

March 25, 2020

To: State of Minnesota, DOC and PUC

Re: Responsive Measures to the Outbreak of COVID-19

Regarding EDocket G999/CI-20-375, we have been, and currently are, operating under all your voluntary actions I-III (as copied below) in working with our customers in this crisis time.

- I. Extend the protections of Minnesota's Cold Weather Rule provided under Minnesota Statutes sections 216B.096 (public utilities), 216B.097 (electric cooperatives and municipal utilities) and 216B.16, subdivisions 12 and 12a (small gas utility and small electric utility, respectively) by restricting disconnection of residential customers for non-payment of utility bills and reconnecting customers who have been disconnected for the duration of the national security or state peacetime emergency. This request shall not affect the utility's ability to disconnect a customer's service for public safety concerns unrelated to non-payment of services;
- II. Waive late fees that any residential or small business customer incurs because of the economic circumstances related to the coronavirus pandemic.
- III. Arrange payment plans for customers requesting help during this time that is based on the financial resources and circumstances of the customer.

Thank you,



Theresa Slominski
Administrations Director