



# 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.

We are proud to be a



Yellow Ribbon Company



*Duluth's first*  
**YELLOW  
RIBBON**  
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We are proud and honored to be the *first* employer based in Duluth and 50th employer in Minnesota to be designated a Yellow Ribbon company by the Minnesota Department of Military Affairs.

Certification recognizes ALLETE/Minnesota Power's commitment to its military-connected employees through coordinated support systems for company veterans, military members and their families.

[allete.com/Careers#veterans](https://allete.com/Careers#veterans)

