




Wright-Hennepin
Cooperative Electric Association

A Touchstone Energy Cooperative 

April 1, 2020

The Honorable Steve Kelley
Commissioner
Minnesota Department of Commerce
85 7th Place East, Suite 280
St. Paul, MN 55101

The Honorable Katie Sieben
Chair
Minnesota Public Utilities Commission
121 7th Place East, Suite 350
St. Paul, MN 55101

Dear Commissioner Kelley and Chair Sieben:

Thank you for your letter of March 25, 2020 asking Wright-Hennepin Cooperative Electric Association (WH) to share steps we've taken as "Responsive Measures to the Outbreak of COVID-19."

Specifically, Wright-Hennepin has:

- Suspended all disconnections for non-payment indefinitely. (As of this writing, there are no current disconnections for non-payment for any residential member.)
- Suspended late fees indefinitely for members who have incurred negative economic circumstances related to the coronavirus pandemic.
- As a standard practice, WH regularly offers, arranges and implements payment plans with our members. WH has a long record of working flexibly and successfully with our members to resolve delinquent bills.

In such a challenging time, it's important to remember and recognize the distinct advantages of the cooperative business model, particularly in the area of member responsiveness. When taking a service or billing call, WH staff are responding not to "customers" but to member-owners. Consequently, the nature of our relationship with those we serve is fundamentally different than one that exists between an Investor-Owned Utility and its ratepayers. Please know that, now more than ever, WH is committed to honoring that relationship and supporting our members through this difficult time.

Sincerely,


Tim Sullivan
President and CEO

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This Cooperative is an equal opportunity provider and employer.