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 can be any person or organization you choose: a friend, relative, church, or community agency.

Upon receiving the notice, the third party could contact Minnesota Power and confirm that you are unable to pay the bill. The third party could also arrange a payment schedule if you want them to. The third party would not be expected or required to pay the bill.

This Third Party Notice is especially helpful to those who are ill, elderly or live alone. If you would like to have this service, complete the attached tear-off form and return it to Minnesota Power. Be sure to have the third party sign the form.

If you have questions ...

... about the Minnesota Cold Weather Rule, please write or call Minnesota Power at 1-800-228-4966, or visit our website: mnpower.com.

CARE

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. Contact the Arrowhead Economic Opportunity Agency (AEOA) at 218-749-2912 (ext. 7309) or 1-800-662-5711 to get enrolled or complete and submit your application online at mnpower.com, click on CARE.
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.

Avoiding Disconnection

The Cold Weather Rule does not forbid winter shut-off. If you receive a shut-off notice this winter, you must act promptly and call Minnesota Power at 218-722-2625 or 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 on October 15 when the Cold Weather Rule takes effect, you can have your power reconnected by calling Minnesota Power at 218-722-2625 or 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

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 last until April 15 unless you make other arrangements with Minnesota Power. Your service could be shut off if you have a past-due balance on April 15 and do not make and keep a new payment plan.

EAP Maximum Income Guidelines for FFY2015

Greater of 50% SMI or 110% Federal Poverty Guideline

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<th>HH Size</th>
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*100% of Federal Poverty Guideline is greater and displayed

Right to Appeal

If you and Minnesota Power cannot agree on a payment plan, you have 10 days to appeal to the Public Utilities Commission. The Commission will help you set up a payment plan, and your service will stay on during the appeal process.

You can use Budget Billing

If you choose, you can spread a year’s electricity bills evenly across 12 months. This helps you avoid the higher-than-average monthly bills that often come with cold weather. It also makes it easier for you to budget your money because you know exactly what your monthly Minnesota Power bill will be.

This service is called Budget Billing. Here is 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—then you know exactly what your bill will be each month.

Your account is reviewed from time to time and adjusted to correct for any underpayment or overpayment.

Financial Assistance

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 listed below:

**Add on**

Other fuel or heating assistance resources

www.staywarm.mn.gov or Energy Assistance Hotline at 1-800-667-3710 or First Call for Help at United Way 211