



## Kandiyohi Power Cooperative

Your Touchstone Energy® Partner 

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*The power of human connections*

Dear Commissioner Kelley and Chair Sieben:

Kandiyohi Power Cooperative is submitting this letter in response to your March 24, 2020 memorandum regarding utility measures in response to the Covid-19 emergency.

We at Kandiyohi Power Cooperative 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 Kandiyohi Power Cooperative 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 Kandiyohi Power Cooperative will refrain from residential customer disconnections, has waived late fees that any residential or small business customer incurs because of economic circumstances related to the coronavirus pandemic; and as always continue to work with our members on payment arrangements that are equitable and sustainable during this time. We do not have any disconnected members.

Sincerely,

*Diane Maurice*

Diane Maurice  
Customer Services Manager