

# Utility bill payment assistance 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.

## What you need to do

1. Contact Otter Tail Power Company at 800-257-4044.
2. Make a payment plan.
3. Stick to your payment plan.

## Payment plan options

- Pay 10 percent of your household's gross monthly income toward your electric bill if your household income is below the state median household income or if you receive energy assistance.
- Make a payment plan with Otter Tail Power Company if your household income is above the state median household income.

## Right to appeal

If you and Otter Tail Power Company cannot agree on a payment plan, you have the right to appeal to the Minnesota Public Utilities Commission. Otter Tail Power Company will not disconnect your service during the appeal process.