

As recommended by the Minnesota Municipal Utilities Association, Minnesota Public Utilities Commission, and following the example of other electric and water utilities, the City of Elbow Lake is modifying the utility disconnect policy in response to the COVID-19 pandemic. The City will modify the disconnect policy as follow for the duration of the State of Minnesota Peacetime emergency.

- The City of Elbow Lake will extend Cold Weather Protection, for those who are qualified.
- The City of Elbow Lake will postpone disconnection due to delinquent accounts for those that suffer hardship due to COVID-19. This shall not however affect the utility's ability to disconnect a customer's service for public safety concerns unrelated to non-payment of services.
- The City of Elbow Lake will waive late fees that any residential or small business customer incurs because of the economic circumstances related to the coronavirus pandemic.
- The City of Elbow Lake will arrange payment plans with customers who request help during this time that is based on the financial resources and circumstances of the customer.

- The City of Elbow Lake will require some form of documentation to show that hardship occurred due to COVID-19.
- The City of Elbow Lake will continue with utility disconnects as usual for those who are delinquent but do not qualify for Cold Weather Protection or who have not shown hardship due to COVID-19. However, The City of Elbow Lake, will use discretion and we will error on the side of compassion when it comes to disconnecting such customers.
- The City of Elbow Lake will continue to hand out disconnect notices, even to those who qualify for Cold Weather Protection or are able to show hardship, because a disconnect notice may be needed to allow the county or other agencies to give out crisis funds.
 - Please do not hesitate to call City Hall at 218-685-4483 with any questions that you might have. We will do everything we can to answer your questions and provide our customers resources that may be able to help during these extraordinary times!

Adopted March 26, 2020

Submitted by,

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