

If your household is eligible, Minnesota Power's On Track Program offers a monthly discount on your electric bill and will apply a 100% match toward your past-due balance if you make regular payments under a payment arrangement.

## Program summary

### When you join the On Track Program:

- Your past-due balance will be placed into a monthly payment agreement called a payment arrangement.
- You will make one payment each month toward the past-due balance you owe.
- Minnesota Power will match your payment toward the past-due balance for a limited time.
- You may receive a \$20 monthly bill credit during the match period.

This extra help allows you to pay down your past-due balance faster and keep payments more manageable.

## How matching payments work

- You make your payment each month toward the past-due balance.
- Minnesota Power will match that payment dollar for dollar.
- The matching payment helps lower your past-due balance more quickly.

As an example, if your payment arrangement for your past-due balance is set up for twelve months, your past-due balance could be paid off in six months if you qualify for and receive the payment match.

## How long the help lasts

The amount of time you receive matching payments and the \$20 bill credit depends on the amount of your past-due balance when you enroll.

### On Track support by past-due balance

How Much You Owe	Payment Arrangement Length	Months with Payment Match	Months with \$20 Credit
Less than \$200	6 months	3 months	3 months
\$200-\$499	12 months	6 months	6 months
\$500 or more	24 months	12 months	12 months

## What you need to do each month

### To stay in the program, you must:

- Pay your regular monthly electric bill on time, **and**
- Pay your monthly payment arrangement amount, on time.

Both the regular monthly electric bill and the payment arrangement amounts will appear on your normal monthly bill.

If you miss payments you may be removed from the program.



AN ALLETE COMPANY

## On Track Questions?

Call **877-627-0584**  
or email [OnTrack@mnpower.com](mailto:OnTrack@mnpower.com)



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# Get On»Track

Catch up on past-due balances with discounts and payments matched by Minnesota Power.



# On Track Program Application

Please complete this application to apply for the On Track Program or apply online by scanning the code to the right.

For help completing this form, call Minnesota Power at 877-627-0584



## Section 1 – CUSTOMER INFORMATION

Name(s) on Minnesota Power account: \_\_\_\_\_

Phone: (\_\_\_\_) \_\_\_\_\_ Other Phone: (\_\_\_\_) \_\_\_\_\_ Email: \_\_\_\_\_

Service address (address where you live): \_\_\_\_\_ Apt/Unit: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Account Number: \_\_\_\_\_

*Your Minnesota Power account number can be found in the upper left corner of your bill. We cannot process your application without your account number. If you do not know your account number, call us at 877-627-0584.*

Check here if you would like to receive confirmation by email.

## Section 2 – ELIGIBILITY CONFIRMATION *\*REQUIRED\**

Please review each statement carefully and check the box if it is true. **All boxes must be checked to complete this application.**

- |   |  |
|---|--|
| <input type="checkbox"/> This application is for my primary residence.  | <input type="checkbox"/> I have not been removed from the On Track Program this program year.  |
| <input type="checkbox"/> My account has a past-due balance of 30 days or more.  | <input type="checkbox"/> I allow Minnesota Power to use my information to help enroll me in energy assistance, discounts, or energy-saving programs, if available. |
| <input type="checkbox"/> I am not enrolled in the Affordability Discount (percent of bill discount) under Minnesota Power's CARE Program. |  |

## Section 3 – IMPORTANT PROGRAM RULES *(PLEASE READ CAREFULLY)*

- This program does not erase your past-due balance.**
  - You must still pay part of your past-due balance. Minnesota Power helps by matching your payments.
- Your monthly bill has two parts:**
  - Regular monthly electric charges
  - Monthly payment arrangement amountBoth must be paid each month.
- You must stay current to remain enrolled.**

If you miss **two payments in a row**, you will be removed from the program and will no longer qualify for:

  - Payment matching
  - Past-due payment protection
  - Monthly bill creditsBenefits already applied to your bill will not be removed.
- Paying only one part is not enough.**

You must pay **both** your current bill and your monthly payment arrangement amount.
- You may enroll only once per program year.**

The On Track program year is from July through June annually, while funding lasts.

## Section 4 – CUSTOMER AGREEMENT AND SIGNATURE

By signing below, I confirm that:

- The information I provided is true and correct
- I have read and understand the eligibility rules and program requirements
- I agree to take part in the On Track Program if approved

I understand that after my application is reviewed, Minnesota Power will send me confirmation by mail or email explaining my payment arrangement details. My payment arrangement will be based on the past-due balance on my account at the time this application is processed and immediately before enrollment.

An adult listed on the Minnesota Power account must sign below. Please sign to accept discount.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### **The next steps:**

A Minnesota Power representative will review your application and notify you of the results. Thank you for applying!

### **Questions?**

Call Minnesota Power at 877-627-0584

### **Submit your application**

**Mail** your application to: Minnesota Power, Attn: Customer Service - On Track, 30 West Superior Street, Duluth, Minnesota 55802

**Email** your application to: [ontrack@mnpower.com](mailto:ontrack@mnpower.com)