



MILITARY SERVICE PERSONNEL ASSISTANCE



UTILITY PAYMENT ARRANGEMENTS FOR MILITARY SERVICE PERSONNEL

When a household member has been ordered into active duty, for deployment, or for a change of duty station, some customers may find it hard to pay their utility bills. Minnesota law protects these military personnel from shut-off if they cannot pay their utility bills in full.

HOW TO APPLY

Contact Minnesota Power at 1-800-228-4966 for an application to make and keep a payment plan.

PAYMENT PLAN OPTIONS

- ★ If your household income is below the state median household income, pay 10 percent of your household's gross monthly income toward your gas/electric bill
- ★ If you receive energy assistance, pay 10 percent of your household's gross monthly income toward your gas/electric bill
- ★ If your household income is above the state median household income, make and keep a 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. Minnesota Power will not disconnect your service during the appeal process.