

Helpful information

Billing questions or complaints

If you have any questions or concerns about your bill, please contact us prior to the bill due date, so we can help.

Register any inquiry or complaint at Minnesota Energy Resources, PO Box 19003, Green Bay, WI 54307-9003 or 800-889-9508.

You also can contact us for any of the following:

- Rate options and explanation of rates
- How to calculate or verify the accuracy of your bill
- Evaluating your energy use
- Energy efficiency efforts
- Updating your account information
- Billing and payment options
- A free customer information booklet

Contacting us

Phone: 800-889-9508
 Email: customerservice@minnesotaenergyresources.com
 Mail: PO Box 19001, Green Bay, WI 54307-9001
 Web: minnesotaenergyresources.com

Late payments

Your payment is considered late if it is not received by the Payment Due Date. Late payments in excess of \$10.00 are subject to a late payment charge of 1.5% monthly (18% annually) or \$1.00, whichever is greater.

Safety reminders

- If you smell natural gas, leave the premise immediately and call our 24-hour emergency service at **800-889-4970**.
- Call 811 at least two working days before you dig to have lines marked.

Minnesota Public Utilities Commission

As a natural gas utility, Minnesota Energy Resources is regulated by the Minnesota Public Utilities Commission (MPUC). You can learn more about the MPUC at mn.gov/puc.

*Importante: Esta información se refiere a su servicio y tarifas.
 Es posible que quiera una traducción.
 Llame al 800-889-9508 para pedir una traducción.*

Explanation of billing terms

Usage

BTU (British Thermal Unit) – A factor that converts gas volumes into the heating value of the gas.

CCF (100 Cubic Feet) – The volume of gas measured by your meter.

Therms – A measurement of the heat energy in natural gas that is used to calculate your charges. For billing, it's the volume of natural gas in CCFs multiplied by the heat factor (BTU).

Charges

Affordability Surcharge – A charge required by state law to fund the Gas Affordability Program, which provides assistance to low-income customers.

Base Gas Cost – The actual cost of the natural gas used.

Conservation Cost Recovery – A per-therm charge to recover costs of the Conservation Improvement Program, which encourages

customers to make energy efficient improvements.

Decoupling Adjustment – Within limits, allows for the recovery of lost revenue due to declining sales and requires credits in the event of excess sales.

Distribution Charge – The charge for the safe and reliable delivery of gas to customers.

Gas Supply Service – The costs for providing natural gas to our customers. This includes Base Gas Cost and Purchased Gas Adjustment charges.

Local Distribution Service – The charge for the safe and reliable delivery of natural gas to customers. It includes a Monthly Customer Charge and Distribution Charge.

Monthly Customer Charge – A monthly charge that helps cover the costs of providing service to customers. This includes equipment, billing and programs.

Purchased Gas Adjustment – An adjustment or rate change due to the cost of purchasing natural gas for customers.

Financial assistance

Energy Assistance Program (EAP) – Provides heating assistance grants to eligible customers. For assistance, call 800-657-3710.

Cold Weather Rule (CWR) – Protects you from unlawful shut offs during the winter months when you enter into a payment agreement with us. For more information, call Minnesota Energy Resources at 800-889-9508.

Gas Affordability Program (GAP) –

Additional energy assistance for recipients of the Low Income Energy Assistance Program.

HeatShare – A Salvation Army program that provides energy assistance to low-income families and individuals. Call 800-842-7279 to find the office that serves your area.