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Customers benefit as Minnesota Power expands bill-paying assistance, provides bill credits

DULUTH, Minn. – Minnesota Power today announced new and expanded programs and bill credits to help residential customers keep their bills as low as possible and provide meaningful support for customers facing financial challenges.

Many of these customer benefits, pending approval from the Minnesota Public Utilities Commission, are part of an estimated \$200 million in direct benefits to Minnesota Power customers and communities following the acquisition of ALLETE by Canada Pension Plan Investment Board (CPP Investments) and Global Infrastructure Partners (GIP).

“Our customers count on us every day to provide the reliable energy they need, and we remain committed to supporting them in meaningful ways. The program offerings and bill credits we’re announcing today reflect our dedication to helping our neighbors manage their energy bills and maintain peace of mind—especially during challenging times,” said Josh Skelton, Minnesota Power chief operating officer. “Our customers are at the heart of everything we do, and we’re proud to be their trusted energy partner.”

Three ways Minnesota Power is helping customers

One-time bill credit from land sales. Minnesota Power will provide a one-time bill credit to customers funded by proceeds from land sales surrounding several of the company’s hydroelectric reservoirs. Through 2025 these land sales totaled \$72 million. The credit is expected to be about \$109 for the average residential customer and appear on bills later this year.

CARE program expansion. Minnesota Power will boost its CARE (Customer Affordability of Residential Energy) program to \$2.5 million, extending the longtime income-based program to as many as 500 more of the most economically-challenged customers. CARE provides either a \$20 monthly flat discount through an automatic enrollment for eligible energy assistance participants or an affordability discount targeting a 3% energy burden to income-eligible customers through an application process. It also includes a payment match for customers on the CARE affordability discount with an active payment arrangement for past-due balance.

Proposed On Track program. The proposed On Track program is designed for eligible residential customers behind on their bills who need help to catch up and get back on track. It offers a \$20 monthly flat discount and will match payments that customers with an active payment arrangement make toward their past-due

balances. The \$3.1 million program will continue until funds are expended, providing vital support for customers who may be struggling to stay current on their bill.

“As many Minnesota residents continue to struggle with the cost of living, the CARE and On Track programs will be crucial to help working people across Minnesota Power’s service territory keep their families safe and warm,” said George Shardlow, executive director of Energy CENTS Coalition. “ECC is grateful to Minnesota Power for their meaningful engagement on providing relief to these customers. These investments mark a new chapter for helping customers afford their basic needs.”

For more information about eligibility and to apply for the CARE Affordability Discount, customers can visit mnpower.com/CARE, email CARE@mnpower.com or call 800-228-4966. Minnesota Power will reach out directly to customers with past due balances about the On Track program, pending approval by the Minnesota Public Utilities Commission anticipated this spring.

More support for customers

A one-year freeze on residential base rates is already in place and Minnesota Power also is finalizing plans for distributing the following \$60 million in benefits for customers.

\$50 million in bill credits. Minnesota Power proposes to implement these bill credits in 2027 and distribute \$10 million in credits each year through 2031, pending approval from the Minnesota Public Utilities Commission.

\$10 million residential energy bill mitigation fund. Details are still being finalized for this fund to be used to support energy efficiency, conservation, weatherization, and fuel-switching initiatives for low- and moderate-income customers.

About Minnesota Power

Minnesota Power provides electric service within a 26,000-square-mile area in northeastern Minnesota, supporting comfort, security and quality of life for 150,000 customers, 14 municipalities and some of the largest industrial customers in the United States. More information can be found at www.mnpower.com.

About ALLETE, Inc.

ALLETE, Inc. is an energy company headquartered in Duluth, Minnesota. In addition to its electric utilities, Minnesota Power and Superior Water, Light and Power of Wisconsin, ALLETE owns ALLETE Clean Energy, based in Duluth, Minnesota; BNI Energy in Bismarck, North Dakota; and New Energy Equity, headquartered in Annapolis, Maryland; and has an 8% equity interest in the American Transmission Co. More information about ALLETE is available at www.allete.com. *ALE-CORP*

ALLETE calculates and reports carbon emissions based on the GHG Protocol. Details in ALLETE’s [Corporate Sustainability Report](#).

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