kev pab Energy Assistance tsis suav tias yog nyiaj tau los. Yog koj tau nkev los ntawm ib lub tuam txhab thiab hluav taws xob ntawm lwm lub, qhov 10% yuav faib rau ob lub tuam txhab.

### Txwv Kev Pab Cuam

Tuam Txhab hluab taws xob muaj twj hu ua “service limiters” ua txwv koj tau nkev lossis hluav taws xob koj tau. Nyob rau caij ntuj no, lub tuam txhab hluav taws xob muab tsis tau tus twj rau koj lub ntsuas hluab taws xov. Lawv YUAV TSUM ua raws kev cai:

- lawv yuav tsum ceeb toom koj ua ntej
- lawv yuav tsum muab rau koj 1 los 2 yam kev nyob saum los them.

Yog lawv ua tsis raw cai, lawv ua txhaum txoj cai. Hu rau koj lub hoob kas legal aid lossis lub Public Utilities Commission (PUC) ntawm (651) 296-0406 lossis 1-(800)- 657-3782

### Ua Ntawv Rov Hais Dua

Yog lub tuam txhab hluav taws xob ua kev npaj them tsis ncaj ncees, koj ua ntawv rov hais dua rau PUC. Ua kom sai – lub sijhawm luv heev. Hu rau koj lub hoob kas legal aid kom pab koj.

Mus ua ntawv rov hais dua:

- Mus nug koj lub tuam txhab hluav taws xob rau daim ntawv rov hais dua. Yog lawv tsis kam muaj rau koj, hu mus rau PUC thiab muab ib daim (saib hauv qab). Teb cov lus hauv daim ntawv thiab xa mus rau ntawm PUC. PUC yuav tsum tau koj daim ntawv tsis pub dhau 7 hnuv thaum daim ntawv ceeb toom kaw hluav taws xob tuaj txog.
- PUC mam tsim txoj kev npaj them nyob rau 30 hnuv. Koj yuav tsis raug kaw thaum lub caij koj rov hais dua.

### Yog Koj Nyiaj Tau Los Hloov Tom Qab Koj Tau Qhov Kev Npaj Them

Yog muaj dabtsi tshwm sim thiab koj tsis muaj nyiaj them raws li koj txoj kev npaj them, tiv tauj lub tuam txhab hluav taws xob kom lawv hloov txoj kev npaj them **tam sis ntawd**. Yog lub tuam txhab hluav taws xob tsis pom zoo hloov, rov hais dua rau PUC tam sis ntawd kom zam tsis txhob raug kaw.

Koj tiv tauj PUC tau ntawm: Minnesota PUC  
121 7<sup>th</sup> Place East, Suite 350  
St. Paul, MN 55101

(651) 296-0406 or 1-(800) 657-3782



*Cov ntawv Qhia Tseeb yog qhia kom paub txoj kevcai xwb TSIS yog muab txwv yim txog txoj kevcai. Mus ntsib ib tug kws lij choj rau tswv yim. Tsis txhob siv daim ntawv qhia tseeb yog tias nws qub tshaj ib xyoos lawm. Nug peb txog cov hloov tshiab, daim ntawv qhia txog cov ntawv qhia tseeb, lossis lwm hom ntawv.*

© 2021 Minnesota Legal Services Coalition. Luam tau daim ntawv no los siv rau tus kheej tsis ua lag luam thiab qhia kom paub xwb. Tagnrho lwm cov cai ceev tseg. Qhov lus sau no yuav tsum nyob rau txhua daim ntawv. Txwv tsis pub muab luam, faib, thiab siv ua lag luam.