



505 Nicollet Mall
PO Box 59038
Minneapolis, MN 55459-0038

March 31, 2020

Mr. Will Seuffert
Executive Secretary
Minnesota Public Utilities Commission
121 7th Place East, Suite 350
St. Paul, MN 55101-2147

Jessica Burdette
Minnesota Department of Commerce
85 7th Place East, Suite 280
St. Paul, MN 55101

**RE: In the Matter of an Inquiry into Actions by Electric and Natural Gas Utilities in
Light of the COVID-19 Pandemic Emergency**

Docket No. E,G-999/CI-20-375

Dear Mr. Seuffert and Ms. Burdette:

CenterPoint Energy Resources Corp., d/b/a CenterPoint Energy Minnesota Gas (“CenterPoint Energy” or the “Company”) respectfully submits this response to the March 25, 2020, letter from the Minnesota Public Utilities Commission and Department of Commerce regarding “Responsive Measures to the Outbreak of COVID-19.”

In the letter, the agencies request utilities to commit to three voluntary actions for the duration of the national security or peacetime emergency caused by the COVID-19 outbreak:

- 1) Extend protections of Minnesota’s Cold Weather Rule (“CWR”) provided under Minnesota Statutes section 216B.096 by restricting disconnection of residential customers for non-payment of utility bills and reconnecting customers who have been disconnected;
- 2) Waive late fees that any residential or small business customer incurs because of the economic circumstances related to the coronavirus pandemic; and
- 3) Arrange payment plans for customers requesting help during this time that are based on the financial resources and circumstances of the customer.

The Company responds to each request below.

I. Extend Protection of Minnesota's CWR

The Company ceased disconnecting residential customers for non-payment earlier this month and will continue to suspend residential disconnections for non-payment for the duration of the national security or peacetime emergency in Minnesota, declared via Executive Order 20-01 issued March 13, 2020, by Governor Tim Walz.

II. Waive Late Fees for Residential and Small Business Customers

Similarly, the Company began waiving late fees for residential and small business customers earlier this month and will continue waiving late fees for these customers during this crisis.

III. Arrange Payment Plans Based on Financial Circumstances

To mitigate the hardship caused by the emergency, the Company will continue to arrange payment plans for customers requesting help during this time based on the financial resources and circumstances of the customer.

IV. Conclusion

The Company notes that the temporary practices described herein require certain deviations from our tariff, such as the specified late payment charges for delinquent amounts.¹ The Company will suspend the implicated tariff parameters during the time emergency measures are in place, and will revert to normal practice per the tariff when the peacetime emergency has been lifted.

CenterPoint Energy is committed to supporting our customers, communities, and employees during this unprecedented emergency and we thank the Commission and the Department for their letter dated March 25, 2020. Please feel free to contact me at 612-321-4625 or amber.lee@centerpointenergy.com with any questions.

Sincerely,

/s/ Amber S. Lee

Amber S. Lee
Director, Regulatory Affairs

C: Service List

¹ See e.g. Residential Sales Service, Section V, Interim Fifteen Revised Page 1.

CERTIFICATE OF SERVICE

Erica Larson served the above Letter of CenterPoint Energy to all persons at the addresses indicated on the attached list by having the document delivered by electronic filing.

/s/ Erica Larson
Erica Larson
Regulatory Analyst
CenterPoint Energy

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Generic Notice	Commerce Attorneys	commerce.attorneys@ag.state.mn.us	Office of the Attorney General-DOC	445 Minnesota Street Suite 1400 St. Paul, MN 55101	Electronic Service	Yes	OFF_SL_20-375_Official
Sharon	Ferguson	sharon.ferguson@state.mn.us	Department of Commerce	85 7th Place E Ste 280 Saint Paul, MN 551012198	Electronic Service	No	OFF_SL_20-375_Official
Generic Notice	Residential Utilities Division	residential.utilities@ag.state.mn.us	Office of the Attorney General-RUD	1400 BRM Tower 445 Minnesota St St. Paul, MN 551012131	Electronic Service	Yes	OFF_SL_20-375_Official
Will	Seuffert	Will.Seuffert@state.mn.us	Public Utilities Commission	121 7th PI E Ste 350 Saint Paul, MN 55101	Electronic Service	Yes	OFF_SL_20-375_Official