

## **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, you may find it hard to pay your utility bills. Minnesota law protects these military personnel from disconnection if they cannot pay their utility bills in full.

### **What you need to do**

1. Contact us at 800-257-4044 or 218-739-8877.
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 our company cannot agree on a payment plan, you have the right to appeal to the Minnesota Public Utilities Commission. We will not disconnect your service during the appeal process.

