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    888.765.5597
- Southern Carlton County (Moose Lake)
  218.485.8520    888.485.8520

Cass County:
- Bi-County Community Action Program
  218.751.4631    800.332.7161
- 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

Koochiching County:
- Kootasca Community Action Council*
  218.327.1451 (Virginia)
  218.732.7204    800.450.1385
- Koochiching County Community Services
  218.283.7000    800.950.4630

Lake County:
- AEOA
  218.749.2912    800.662.5711
- 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 or 844.568.0149
  Duluth 218.623.3011 or 800.665.5711 ext. 3011
- 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 Social Services
  320.656.6000    800.450.3663

Todd County:
- Todd County Human Services
  218.519.7000    800.450.7463

Wadena County:
- Mahube-Otwa Community Action Partnership
  218.327.1451 (Virginia)
  218.632.3600
- Wadena County Human Services
  218.631.7605    888.662.2737
- Fond du Lac Reservation
  218.878.2658    888.365.1613
- Leech Lake Band of Ojibwe:
  218.335.3783    866.864.8668
- Mille Lacs Band of Ojibwe:
  Office of Energy and Emergency Services: 218.532.7880
  *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, draperies 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 www.mnpower.com/EnergyConservation.

A Helping Hand with Energy Bills

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

The chart below shows energy assistance income guidelines. In general, if your household income is:• more than 50 percent of the state median income, you may make a payment plan with Minnesota Power.

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 apply for 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

The chart below shows energy assistance income guidelines. 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.

Managing Energy Costs

Low Income Energy Assistance Program (LIHEAP) 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 www.mnpower.com/CustomerService/AssistancePrograms to learn more.

Fuel or Heating Assistance

If you are income eligible for the Energy Assistance Program you are also eligible for Minnesota Power’s Customer Affordability of Residential Electricity (CARE) discount on your monthly electric bill. Complete the CARE program application at www.mnpower.com/CARE, or call Minnesota Power at 1-800-228-4966. Say “Customer Service” to be connected with a representative.

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.

Request for Third Party Notification

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.

The Minnesota Cold Weather Rule

Some customers find it hard to pay their utility bills in the winter. The state of Minnesota set up the Cold Weather Rule to protect residential, heat-affected customers who are unable to pay their utility bills from disconnection of service between October 15 and April 15.  

2020-2021 Energy Assistance Program Income Guidelines

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<th>Annual Income</th>
<th>3 Month Max.</th>
<th>HH Size</th>
<th>Annual Income</th>
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To sign up for Cold Weather Rule protection call Minnesota Power at 1-800-228-4966

Third Party Notice

If you want 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.