

NEED HELP MANAGING AND PAYING YOUR BILL?

Applications for Minnesota's *Energy Assistance Program* are available online or by request.

- ▶ **Customers facing a short-term financial issue or on a fixed income may receive help with:**
 - Payment of energy bills
 - Utility disconnections or fuel deliveries
 - Repair or replacement of broken heating systems
- ▶ **Other potential benefits for those who qualify:**
 - Customer Affordability of Residential Electricity (CARE) discount
 - Waived fees
 - Weatherization/energy efficiency programs

Call Minnesota's Energy Assistance Program at 800-657-3710 or visit mn.gov/home to apply.



WHAT IF I DON'T QUALIFY FOR ENERGY ASSISTANCE BUT STILL HAVE TROUBLE PAYING MY BILL?

Minnesota Power has resources to help you now and long term.

- ▶ **Payment Plan:** We will work with customers to set up payment plans that best fit their budgets. Catch up on past-due balances and avoid service disconnection. Call us at **800-228-4966** to speak with a customer service representative.
- ▶ **Minnesota Power Income- and Usage-Qualified Discounts:** Customers who are income-eligible and average usage of 1,000 kWh or less per month will receive a discount on up to their first 600 kWh each month. Visit mnpower.com/Affordability.
- ▶ **United Way's First Call Program:** Dial **211** for crisis intervention and referral services.
- ▶ **Minnesota Cold Weather Rule:** Available to all Minnesota residential customers to reconnect or prevent service disconnection between October 1 and April 30. Customers are required to make and keep payment agreements.
- ▶ **Salvation Army's HeatShare Program and Other Local Organizations:** HeatShare provides emergency utility assistance for families that have been denied county or other assistance. Lutheran Social Services, churches, or other local organizations may be able to provide additional assistance or resources.

Minnesota's Energy Assistance Program applications available online or by request.

- May help with home heating costs and furnace repairs for income-qualified households.
- Program is free.
- Both renters and homeowners can qualify.
- Initial benefits average \$500 per household and can be up to \$1,400.

Apply at mn.gov/home or call your local agency at 800-657-3710.

QUESTIONS? Contact us at **800-228-4966** or customerservice@mnpower.com

People who communicate in a language other than English can request translation services by calling Minnesota Power at 800-228-4966. We also offer a translation option at mnpower.com.

Las personas que se comunican en un idioma distinto del inglés pueden solicitar servicios de traducción llamando a Minnesota Power al 800-228-4966. También ofrecemos una opción de traducción en mnpower.com.