

## Social Service Agencies

### Aitkin County:

Lakes & Pines Community Action Council\*  
320.679.1800 800.832.6082  
Aitkin Health & Human Services  
218.927.7200 800.328.3744

### Benton County:

Tri-County Community Action Program  
320.251.1612 888.765.5597  
Benton County Human Services  
320.968.5087

### Carlton County:

Lakes & Pines Community Action Council\*  
320.679.1800 800.832.6082  
Carlton County Human Services  
218.879.4511 800.642.9082  
Southern Carlton County (Moose Lake)  
218.485.8520 888.485.8520

### Cass County:

Bi-County Community Action Program  
218.547.3438 800.332.7135  
Cass County Health, Human and Veteran Services  
218.547.1340 (Walker)  
218.947.7530 (Backus)

### Crow Wing County:

Lutheran Social Services  
218.829.5000 800.829.5902  
Crow Wing County Economic Assistance Information  
218.824.1250  
Tri-County Community Action Partnership\*  
218.829.2410

### Hubbard County:

Mahube-Otwa Community Action Partnership \*  
218.847.1385 888.458.1385  
Hubbard County Social Services  
218.732.1451 877.450.1451

### Isanti County:

Lakes & Pines Community Action Council\*  
320.679.1800 800.832.6082  
Isanti County Family Services  
763.689.1711

### Itasca County:

Kootasca Community Action Council\*  
218.999.0800 877.687.1163  
Itasca County Health and Human Services  
218.327.2941 or 800-422-0312

### Koochiching County:

Kootasca Community Action Council\*  
218.999.0800 877.687.1163  
Koochiching County Community Services  
218.283.7000 800.950.4630

### Lake County:

AEOA  
218.735.6839 844.568.0149  
Lake County Human Services  
218.834.8400

### Mille Lacs County:

Lakes & Pines Community Action Council\*  
320.679.1800 800.832.6082  
Mille Lacs County Community and Veteran Services  
320.983.8208 888.270.8208

### Morrison County:

Tri-County Community Action Program\*  
320.251.1612 Opt 2 888.765.5597  
Morrison County Social Services  
320.632.2951

### Pine County:

Lakes & Pines Community Action Council\*  
320.679.1800 800.832.6082  
Pine County Health and Human Services  
320-591-1570 800.450.7463 ext. 1570

### St. Louis County:

AEOA  
Virginia 218.735.6839 844.568.0149  
Duluth 218.623.3011 800.662.5711 ext. 3011  
St. Louis County Public Health & Human Services (Duluth)  
218.726.2222 800.450.9777  
United Way Information & Referral  
211 800.543.7709  
Salvation Army  
218.722.7934

### Stearns County:

Tri-County Community Action Program  
320.251.1612 888.765.5597  
Stearns County Human Services  
320.656.6000 800.450.3663

### Todd County:

Todd County Social Services  
320.732.4500 888.838.4066

### Wadena County:

Mahube-Otwa Community Action Partnership\*  
218.847.1385 888.458.1385  
Wadena County Human Services  
218.631.7605 888.662.2737

### Fond du Lac Reservation:

218.878.2603 800.365.1613

### Leech Lake Band of Ojibwe:

218.335.3783 866.864.8668

### Mille Lacs Band of Ojibwe:

320.679.1800 800.832.6082

\*Weatherization programs available at no cost to you

## No-Cost, Low-Cost Tips to Save Energy

- Manage your thermostat. Try 76 to 78 F during the cooling season and 66 to 68 F during the heating season.
- Use fans whenever possible instead of air conditioning, especially ceiling fans for rooms with high ceilings.
- Clean or change your furnace filters monthly. Filters are inexpensive and also clean the air you breathe.
- Lower your water heater thermostat to 120 F if possible. If you have a dishwasher, 140 F may be needed.
- Turn off all unused lights and appliances.
- Vacuum refrigerator and freezer coils every six months to improve the units' efficiency.
- Open shades on cold days to let warm sunlight in, and close shades on hot days to prevent sunlight from heating up the house.
- Wash clothes in cool water and hang clothes outside to dry when possible.
- Take shorter showers.
- Caulk and weather-strip cracks around doors and window frames to prevent drafts.
- Remove or cover window air conditioners during the heating season.
- Insulate your home adequately.
- Close the door and heat registers in unused rooms.
- Do not block radiators or warm air registers with furniture, drapes or other objects.

For information on how you can become more energy efficient at home, at work or in your community, visit Minnesota Power's energy conservation website at [mnpower.com/EnergyConservation](http://mnpower.com/EnergyConservation).



*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 [www.mnpower.com](http://www.mnpower.com)*

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# A Helping Hand with Energy Bills



**Rights and Responsibilities**  
Under the Minnesota Cold Weather Rule

## The Minnesota Cold Weather Rule

Some customers find it hard to pay their utility bills in the winter. The state of Minnesota provides Cold Weather Rule protections for residential, heat-affected customers. These protections can help customers who are unable to pay their utility bills avoid disconnection of service between October 1 and April 30.

### Avoiding Disconnection

The Cold Weather Rule does not forbid winter shut-off. If you receive a shut-off notice during the winter, you must act promptly and call Minnesota Power at 1-800-228-4966 to request Cold Weather Rule protection and set up a payment plan. Your service will be subject to disconnection without further notice if you do not make the agreed-upon payments. If you cannot keep your original payment plan, call Minnesota Power immediately and make a new payment plan to avoid disconnection.

### Reconnection

If your power is disconnected when the Cold Weather Rule is in effect, you can have it reconnected by calling Minnesota Power at 1-800-228-4966 to set up a payment plan. You must keep your payment plan to avoid future disconnection. Call Minnesota Power immediately if you cannot keep your payment plan and make a new payment plan to avoid disconnection.

### Payment Plan

You may request a Cold Weather Rule payment plan to avoid disconnection or get reconnected. In general, if your household income is:

- at or below 50 percent of the state median income, you are not required to pay more than 10 percent of your monthly household income.
- more than 50 percent of the state median income, you may make a payment plan with Minnesota Power.

Cold Weather Rule payment plans can be set up through April 30. You can request to extend your payment plan or set up a new one after April 30. Your service could be shut off if you have a past-due balance after April 30 and do not make and keep a new payment plan.

### Right to Appeal

If you and Minnesota Power cannot agree on a payment plan, you have the right to appeal to the Minnesota Public Utilities Commission's Consumer Affairs Office at 651-296-0406 or 800-657-3782, or by email at [consumer.puc@state.mn.us](mailto:consumer.puc@state.mn.us). Your service will stay connected during the appeal process.

### 2024 Energy Assistance Program Income Guidelines

The chart below shows the income guidelines for the FFY24 program year, which is October 1, 2023 through September 30, 2024. For the most current income guidelines, refer to [mn.gov/home](http://mn.gov/home) or search "Minnesota Energy Assistance" in your internet browser.

HH Size	Annual Income	1 Month Max.	HH Size	Annual Income	1 Month Max.
1	\$32,667	\$2,722	11	\$92,349	\$7,695
2	\$42,719	\$3,559	12	\$94,233	\$7,852
3	\$52,770	\$4,397	13	\$96,118	\$8,009
4	\$62,822	\$5,235	14	\$98,003	\$8,166
5	\$72,874	\$6,072	15	\$99,887	\$8,323
6	\$82,925	\$6,910	16	\$101,772	\$8,481
7	\$84,810	\$7,067	17	\$106,503	\$8,875
8	\$86,695	\$7,224	18	\$112,157	\$9,346
9	\$88,579	\$7,381	19	\$117,811	\$9,817
10	\$90,464	\$7,538	20	\$123,465	\$10,288

Based on 50% of State Median Income (SMI) for household (HH) sizes 1-16 and on 110% of Federal Poverty Guidelines for HH sizes 17-20.

**To request Cold Weather Rule protection call Minnesota Power at 1-800-228-4966**

## Managing Energy Costs

### Energy Assistance Program (EAP)

Minnesota Power works with the state of Minnesota and local agencies and organizations to offer a wide variety of assistance programs for income-qualified households.

Visit [mnpower.com/CustomerService/AssistancePrograms](http://mnpower.com/CustomerService/AssistancePrograms) to learn more.

### Fuel or Heating Assistance

[mn.gov/commerce/eap](http://mn.gov/commerce/eap)

Energy Assistance Hotline at 1-800-657-3710  
First Call for Help at United Way 211

If you need help paying your utility bills, you may qualify for state or federal fuel assistance. For complete information, contact a social service agency for your area (see listings on the reverse side or visit [mnpower.com/CustomerService/FuelAssistance](http://mnpower.com/CustomerService/FuelAssistance)).

**CARE** If you are approved for the Energy Assistance Program you may also be eligible for Minnesota Power's Customer Affordability of Residential Electricity (CARE) discount on your monthly electric bill. For more information, visit [mnpower.com/CARE](http://mnpower.com/CARE), or call Minnesota Power at 1-800-228-4966. Say "Customer Service" to be connected with a representative. Senior or disabled customers may automatically qualify for this discount through their Energy Assistance Program application process.

**Budget Billing** With Minnesota Power's free Budget Billing program you can spread a year's electricity bills evenly across 12 months. Keeping payments at a fixed amount each month simplifies budgeting for monthly expenses and helps you avoid the higher-than-average bills that often come with cold weather. Here's how it works:

- First, we estimate the total cost of the electric energy we anticipate you will use in the next year. Next, we divide that total into 12 equal monthly payments so you know what your bill will be each month.
- Your account is reviewed from time to time and adjusted to correct for any underpayment or overpayment.

## Third Party Notice

If you want us to let someone else know—in addition to notifying you—that you are in danger of having your service disconnected for not paying your bill, we can provide this service. This third party may be a friend, relative, church or community agency and can receive and give information about you and arrange payment plans with Minnesota Power for you. The third party is not responsible for payment.

### Request for Third Party Notification

Customer Name

Address

City State Zip

Phone

Account Number from Electric Bill

**I give my permission to my electric utility to provide information and accept information from the party named below.**

Customer Signature Date

Name of Third Party to Be Notified

Address

City State Zip

Phone

Third Party Signature Date  
*(This request cannot be accepted without the third party's signature).*

Minnesota Power will make every effort to send a copy of the shut-off notice to the party specified. The customer making the request understands that the electric utility is not liable should the third party fail to receive or act upon the notice.

For your convenience, complete this form and return it with your next electric bill payment.