



618 South 2nd Street
P.O. Box 1048
Virginia, Minnesota 55792

Virginia Public Utilities

Phone: 218-748-7540
Fax: 218-748-7544
www.vpuc.com

March 31, 2020

Mr. Will Seuffert
Executive Secretary
Minnesota Public Utilities Commission
121 7th Place East, Suite 350
St. Paul, MN 55101

Ms. Jessica Burdette
Energy Regulation & Planning Manager
Minnesota Department of Commerce
85 7th Place East, Suite 280
St. Paul, MN 55101

Dear Mr. Seuffert and Ms. Burdette:

Per the request of Chair Katie Sieben and Commissioner Steve Kelley, below is our response to your request for us to commit to taking voluntary actions to work with affected customers for the duration of this outbreak.

- As it is our standard practice to follow the Cold Weather Rule the entire year, we will continue to do so throughout this pandemic.
- As an integral aspect of the Cold Weather Rule, we strongly encourage customers to contact us regarding payment arrangements that are mutually acceptable. We will extend terms for those who are facing financial hardship resulting from the coronavirus pandemic.
- We have suspended disconnections for residential and commercial customers who work within the criteria of the Cold Weather Rule and who are facing financial hardship resulting from the coronavirus pandemic.
- For the safety of our employees and our customers, we have suspended all non-emergency customer site visits.
- Effective April 1, 2020, we will waive late payment charges for residential and commercial customers who are affected by the coronavirus pandemic.
- Lastly, the Cold Weather Rule requires both the Utility and its customers to be in communication. The Utility will remain available for customers to reach out to us with their concerns and challenges. We would expect, in turn, that those who need our assistance will help us help them.

We appreciate the opportunity to respond to your request.

Please contact Bill Hafdahl at bhafdahl@vpuc.com or (218) 748-2112 if there are any questions regarding this submission.

Sincerely,

William H. Hafdahl
VPUC Assistant General Manager