MINNESOTA PUBLIC UTILITIES COMMISSION

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News

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Visit eDockets (https://www.edockets.state.mn.us/EFiling) to see the official record for all Commission proceedings.

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Minnesota PUC and Commerce Dept. Continue Consumer Protections During COVID-19 Pandemic so Minnesotans Keep Their Homes Warm and Lights On

Joint Press Release

February 5, 2021 | Press Release

St. Paul, Minnesota — The Minnesota Public Utilities Commission and the Minnesota Department of Commerce continue to work on consumer protections during the COVID-19 pandemic emergency to assure Minnesotans can keep their homes heated and lights on. A PUC decision on February 4 refines the reporting required from investor owned utilities to ensure transparency and consistency.

PUC Commissioner Sieben said, “Minnesotans who cannot pay their utility bills, and might need extra help, should check eligibility for heating assistance, or other assistance programs. They should also contact their utility and set up a payment plan. If further assistance is needed, the Consumer Affairs Office mediators can help.” Consumers can contact the PUC Consumer Affairs Office at 651-296-0406, or 1-800-657-3782. Email at consumer.puc@state.mn.us (mailto:consumer.puc@state.mn.us).

“It is critically important, now more than ever, that we continue to keep Minnesotans safe in their homes, especially those experiencing difficulty paying heating bills because of the COVID-19 pandemic,” said Minnesota Department of Commerce Temporary Commissioner Grace Arnold.

Commerce oversees the Energy Assistance program, which provides income-qualifying households help with their bills. Last year, the energy assistance program helped nearly 118,000 Minnesota households keep their homes heated, with an average grant of about $500.

Consumers struggling to pay their heating bills can apply for the Energy Assistance Program, administered by the Minnesota Department of Commerce in partnership with service providers located throughout the state. Call 800-657-3710, and press 1, or go online: Commerce Department Energy Assistance Program (https://mn.gov/commerce/eap.jsp).

About the PUC:

The Minnesota Public Utilities Commission regulates three cornerstone service industries in Minnesota's economy; electricity, natural gas and telephone. The Commission's mission is to create and maintain a regulatory environment that ensures safe, adequate and efficient utility services at fair, reasonable rates consistent with State telecommunications and energy policies. It does so by providing independent, consistent, professional and comprehensive oversight and regulation of utility service providers. Learn more at mn.gov/puc (https://About%20the%20Department%20of%20Commerce)

About the Department of Commerce

Wherever you are in Minnesota, the Department of Commerce is with you every day. Whether you're filling up on gas, purchasing a home, working to reduce energy consumption or rebuilding after a disaster—we are with you, no matter what. The Minnesota Department of Commerce oversees more than 20 regulated industries, ensuring that Minnesota businesses are strong and Minnesota consumers are protected. Our mission is to protect the public interest, advocate for Minnesota consumers, ensure a strong, competitive and fair marketplace, strengthen the state's economic future and serve as a trusted public resource for consumers and businesses. Learn more at mn.gov/commerce (https://mn.gov/commerce).

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