

**From:** [Seuffert, Will \(PUC\)](#)  
**To:** [Benson, Robin \(PUC\)](#)  
**Subject:** FW: Requested feedback on Disconnect  
**Date:** Thursday, March 26, 2020 12:04:17 PM

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**From:** Brad Roos <bradr@marshallutilities.com>  
**Sent:** Thursday, March 26, 2020 11:40 AM  
**To:** Seuffert, Will (PUC) <will.seuffert@state.mn.us>  
**Subject:** Requested feedback on Disconnect

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Will:

I tried but failed to provide this input via your efilng process. Oh well, here it is.

The Marshall Municipal Utilities (MMU) agrees to three (3) suggestions from the MPUC and DOC regarding not disconnecting, and waiving late fees. We always not just now work with any customer for a payment plan in the event they are unable to make payment for service in the normal time allowed (monthly).

We initiated this March 18, 2020. We plan to continue till mid-year. We will re-evaluate in June.

Please reply with your acknowledgement of this emailed response.

## **Brad Roos**

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Marshall Municipal Utilities  
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