

# Get to know your bill



AN ALLETE COMPANY



Your monthly bill has information to help you understand your energy use and includes details on energy costs, energy delivery and public policy programs, such as assistance for income-qualified customers.

**In the following pages you'll find:**

- Descriptions of all the items on your bill.
- A guide to payment options.
- Information on cost-saving programs and services.
- Helpful tips to save energy.

# Get to know your bill

- 1 Your personal **10-digit account number**.
- 2 The **Billing Summary** is your total amount due.
- 3 A summary of current and previous balances, payments received, and **billing period** for electric and non-utility charges. Additional details of charges are on page 2 of the bill.

**QUESTIONS?** Contact us at **800-228-4966** or [customerservice@mnpower.com](mailto:customerservice@mnpower.com)



- 4 The **graph** depicts a two-year record of your electric power (kilowatt-hour) use, as available.
- 5 The **Residential Service Rate** code identifies your classification of service. This example is of an average residential home.
- 6 **Total Usage** (kWh) used during a billing period.
- 7 **Service Charge** is the minimum monthly fee intended to cover the cost of connection to our system.
- 8 The amount you are **charged per kWh**. This is currently **\$0.10818**.
- 9 The **Fuel and Purchased Energy** charge includes the cost of fuel used in our generation stations and power purchased from other energy providers when needed. Due to the varying costs of fuel, this line item will vary from month to month.
- 10 The **Capacity Revenue and Expense Adjustment** is a mechanism to account for capacity revenues and expenses based on MISO regional generation forecasts and actual generation capacity. This line item will vary from month to month.
- 11 The **Low-Income Affordability Program Surcharge** recovers the costs of an affordability discount program for income-qualified residential customers.
- 12 The **Minnesota Policy Adjustment** includes policy-related costs such as conservation programs and system or resource investments. Items included in this adjustment are:
  - **Conservation Improvement Program** – Our programs and services that promote Minnesota’s energy conservation and optimization policy.
  - **Renewable Resources** – Additional renewable energy and transmission to deliver this energy to our system.
  - **Transmission Cost Recovery** – New transmission facilities that are necessary for reliable delivery of the electricity to customers.
  - **Solar Energy Adjustment** – Includes the cost and benefits of solar energy purchased to meet the state’s Solar Energy Standard. Because solar energy production will differ from month to month, this portion of the line item will vary.
  - **Solar Renewable Resources** – Includes the costs associated with building and providing solar renewable energy on our system in addition to the solar energy we purchase. These costs are generally updated each year.

**Name:** Customer ABC  
**Account:** 222220000

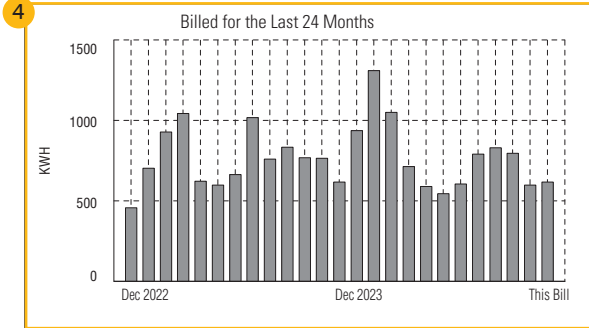
**Bill Number:** 000123456789  
**Bill Date:** January 07, 2025

123 MAIN ST  
 DULUTH MN

**5 Residential Service:: 20  
 30 Days**

**Next Scheduled Meter Read: 07/10/2025**

Meter #	Start Date	Start Read	Read Code	End Date	End Read	Read Code	<b>6 Total Usage</b>
000000	11/10/24	73197.51	Regular	12/10/24	73888.53	Regular	691.02 kWh used



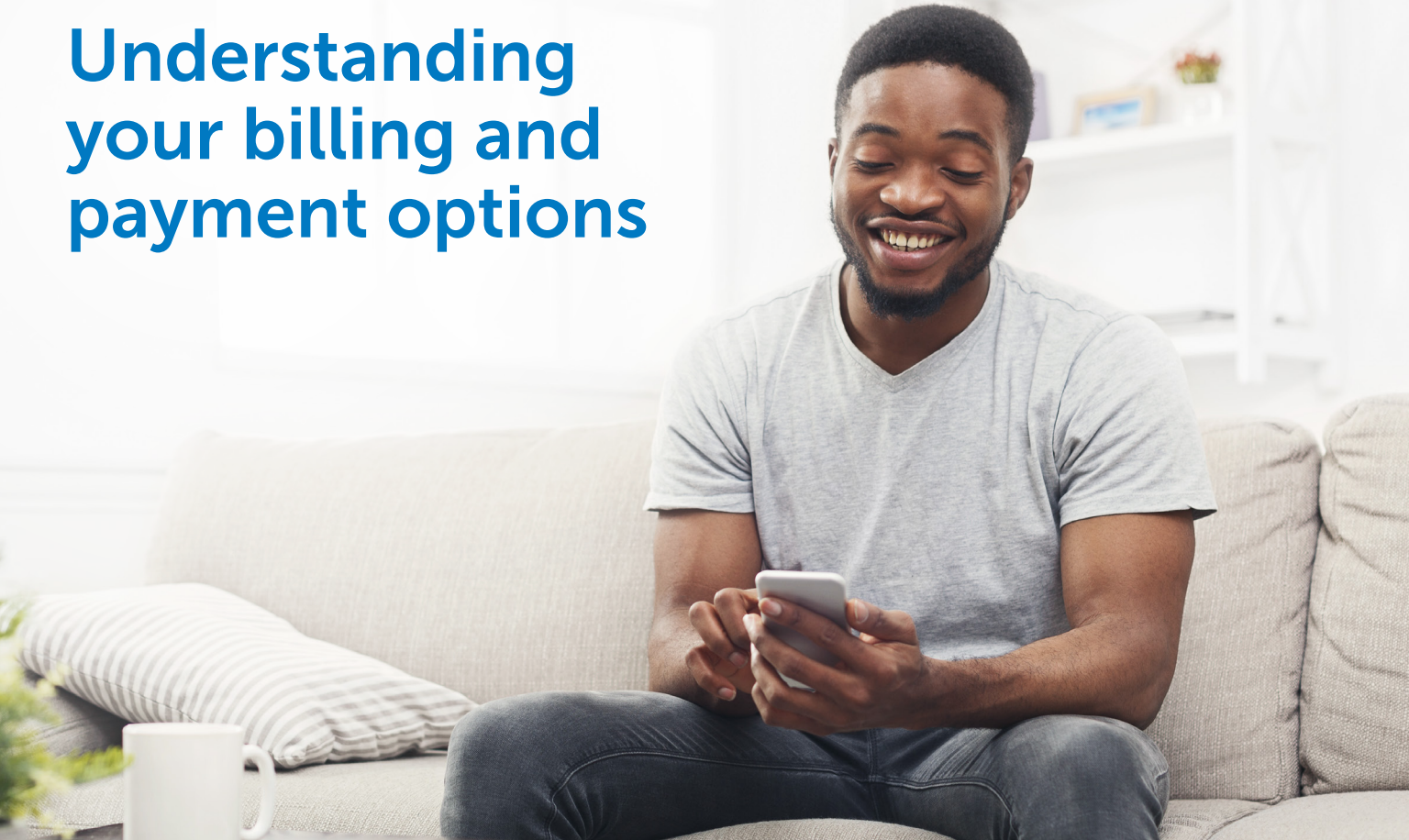
<b>7</b>	Service Charge	9.00
<b>8</b>	Energy Charge 691.02 kWh @ \$0.10818	74.75
<b>9</b>	Fuel and Purchased Energy	18.86
<b>10</b>	Capacity Revenue and Expense Adjustment	-0.07
<b>11</b>	Low-Income Affordability Program Surcharge	2.41
<b>12</b>	Minnesota Policy Adjustment	4.31
	Duluth Franchise Fee 3%	3.13
	Minnesota Sales Tax 6.875%	7.51
	St. Louis County Sales Tax 0.5%	0.54
	Duluth Sales Tax 1.5%	1.62
	<b>Total charge this period</b>	<b>122.06</b>



KWH ON Peak 127.75  
 KWH OFF Peak 392.12  
 KWH Super OFF Peak 98.59  
 The average KWH per day for this service is 20.6153333  
 For the same period last year, it was 21  
 The average daily cost for this service is \$3.90

**THIS IS A SAMPLE OF AN  
 AVERAGE CUSTOMER'S BILL.**

# Understanding your billing and payment options



Most customers' electric meters are read through automated or advanced meter reading. The communications system for these meters provides Minnesota Power with accurate monthly usage of your household or business.

You may experience an occasional estimated bill. We estimate your consumption based on historical usage. Actual readings subsequently correct any overcharge or undercharge that may result when an estimate must be made.

Visit [mnpower.com](https://www.mnpower.com) or call 1-800-228-4966 for more information.

## MyAccount

Take control of your energy use and save with MyAccount—a convenient and easy-to-use tool that lets you view and pay your bill online, track your energy use and set energy use goals.

**To get started, simply register at [mnpower.com/MyAccount](https://www.mnpower.com/MyAccount) with these four items:**

- The last 4 digits of the primary phone number listed on your account
- Name exactly as it appears on your bill
- Your 10-digit account number
- Your email address

## Payment Options

Minnesota Power offers convenient options to pay your bill:

- **Online** using a checking or savings account; or a credit, debit or ATM card with no transaction fees. Customers are encouraged to use MyAccount.
- **AutoPay** to setup automatic monthly payments.
- **Pay-in-Person** at Walmart and MoneyGram locations.
- **Mail** a check or money order. Do not mail cash.
- **Drop Boxes** available in Duluth and Little Falls only.

Visit [mnpower.com/PaymentOptions](https://www.mnpower.com/PaymentOptions) for more information.

## Budget Billing

Budget Billing levels out seasonal highs and lows on monthly electric bills. The budget amount is based on your past 24 months' usage divided into 24 equal payments. You pay the same amount for your electric service each month, so budgeting for monthly expenses is simplified. The current status of your budget billing account is shown on the reverse side of your bill.

- There is no charge for this service.
- The budget amount is reviewed annually.
- Customers with active budgets are automatically re-enrolled at the end of 12 months.
- Cancel at any time. Any outstanding balance is due immediately. If you have a credit balance, it can be applied to future bills or a refund check can be issued.
- If there are significant changes to your electric usage, contact Minnesota Power to discuss these changes.

**Note:** If there is a large credit or large balance owing on the account, we may adjust the budget amount at any time.



# The ups and downs of your bill

Residential electric bills follow surprisingly uniform patterns from year to year. When a bill is higher or lower than usual, you may have questions about the changes. There are many reasons why your use and cost of electric service may vary.

## Seasonal changes

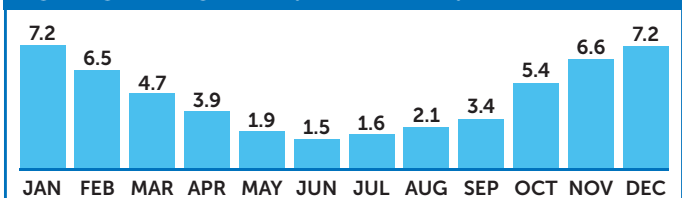
Energy usage tends to increase in the winter months as we turn up the heat or plug in space heaters. Lights also tend to be on longer in the winter months.

Similarly, running air conditioners, fans, and dehumidifiers in the summer months can increase your electric usage.

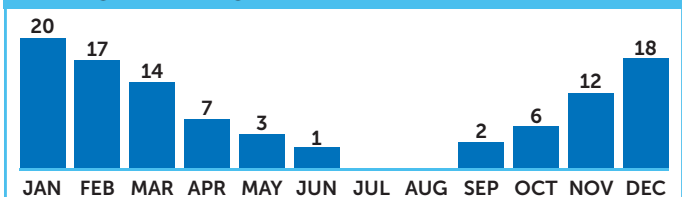
The charts to the right show average use factors for heating and lighting and how they vary seasonally.

Find tips for saving energy throughout the year at [mnpower.com/SeasonsofSavings](http://mnpower.com/SeasonsofSavings).

**Lighting:** Average hourly use each day



**Heating:** Percentage of use each month



## Usage during vacation

It's natural to expect your electric bill to decrease substantially when you're away from home. But while you're away, your refrigerator, freezer and water heater continue to operate—unless you turn them off. Also, your vacation schedule may not coincide with a billing period. Your reduced usage, therefore, would be spread over two bills. It's likely too that you'll use more electric energy getting ready for a vacation and when you return home again.

## Other reasons for change

- Your lifestyle may change, your family grows, you entertain more often or you have more houseguests.
- The age and condition of your appliances often affects their cost of operation.
- You may leave lights or appliances on unnecessarily, wasting electricity and affecting your bill.

Variations are caused by the length of the billing period. In general, for every day's difference in the billing period, your energy consumption increases or decreases by three percent.

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# Programs to help you save energy and money



## Home Energy Support

We can help you identify the details and see the big picture when it comes to your home's energy use. Use our do-it-yourself options to get started with ways to save energy, improve your home's comfort and lower your bill. Then, consider following up with an Advanced Home Energy Analysis (AHEA) with building diagnostics to find even more energy savings.

Visit [mnpower.com/HES](https://mnpower.com/HES)

## Rebates

Minnesota Power offers instant and mail-in rebates on appliances, heating and cooling equipment, and water heating equipment.

Visit [mnpower.com/Rebates](https://mnpower.com/Rebates)

## Appliance Recycling

Minnesota Power offers a reward for recycling your old refrigerator or freezer. We also pick it up and haul it away free of charge. Getting rid of an old refrigerator or freezer typically saves several hundred dollars over its lifetime. By properly recycling your old appliance with us you'll ensure that it doesn't end up in a landfill or wasting energy in another home.

Visit [mnpower.com/Recycling](https://www.mnpower.com/Recycling)

## Electric Vehicle Rate

Minnesota Power offers a discounted electricity rate for residential customers charging an electric vehicle (EV) during off-peak hours. Service under this off-peak rate is separately metered. There will be a cost to install the additional meter and a monthly service charge. We can visit your home to make sure your electric service is adequate and provide other information you'll need for working with a licensed electrician if you decide to install a fixed Level 2 charging station.

Check out [mnpower.com/EV](https://www.mnpower.com/EV)

## Renewable Source

Minnesota Power offers customers a chance to purchase more renewable energy. For a few dollars more a month based on your energy usage, you can reduce your carbon footprint with nothing to install or maintain. Choose between 25%, 50%, 75% or 100% renewable energy.

Visit [mnpower.com/RenewableSource](https://www.mnpower.com/RenewableSource)

## SolarSense

Minnesota Power's SolarSense program provides rebates to reduce the upfront costs of installing solar, helping make solar energy a more viable option for customers. SolarSense is available to customers installing a solar electric photovoltaic (PV) system. The program funds are awarded to customers on a first-come, first-served basis.

Visit [mnpower.com/SolarSense](https://www.mnpower.com/SolarSense)

# Energy-saving tools and tips

## Choose ENERGY STAR® lighting and appliances



Look for the ENERGY STAR label when shopping for appliances, lighting, and heating and cooling equipment. Products that have earned the ENERGY STAR label have met strict energy-efficiency requirements set by the U.S. Environmental Protection Agency and are third-party certified and tested.

## When not in use, turn it off ... or better yet, unplug it

Televisions, chargers, computers, gaming systems and other plug-in devices that are simply turned off can still use as much as half the energy they do when they're turned on.

## Replace furnace filters monthly

This will improve the efficiency of your furnace, extend its life and reduce dust in your home.

## Turn down the thermostat in the winter and turn it up in the summer

As a rule of thumb, for each one degree reduction in temperature in the winter you can save two percent or more on your heating and for each degree you raise the temperature in the summer, you can save three percent or more on cooling. You may want to consider installing a programmable thermostat.

## Plug air leaks in your home

Inexpensive foam strips and caulking can cut your heating and cooling loss by 10-25 percent.

## Use cold water

Wash your clothes in cold water as much as possible and only full loads. About 90 percent of the energy used is spent heating the water. Take the next step and install an ENERGY STAR qualified clothes washer.

## Clean refrigerator and freezer coils

For refrigerators, clean on a biannual basis and more often if you have animals. For freezers, clean more often if stored in dusty areas. You can also clean the coils on your window air conditioner and dehumidifier.

Visit [mnpower.com/ProgramsRebates](https://www.mnpower.com/ProgramsRebates) for additional energy-saving tips, tools and rebate information.





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**[mnpower.com](https://www.mnpower.com)**

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People who communicate in a language other than English can request translation services by calling Minnesota Power at 800-228-4966. We also offer a translation option at [mnpower.com](https://www.mnpower.com).  
Las personas que se comunican en un idioma distinto del inglés pueden solicitar servicios de traducción llamando a Minnesota Power al 800-228-4966. También ofrecemos una opción de traducción en [mnpower.com](https://www.mnpower.com).