

Proctor Public Utilities

100 Pionk Drive ! Proctor, Minnesota 55810
(218) 624-4055 ! www.proctormn.gov

March 31, 2020

To: State of Minnesota, DOC and PUC

Re: Responsive Measures to COVID-19 (Docket E, G999/CI-20-375)

Proctor Public Utilities is a municipal utility providing water and electric service to the approximately 3,000 residents of Proctor, Minnesota. Oversight and regulation of Proctor Public Utilities is provided by three commissioners, each appointed by the Proctor City Council for staggered three-year terms.

Proctor Public Utilities values its customers and takes its responsibility to serve its community seriously, particularly in this uncertain time. While Proctor Public Utilities is not regulated by the Minnesota Public Utilities Commission, it is pleased to provide this update on measures it is taking to support customers as the community takes precautions to prevent the spread of COVID-19.

In March, the City of Proctor and Proctor Public Utilities implemented their Emergency Response Plan and took measures to protect employees by closing all city offices to the public. Utility customers are able to pay their bill online at www.proctormn.gov, through the app, by mail or customers are able to place payments in a 24 hour drop box at the City Hall building.

The Proctor Public Utilities Commission also temporarily enacted the following guidelines for residential and business customer accounts, effective with the April 2020 billing cycle for service in March 2020 and continuing for a time period TBD by Proctor Public Utilities:

- Proctor customers will not be disconnected from water or electric utilities for non-payment
- Late fees will not be charged to customer accounts
- Late fees already incurred are still the responsibility of the customer
- Disconnect notices will continue to be sent to customers with past due accounts who have not entered into a mutually agreeable payment plan, as a reminder that incurred charges will still need to be paid
- At the conclusion of this TBD time period, customers will be required to set up a payment plan to satisfy past due account balances. **Depending on circumstances**, these payment plans will not exceed three months in length. Failure to set up a payment plan at that point will result in disconnection.

Customers are encouraged to call the Proctor Public Utilities Commission by phone at 218-624-4055 or by email at PUC@proctormn.gov if they have any questions or concerns. The Proctor Public Utilities Commission reserves the right to adjust these guidelines at any time.

Sincerely,

Charliene Jones

Charliene Jones
Commission Secretary