



Northwestern
Wisconsin Electric Company

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Minnesota Department of Commerce

RE: PUC/DOC COVID-19

DOCKET E, G999/CI-20-375

Northwestern Wisconsin Electric Company is taking the following measures in response to the above order.

I. NWE will extend the Cold Weather Rules and cease all disconnections for non-payment during the health emergency until directed otherwise by the MPUC. NWE does not have any Minnesota customers that are currently disconnected for non-payment.

II. NWE has begun waiving late fees on all customer classes during the health emergency and will continue until directed otherwise by the MPUC.

III. NWE commits to working out payment plans with all customers that meet their needs during the health emergency until directed otherwise by the MPUC.

Jodi Schinzing

Billing Supervisor