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April 2, 2020

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

RE: Responsive Measures to the Outbreak of COVID-19
Docket No. E,G999/CI-20-375

Dear Mr. Seuffert:

Thank you for the opportunity to share Greater Minnesota Gas, Inc.'s (GMG's) efforts to assist its customers during the peacetime emergency surrounding the coronavirus pandemic. GMG has instituted proactive measures to comply with the related executive orders and to keep its customers, employees, and business colleagues safe during these uncertain times while still assuring the provision of safe, reliable, affordable natural gas.

GMG commits to the voluntary actions requested by the Commission and the Department of Commerce for the duration of the national security or peacetime emergency, including:

1. Extending the protections of Minnesota's Cold Weather Rule related to restricting disconnection of residential customers for non-payment of utility bills and governing reconnection of the same;
2. Waiving late fees for residential and small business customers incurred because of the economic circumstances related to the coronavirus pandemic; and,
3. Arranging payment plans for customers requesting help during this time based on the financial resources and circumstances of the customers.

GMG remains committed to its historical approach of working closely with individual customers at risk for disconnection to develop mutual solutions based on their individual circumstances. Please do not hesitate to contact me should have any questions or require additional information.

Sincerely,

GREATER MINNESOTA GAS, INC.

s/
Kristine A. Anderson
Corporate Attorney