## Social Service Agencies

### Aitkin County:
- Lakes & Pines Community Action Council* 320.679.1800 800.832.6082
- Aitkin Health & Human Services 218.927.7200 800.832.6082

### 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 888.485.8520
- Cloquet & 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

### Crow Wing County:
- Lutheran Social Services 218.829.5000 800.829.5902 (Brainerd)
- Crow Wing County Economic Assistance Information 218.726.2222 800.450.9777

### Hubbard County:
- Mahube-Otwa Community Action Partnership* 218.732.1451 877.450.1385
- Hubbard County Service 218.732.1451 877.450.1341

### 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* 218.999.0824 877.687.1163
- Itasca County Health and Human Services 218.327.2941

### Koochiching County:
- Kootasca Community Action Council* 218.999.0824 877.687.1163
- Koochiching County Community Services 218.283.7000 800.950.4630

### Lake County:
- AECIA 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 218.216.4100 800.450.7463

### St. Louis County:
- AECIA Outside of Duluth 800.662.5711 ext.3011 Duluth 218.623.3011
- 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

### Todd County:
- Todd County Social Services 320.732.4000 888.838.4066

### Wadena County:
- Mahube-Otwa Community Action Partnership 218.631.7605 888.662.2737
- Wadena County Service 218.631.7605 888.662.2737
- Wadena County Human Services 218.631.7605 888.662.2737

### Fond du Lac Reservation:
- 218.876.2650 800.365.1613

### Leech Lake Band of Ojibwe:
- 218.335.2796 866.864.8663

### Mille Lacs Band of Ojibwe:
- Office of Energy and Emergency Services: 320.532.7880

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### 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 www.mnpower.com/powerofone.
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 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.
* 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.

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.


Based on 50% State Median Income (SMI) or 110%* of Federal Poverty Guidelines, whichever is greater.

<table>
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<th>HH Size</th>
<th>Annual Income</th>
<th>3 Month Max.</th>
<th>HH Size</th>
<th>Annual Income</th>
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*110% of Federal Poverty Guideline is greater

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

mn.gov/commerce/consumers/consumer-assistance/energy-assistance/
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 www.mnpower.com/CustomerService/FuelAssistance).

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. 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 you use over the year, based on the energy usage of your home, the size and type of your house, and the weather conditions in your area. This estimate is called a budget amount. If you have an agreement to pay a fixed amount each month, we use your actual monthly bill as your budget amount.
* Next, we divide the budget amount by 12 to determine the monthly budget amount.
* Then, we multiply the budget amount by 12 to determine the annual budget amount.

In general, your bill will be the same each month, unless you make changes to your usage or the weather changes. If your actual monthly bill is different from your budget amount, we will adjust your monthly bill to bring it back to the budget amount. This process is called budget balancing.

To sign up for Cold Weather Rule protection call Minnesota Power at 1-800-228-4966

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

<table>
<thead>
<tr>
<th>Customer Name</th>
</tr>
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<tbody>
<tr>
<td>Address</td>
</tr>
<tr>
<td>City</td>
</tr>
<tr>
<td>Phone</td>
</tr>
<tr>
<td>Account Number from Electric Bill</td>
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<tr>
<td>I give my permission to my electric utility to provide information and accept information from the party named below.</td>
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<tr>
<td>Customer Signature</td>
</tr>
<tr>
<td>Name of Third Party to be Notified</td>
</tr>
<tr>
<td>Address</td>
</tr>
<tr>
<td>City</td>
</tr>
<tr>
<td>Phone</td>
</tr>
</tbody>
</table>

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.