

# 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.

Contact the Minnesota Energy Assistance Program at 800-657-3710 as they help pay utility bills for qualified customers.

## Payment plan options

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

## Right to appeal

If we can't 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.

