

# Behind on your bill? We're here to help

Disconnections for nonpayment resume in August under a timeline approved by the Minnesota Public Utilities Commission. If you have a past-due balance on your bill, please contact us to set up a payment plan. We will work with you to find a plan that fits your financial circumstances and avoid service disruption. If you set up and keep a payment plan, late payment charges will be waived through April 30, 2022.\*

Call **800-228-4966**.

Email **[customerservice@mnpower.com](mailto:customerservice@mnpower.com)**

\*This applies to residential and small business (general service) customers.



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# You may qualify for energy assistance



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State and federal funds are available to assist eligible customers who fell behind on their electric bills during the pandemic.

**Energy Assistance Program.** Funds are currently available and additional federal dollars are anticipated through the American Rescue Plan. Eligible residential customers are encouraged to apply for assistance or refer a family member or friend. Even if customers have applied before, additional dollars may be available.

<https://mnpower.com/CustomerService/EnergyAssistance>

**Minnesota Power's CARE program** offers income-qualified households a discount on monthly electric bills.

<https://mnpower.com/CustomerService/CAREProgram>

**Minnesota Power's energy efficiency programs** offer ways to save energy.

<https://mnpower.com/EnergyConservation>

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

People who communicate in a language other than English can request interpreter services by calling Minnesota Power at 800-228-4966. We also offer a translation option at [www.mnpower.com](http://www.mnpower.com)