



Minnesota Valley Electric Cooperative  
Your Touchstone Energy® Cooperative 

125 Minnesota Valley Electric Drive | Jordan, MN 55352  
952.492.2313 | 800.282.6832 | Fax 952.492.8281

[www.mvec.net](http://www.mvec.net) | [info@mvec.net](mailto:info@mvec.net)

April 2<sup>nd</sup>, 2020

The Honorable Steve Kelley  
Commissioner  
Minnesota Department of Commerce  
85 7<sup>th</sup> Place East, Suite 280  
St. Paul, MN 55101

The Honorable Katie Sieben  
Chair  
Minnesota Public Utilities Commission  
121 7<sup>th</sup> Place East, Suite 350  
St. Paul, MN 55101

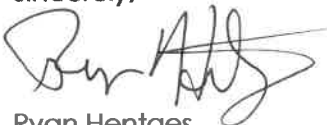
Dear Commissioner Kelley and Chair Sieben:

Minnesota Valley Electric Cooperative (MVEC) is submitting this letter in response to your March 24, 2020 memorandum regarding utility measures in response to the Covid-19 emergency.

We at MVEC share your concern for our fellow Minnesotans during this difficult time, and we commend the Governor for his decisive action to protect the state from this unseen but deadly threat. Importantly, as a nonprofit provider of essential electric service, we will continue to put the needs and welfare of our member owners first during this emergency.

Regarding the three commitments requested in your letter, we at MVEC intend to do all we can to continue providing uninterrupted electric service to our member owners during this emergency. Specifically and consistent with the Cold Weather Rule protections in Minnesota Statutes, Section 216B.097, MVEC intends at a minimum to: (1) refrain from residential customer disconnections, and to reconnect any previously disconnected residential customers as part of a reasonable payment plan that reflects the financial circumstances of the customer and the hardships caused by the pandemic; (2) waive late fees that any residential or small business customer incurs because of economic circumstances related to the coronavirus pandemic; and (3) arrange payment plans for customers requesting help during this time based on the financial resources and circumstances of the customer.

Sincerely,



Ryan Hentges  
CEO

Integrity | Accountability | Innovation | Commitment to Community

*This institution is an equal opportunity provider and employer*