



AN ALLETE COMPANY

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NEWS

SWL&P customers behind on their bills may qualify for new payment program

Superior, Wisconsin — As winter approaches and the pandemic continues, Superior Water, Light and Power is offering a new program to help residential customers facing financial challenges get caught up on their utility bills.

Approved by the Public Service Commission of Wisconsin, SWL&P's Arrears Management Program, or AMP, joins other payment options offered by the company to help residential customers pay off past-due utility bills. Customers with past-due balances of at least \$200 for 60 days or more on an electric, water or natural gas bill may be eligible for partial debt forgiveness from SWL&P if they set up and maintain a payment plan as part of the new program.

Eligible customers will make an AMP payment each month in addition to paying their regular monthly bill. After three months of on-time payments, SWL&P will match the AMP payment, reducing the total amount the customer owes over time.

Currently, there are no income qualifications to participate in AMP. However, beginning Jan. 1, 2022, the program will be available only to customers who qualify for fuel assistance.

"Customers who have fallen behind on their electric, water or natural gas bill are urged to contact us to see if they qualify for AMP or another payment plan," said Rob Sandstrom, SWL&P president. "We want to make sure customers are able to connect with available resources and find the best option for avoiding any disruption of their service. We're here to help."

To learn more about AMP, customers should visit www.swlp.com/AMP. The new AMP is in addition to other payment options, including budget billing and deferred payment arrangements, that SWL&P offers customers who fall behind on their bills. To learn more about these options as well as AMP, customers should call SWL&P at 1-800-227-7957 or 715-394-2200.

In addition to the payment arrangements offered by SWL&P, Energy Assistance Program funds are available in Wisconsin. Eligible residential customers are encouraged to apply for assistance or refer a family member or friend to these financial resources. Even if customers have applied before, additional money may be available. Call 1-800-506-5596 or visit <https://www.benefits.gov/benefit/1397> to learn more about energy assistance.

Superior Water, Light and Power provides electricity, water and natural gas in the city of Superior and adjacent areas in northwestern Wisconsin. The company has served the area since 1889 and provides services to approximately 15,000 electric customers, 13,000 natural gas customers and 10,000 water customers. More information can be found at www.swlp.com.

The statements contained in this release and statements that ALLETE may make orally in connection with this release that are not historical facts, are forward-looking statements. Actual results may differ materially from those projected in the forward-looking statements. These forward-looking statements involve risks and uncertainties and investors are directed to the risks discussed in documents filed by ALLETE with the Securities and Exchange Commission.

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