

March 27, 2020

To: State of Minnesota, DOC and PUC

Re: Responsive Measures to the Outbreak of COVID-19

Regarding EDocket G999/CI-20-375, when Governor Walz enacted Executive Order 20-1 we started reviewing our operating policies. On March 23, 2020 we temporarily changed our operating procedures to coincide with your voluntary actions in working with our customers during this time of crisis.


Those voluntary actions are:

Extend the protections of the Minnesota's Cold Weather Rule provided under Statutes section 216B.097 (electric cooperative and municipal utilities), by restricting disconnection of residential customers for non-payment of utility bills. This request shall not affect the utilities ability to disconnect a customer's service for public safety concerns unrelated to non-payment of services.

Waive late fees and penalties, arising after this order was put in place,

Arrange payment plans for customers requesting help during the time.

Thank you,



Charles Heins
Superintendent