




**Customer Service Division**  
*Public Works & Utilities Department*

 218-730-4050

520 Garfield Avenue  
Duluth, Minnesota 55802

On March 13, 2020, ComfortSystems, (Duluth Public Works and Utilities) has enacted the following Responsive Measures to the Outbreak of COVID-19. The measures taken thus far will extend throughout the peacetime emergency. ComfortSystems customers will not have to worry about disconnection of their utility service during this time. ComfortSystems will work with affected customers and the following voluntary actions for the duration of the national security or peacetime emergency:

- I. ComfortSystems has extend the protections of Minnesota's Cold Weather Rule for both Gas and Water provided under Minnesota Statutes: by restricting disconnection of residential customers and small business's 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. ComfortSystems will waive late fees that any residential or small business customer incurs because of the economic circumstances related to the coronavirus pandemic.
- III. ComfortSystems will arrange payment plans for customers requesting help during this time based on the financial resources and circumstances of the customer. Customers will still be responsible for all utility charges and will have to eventually bring their account balances current through a payment plan.
- IV. ComfortSystems will continue to respond to all Gas, Water and Carbon Monoxide emergencies to ensure the safety of our customers.



The City of Duluth is an Equal Opportunity Employer.