

Understanding your bill



AN ALLETE COMPANY

The following pages are designed to give you a detailed description of all the items on your Minnesota Power bill. If you have further questions about your electric bill or energy use, please call us at 1-800-228-4966.

Understanding your bill

- 1 Your personal **10-digit account number**.
- 2 The **Billing Summary** is your total amount due.
- 3 A summary of current and previous balances, payments received, and **billing period** for electric and non-utility charges. Additional details of charges are on page 2 of the bill.



Name: Customer ABC

1 Account: 0000000000 **Bill Date:** September 27, 2023

Please Pay \$106.61 **By** October 23, 2023

Questions To register an inquiry or complaint with a Minnesota Power representative, please call toll free (800) 228-4966, or write us at 30 W Superior St, Duluth, MN 55802-2191. To pay your bill by phone or online, call Speedpay at 1-866-228-0739 or visit our website at www.mnpower.com.

2 Billing Summary **Total Due** **\$106.61**

3 Billing Period
September 08, 2023 -
October 08, 2023

Electric.....	\$106.61	
Current Charges	\$106.61	
Previous Balance	\$99.12	
Payment on 9/14/2023 - Thank You!.....	-\$99.12	
Previous Balance & Adjustments	\$0.00	
Amount Due	\$106.61	\$0.00



- 4 The **graph** depicts a two-year record of your electric power (kilowatt-hour) use, as available.
- 5 The **Residential Service Rate** code identifies your classification of service. This example is of an average residential home.
- 6 **Total Usage** (kWh) used during a billing period.
- 7 **Service Charge** is the fixed monthly fee intended to cover the cost of connection to our system.
- 8 The amount you are **charged per kWh**. This is currently **\$0.09403**.
- 9 Income-eligible customers who have 1,000 kWh or less per month will receive an **Income- and Usage-Qualified Discount** on energy used each month up to 600 kWh. This means the energy charge for the first 600 kWh will be discounted by \$0.03761, making the energy charge \$0.05642.
- 10 The **Fuel and Purchased Energy** charge includes the cost of fuel used in our generation stations and power purchased from other energy providers when needed. Due to the varying costs of fuel, this line item will vary from month to month.
- 11 **The Low-Income Affordability Program Surcharge** recovers the costs of a rate affordability discount program for income-qualified residential customers.

- 12 The **Minnesota Policy Adjustment** includes policy-related costs such as conservation programs and system or resource investments. Items included in this adjustment are:

- **Conservation Improvement Program** – Our programs and services that promote Minnesota’s energy conservation and optimization policy.
- **Renewable Resources** - Additional renewable energy and transmission to deliver this energy to our system.
- **Transmission Cost Recovery** - New transmission facilities that are necessary for reliable delivery of the electricity to customers.
- **Solar Energy Adjustment** - Includes the cost and benefits of solar energy purchased to meet the state’s Solar Energy Standard. Because solar energy production will differ from month to month, this portion of the line item will vary.
- **Solar Renewable Resources** - Includes the costs associated with building and providing solar renewable energy on our system in addition to the solar energy we purchase. These costs are generally updated each year.

Name: Customer ABC
 Account: 000000000

Bill Number: 00000000000
 Bill Date: September 27, 2023

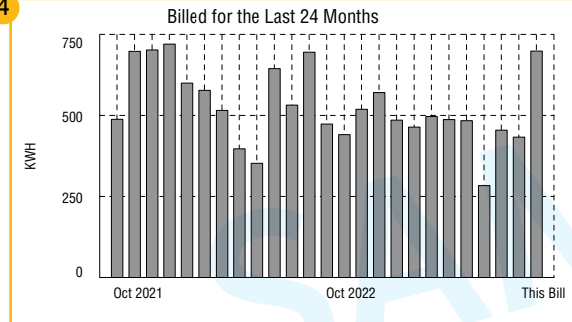
123 456TH ST
 DULUTH MN

5 Residential Service:: 20
 30 Days

Next Scheduled Meter Read: 11/09/2023

Meter #	Start Date	Start Read	Read Code	End Date	End Read	Read Code	6 Total Usage
000000	09/09/23	48422.62	Regular	10/09/23	49122.62	Regular	700 kWh used

4

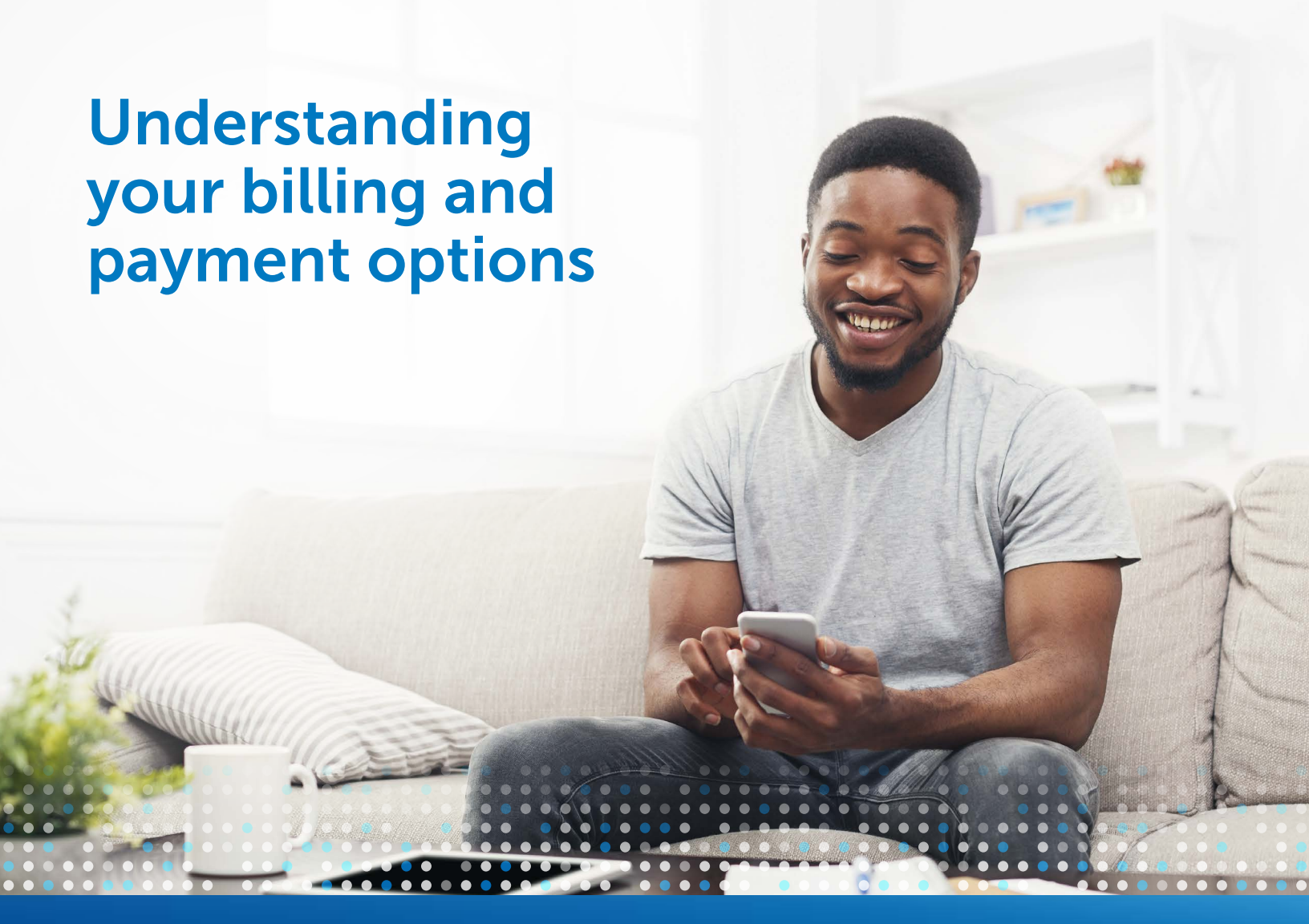


7

7	Service Charge	9.00
8	700 kWh @ \$0.09403	65.82
9	Income- and Usage-Qualified Discount 600 kWh @ \$-0.03761	-22.57
10	Fuel and Purchased Energy	32.45
11	Low-Income Affordability Program Surcharge	2.41
12	Minnesota Policy Adjustment	7.96
	Duluth Franchise Fee 3%	2.85
	Minnesota Sales Tax 6.875%	6.73
	St. Louis County Sales Tax 0.5%	0.49
	Duluth Sales Tax 1.5%	1.47
	Total charge this period	106.61

The average KWH per day for this service is 23.333333
 For the same period last year, it was 23
 The average daily cost for this service is \$3.55

Understanding your billing and payment options



Most customers' electric meters are read through automated or advanced meter reading. The communications system for these meters provides Minnesota Power with accurate monthly usage of your household or business.

You may experience an occasional estimated bill. We estimate your consumption based on historical usage. Actual readings subsequently correct any overcharge or undercharge that may result when an estimate must be made.

Visit [mnpower.com](https://www.mnpower.com) or call 1-800-228-4966 for more information.

MyAccount

Take control of your energy use and save with MyAccount—a convenient and easy-to-use tool that lets you view and pay your bill online, track your energy use and set energy use goals.

To get started, simply register at [mnpower.com/MyAccount](https://www.mnpower.com/MyAccount) with these four items:

- The last 4 digits of the primary phone number listed on your account
- Name exactly as it appears on your bill
- Your 10-digit account number
- Your email address

Payment Options

Minnesota Power offers convenient options to pay your bill:

- **Online** using a checking or savings account; or a credit, debit or ATM card with no transaction fees. Customers are encouraged to use MyAccount.
- **AutoPay** to setup automatic monthly payments.
- **Pay-in-Person** at Walmart and MoneyGram locations.
- **Mail** a check or money order. Do not mail cash.
- **Drop Boxes** available in Duluth and Little Falls only.

Visit [mnpower.com/PaymentOptions](https://www.mnpower.com/PaymentOptions) for more information.

Budget Billing

Budget Billing levels out seasonal highs and lows on monthly electric bills. The budget amount is based on your past 24 months' usage divided into 24 equal payments. You pay the same amount for your electric service each month, so budgeting for monthly expenses is simplified. The current status of your budget billing account is shown on the reverse side of your bill.

- There is no charge for this service.
- The budget amount is reviewed annually.
- Customers with active budgets are automatically re-enrolled at the end of 12 months.
- Cancel at any time. Any outstanding balance is due immediately. If you have a credit balance, it can be applied to future bills or a refund check can be issued.
- If there are significant changes to your electric usage, contact Minnesota Power to discuss these changes.

mnpower.com/CustomerService/BudgetBilling

Note: If there is a large credit or large balance owing on the account, we may adjust the budget amount at any time.



The ups and downs of your bill

Residential electric bills follow surprisingly uniform patterns from year to year. When a bill is higher or lower than usual, you may have questions about the changes. There are many reasons why your use and cost of electric service may vary.

Seasonal changes

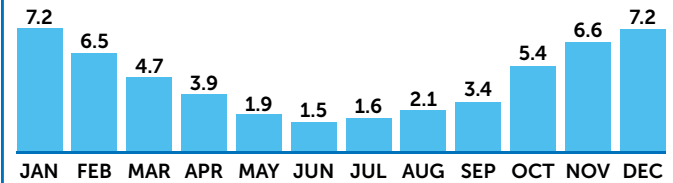
Energy usage tends to increase in the winter months as we turn up the heat or plug in space heaters. Lights also tend to be on longer in the winter months.

Similarly, running air conditioners, fans, and dehumidifiers in the summer months can increase your electric usage.

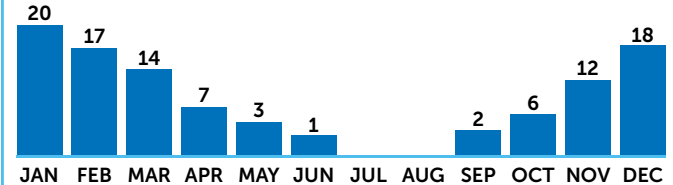
The charts to the right show average use factors for heating and lighting and how they vary seasonally.

Find tips for saving energy throughout the year at mnpower.com/SeasonsofSavings.

Lighting: Average hourly use each day



Heating: Percentage of use each month



Usage during vacation

It's natural to expect your electric bill to decrease substantially when you're away from home. But while you're away, your refrigerator, freezer and water heater continue to operate—unless you turn them off. Also, your vacation schedule may not coincide with a billing period. Your reduced usage, therefore, would be spread over two bills. It's likely too that you'll use more electric energy getting ready for a vacation and when you return home again.

Other reasons for change

- Your lifestyle may change, your family grows, you entertain more often or you have more houseguests.
- The age and condition of your appliances often affects their cost of operation.
- You may leave lights or appliances on unnecessarily, wasting electricity and affecting your bill.

Variations are caused by the length of the billing period. In general, for every day's difference in the billing period, your energy consumption increases or decreases by three percent.

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