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April 3, 2020

Dear Commissioner Kelley and Chair Sieben:

Please consider this letter as Roseau Electric Cooperative's (REC) response to your March 24, 2020 memorandum requesting input on utility measures in response to the COVID-19 peacetime emergency.

Today, I find myself grateful for Minnesota's, and in particular, Governor Walz's decisive action concerning strategy used to protect the people of Minnesota during this pandemic. While even in far-northern Minnesota restaurants are closed and many of us are working from home as we comply with EO 20-20, I am constantly asking myself how we can be of better service to our utility members. One of the ways my employees and I are doing this, is by patronizing our local restaurants and bars with take-out orders to keep them afloat during tough economic times. Another way is by grouping employee donations in a gift to local food shelves.

In direct response to the three commitments requested in your letter, and after careful consultation with my member-elected, local governing board, REC intends to do all we can to support all of our members, but especially those affected economically by this pandemic in the following ways:

- 1) REC will extend "Cold Weather Rule" (216B.097) protections indefinitely—through the Governor's peacetime emergency.
- 2) REC will automatically waive any late fees to members who qualify under "Cold Weather Rule" protection (specifically those at or below the 50 percent median income level), and furthermore, will reverse late fees for members who do not qualify under the rule, but demonstrate hardship due to the pandemic.
- 3) As we always do, REC will arrange payment plans for any and all of our members during this time, based on the financial situation of the individual member.

I realize, as Governor Walz shared in his 1pm update just today, that these are unprecedented times and that as the situation changes, so will our strategy. This letter outlines our responses today—tomorrow may require a new strategy!

Sincerely,

A handwritten signature in black ink that reads 'Tracey A. Stoll'.

Tracey A. Stoll
General Manager

Roseau Electric Cooperative is committed to providing its member-owners low cost, high quality, safe and reliable electricity with friendly, efficient and knowledgeable service.