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Minnesota Power launches program to match customers' payments on past-due bills

DULUTH, Minn. — Minnesota Power is rolling out a new program to help residential customers reduce past-due balances and get back on track with their electric bills.

Called On Track, the new bill assistance option is designed to help eligible residential customers with past-due balances through monthly bill support and matching payments.

The On Track Program offers eligible households a discount on monthly electric bills and a 100% dollar-for-dollar match by Minnesota Power on payments made toward past-due balances under a payment arrangement.

On Track is part of \$200 million in customer benefits funded by ALLETE's owners.

"On Track is meant to give customers a manageable way to catch up while keeping their service affordable and reliable," said Tina Koecher, director of Customer Experience Operations. "By matching payments toward past-due balances and providing additional monthly bill support, this program gives customers a practical path forward. It reflects our commitment to keeping bills affordable and connecting customers with help when they most need it."

Some eligible customers will be automatically enrolled in the program with their next available bill. For those customers, past-due balances will be placed into a payment arrangement for up to twelve months, depending on their past-due balance at the time of enrollment. Minnesota Power will match each customer payment made toward that arrangement, effectively cutting the payment arrangement duration in half. Customers also will receive a \$20 bill credit each month, available for up to half the original payment arrangement term, as long as they stay current on both their regular monthly bill and their payment arrangement.

Other eligible customers will be invited to apply for On Track either online or through a paper application. Those customers may receive payment arrangements of up to 24 months, with payment matching and the \$20 monthly bill credit available for up to half the original payment arrangement term. If the proposed monthly payment amount does not fit a customer's budget, Minnesota Power's program coordinator can work with the customer to find a more workable arrangement.

There are no income requirements to qualify, which sets On Track apart from many traditional bill-assistance programs. In both cases, customers who make their payments on time can reduce their balances faster because Minnesota Power is matching payments made toward the payment arrangement.

Space and funding for the program are limited and enrollment for customers invited to apply is available on a first-come, first-served basis.

Customers who receive an On Track notice are encouraged to review the details carefully. Automatically enrolled customers may opt out, and invited customers can choose whether to apply. Minnesota Power's overall goal for this program is to offer more flexibility and meaningful support to customers who need help catching up.

For questions about On Track, customers can contact Minnesota Power at **877-627-0584** or ontrack@mnpower.com.

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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