

# UTILITY BILL HELP



## Contact your utility and set up a payment plan.

Do not agree to a payment plan if you do not think you will be able to keep it. Once you miss a payment, you may be subject to disconnection.

Everyone in Minnesota has legal protections, but there is no automatic prohibition on shutoffs, even in the winter. You must contact your electricity or natural gas provider and request a payment plan. Everyone has a legal right to a payment plan that considers their household financial circumstances and any extenuating circumstances. The utility must work one-on-one with each customer to arrange a schedule that will be affordable.

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### If you can't reach agreement, contact the MN Public Utilities Commission.

651-296-0406 | 1-800-657-3782 | [consumer.puc@state.mn.us](mailto:consumer.puc@state.mn.us)

Do not feel pressured to accept a payment plan offered by a utility if you can't afford it. Instead, contact the Consumer Affairs Office at the MN PUC. Their team will mediate between a customer and the utility on payment plans. The PUC has interpretation services available.



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### Contact the Citizens Utility Board with questions.

651-300-4701 | 844-646-6282 | [contact@cubminnesota.org](mailto:contact@cubminnesota.org)

CUB is a nonprofit consumer advocacy organization. They work with everyone in Minnesota, regardless of citizenship or immigration status (despite the organization's name). There is never a charge for CUB's services. CUB does not typically have interpretation available.



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