

Avoiding Disconnection

Step-by-step guide to keep the lights on

1. **Contact your utility.** Don't put off or avoid a shut-off notice.
2. **Set up a payment plan.** Utilities are required to take into account your financial situation when setting up a plan to pay down past-due balances.
3. **Contact the Public Utilities Commission's Consumer Affairs Office (CAO)** if you can't come to an agreement with your utility on a payment plan. The CAO will act as a mediator between you and the utility to come to a plan that works for your household budget.
4. **Apply for Energy Assistance.** If you qualify, you can use funds to pay down past due balances and shave costs off your monthly bill. Apply online or request a paper application online at mn.gov/energyassistance
5. **See if your utility offers affordability programs.** If you qualify for Energy Assistance, you may qualify for programs offered through your utility to lower your monthly bill.
6. **Look into additional assistance programs and organizations** to offset the cost of your energy bills. Some organizations to look into:
 - Salvation Army
 - Community Service Agencies
 - Local houses of worship
 - Student Services
 - County Assistance

Visit cubminnesota.org/shutoff for more information.



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Call-In Energy Bill Consultations

CUB offers individual energy bill consultations to anyone in Minnesota free of charge. The average household saves \$150 in the first year. Households with higher energy bills can save much more.

You provide copies of your natural gas and electric bills, and CUB's expert staff will provide personalized recommendations about:

- ways to reduce energy consumption,
- programs and rebates,
- income-based assistance.



You can bring any questions or concerns about your household energy bills.

A consultation can be done via phone or video call, and it takes about 30 minutes.

Schedule a consultation today.

**Contact us at info@cubminnesota.org
or at 651-300-470.**



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Empowering Minnesota Consumers

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