

## 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 800.642.9082  
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  
218.824.1250 888.772.8212  
Tri-County Community Action Program\*  
218.829.2410

### Hubbard County:

Mahube-Otwa Community Action Partnership \*  
218.732.7204 800.450.1385  
Hubbard County Social Services  
218.732.1451 877.450.1451

### 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  
888.249.8879 (nights and weekends)  
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:

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  
320.216.4100 800.450.7463

### St. Louis County:

AEOA  
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

### Stearns County:

Tri-County Community Action Program  
320.251.1612 888.765.5597  
Stearns County Human Services  
320.656.6000 800.450.3663

### Todd County:

Todd County Social Services  
320.732.4500 888.838.4066

### Wadena County:

Mahube-Otwa Community Action Partnership  
218.632.3600  
Wadena County Human Services  
218.631.7605 888.662.2737

### Fond du Lac Reservation:

218.878.2658 800.365.1613

### Leech Lake Band of Ojibwe:

218.335.3783 866.864.8668

### Mille Lacs Band of Ojibwe:

Office of Energy and Emergency Services:  
320.532.7880

\*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, 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](http://www.mnpower.com/powerofone).



# A Helping Hand With Energy Bills



Rights and Responsibilities  
Under the Minnesota Cold Weather Rule



## 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.

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

### 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.

### 2018 Maximum Energy Assistance Program Income Guidelines

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

HH Size	Annual Income	3 Month Max.	HH Size	Annual Income	3 Month Max.
1	\$25,000	\$6,250	11	\$70,673	\$17,668
2	\$32,692	\$8,173	12	\$72,116	\$18,029
3	\$40,385	\$10,096	13	\$73,558	\$18,389
4	\$48,077	\$12,019	14	\$75,000	\$18,750
5	\$55,769	\$13,942	15*	\$77,638	\$19,409
6	\$63,462	\$15,865	16*	\$82,236	\$20,559
7	\$64,904	\$16,226	17*	\$86,834	\$21,708
8	\$66,346	\$16,586	18*	\$91,432	\$22,858
9	\$67,789	\$16,947	19*	\$96,030	\$24,007
10	\$69,231	\$17,307	20*	\$100,628	\$25,157

\*110% of Federal Poverty Guideline is greater

### 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.

## 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](http://www.mnpower.com/CustomerService/AssistancePrograms) to learn more.

### Fuel or Heating Assistance

[mn.gov/commerce/consumers/consumer-assistance/energy-assistance/](http://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 Social Service Agency listing on the reverse side or visit [www.mnpower.com/CustomerService/FuelAssistance](http://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](http://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.

## 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

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.