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March 26, 2020

To: State of Minnesota, DOC and PUC

Re: Responsive Measures to the Outbreak of COVID-19

As requested in the email from the PUC dated March 25, 2020, Worthington Public Utilities has implemented the following voluntary measures:

- I. We have extended the protections of Minnesota's Cold Weather Rule provided under Minnesota Statute 216B.097 through at least May 15, 2020. We have also expanded the protections to include municipal water service.
- II. We are waiving the application of all late fees for the duration of the emergency declaration.
- III. As required by Minnesota's Cold Weather Rule, Worthington Public Utilities will arrange payment plans with customers based on the financial resources and circumstances of the customer.

Sincerely,

A handwritten signature in black ink, appearing to read "S. Hain", is written over a horizontal line.

Scott Hain
General Manager