

From: [Seuffert, Will \(PUC\)](#)
To: [Benson, Robin \(PUC\)](#)
Subject: FW: Responsive Measures to the Outbreak of COVID-19
Date: Thursday, March 26, 2020 11:15:51 AM

From: Tonette VanEsch <Tonette.VanEsch@owatonnautilities.com>
Sent: Thursday, March 26, 2020 11:12 AM
To: Burdette, Jessica (COMM) <jessica.burdette@state.mn.us>; Seuffert, Will (PUC) <will.seuffert@state.mn.us>
Cc: Roger Warehime <Roger.Warehime@owatonnautilities.com>; Chris Schoenherr (cp.schoenherr@smmpa.org) <cp.schoenherr@smmpa.org>
Subject: Responsive Measures to the Outbreak of COVID-19

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Good morning Jessica and Will-

During this difficult time our great state of Minnesota faces I assure you Owatonna Public Utilities will do the following:

- Suspend customer shut-offs
- Reconnect customers who may have been previously disconnected
- Waive all late fees
- Continue to work with customers on payment arrangements

If you have any questions please feel free to contact me if needed, thank you.

In Solidarity,

Toni Van Esch

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