

Minnesota Power Residential Customer Disconnection Process

Disconnection of service is the last step in a process to collect past due amounts. Residential customers who are behind on their bills should immediately contact Minnesota Power to set up a payment plan.

Notice. Customers first receive a Past Due Reminder Notice when a bill has not been paid. A Disconnection Notice is sent if this past due balance remains unpaid. After getting this notice, customers have ten calendar days to pay or to set up a payment plan. If payment is not made, and the customer does not contact Minnesota Power, service may be disconnected. This applies outside of Cold Weather Rule (CWR) (May 1 – September 30) and during Cold Weather Rule (CWR) (October 1 - April 30) months.

Past due amounts. When a residential customer owes \$200 and the bill is 54 days late or older, Minnesota Power:

- Sends a Reminder Notice
- Contacts the customer by automated phone call

If a customer does not pay or set up a payment plan within 15 days of notice or call, Minnesota Power:

- Makes a second automated phone call
- Sends a Disconnection Notice that shows when service will be shut off (10 days from the notice date)

Minnesota Power will try multiple times to reach the customer about their past due balance.

We will not disconnect service until the customer owes at least \$200 and the bill is 79 days late or more.

Communications. Minnesota Power uses several methods to reach customers about past due balances before disconnecting service.

- **Reminder Notices** go to the customer's mailing address. Customers who choose paperless billing will see the notice in our customer self-service portal. They will get an email telling them to log in and view it.
- **Phone Calls** are automated. Two calls are made to the main phone number on the account.

- **Disconnection Notices** are mailed to both the service address and mailing address if they are different. Customers registered for our self-service portal can also view this notice there.

Payment plans. Minnesota Power will work with customers to set up a payment plan for a past due balance. We can:

- Set up a payment plan for a past due balance.
- Work individually with each customer on payment plan terms, including length of the plan.
- Provide customers with information about programs, discounts, energy assistance, and other resources to help with past due bills.

Customers need to be reasonably on time with their payments under the payment plan to avoid disconnection. If a customer fails to meet two or more agreed-upon payment plans in the past twelve months, another payment plan may not be offered.

During the Cold Weather Rule months, customers with income at or below 50% of the state median income may not be required to pay more than 10% of their monthly household income toward current or past due bills for heating service, consistent with <https://www.revisor.mn.gov/statutes/cite/216B.096>, Subd. 5.

Down payments or deposits. Minnesota Power does not require down payments or deposits for residential customers.