

March 31, 2020

Steve Kelley, Commissioner
Minnesota Department of Commerce
85 7th Place East, Suite 280
St. Paul, MN 55101

Katie Sieben, Chair
Minnesota Public Utilities Commission
121 7th Place East, Suite 350
St. Paul, Minnesota 55101

Dear Commissioner Kelley and Chair Sieben:

Regarding your “Responsive Measures to the Outbreak of COVID-19” letter of March 24, I want to assure you, the Governor, our members, and many interested stakeholders that Connexus Energy is being responsive to member (utility customer) needs during this time of peacetime emergency.

To our core Connexus is committed to the well-being and safety of our members and the communities we serve. Reliability of service delivery and member service ethics are an integral part of how all cooperatives operate. We exist to serve members.

Connexus Energy’s pandemic plan centers around our ability to maintain a high level of service during and beyond the duration of the Governor’s executive orders. Specific to your request, we are already operating consistent with these points:

- Cold Weather Rule (CWR) protections are extended as laid out in 216B.097 (electric cooperatives and municipal utilities) until May 15, 2020; extending two weeks beyond the date set within the recent federal executive order. If further extended, we will review the situation then.
- Residential members, who set up flexible payment arrangements during the extended CWR, will not be assessed late fees for the duration of the arrangement.
- Flexible payment arrangement plans for members requesting help during this time are based on the financial resources and circumstances of the member.

As a result, residential members are not being disconnected at this time. And we note that Connexus is about 91% residential class by customer count. We find that C&I accounts have unique needs given their situation. And so, our key accounts group is working with those accounts on a customized basis.

We appreciate state leadership in these times, and hope to work together on the “back side” of the pandemic to restore normalcy to what is wonderful about being Minnesotan.

Sincerely,

/S/ Gregory L Ridderbusch

Greg Ridderbusch
President & Chief Executive Officer