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Sent: Wednesday, April 01, 2020 10:45 AM

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Subject: Wild Rice Electric Cooperative, Inc Response

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Dear Commissioner Kelley and Chair Sieben:

Wild Rice Electric Cooperative, Inc is submitting this letter in response to your March 24, 2020 memorandum regarding utility measures in response to Covid-19 emergency.

We at Wild Rice Electric Cooperative, Inc share your concern for our fellow Minnesotans during this difficult time and commend the Governor for his decisive action to protect the state from this unseen but deadly threat. Importantly, as a nonprofit provider of essential electric service, we will continue to put the needs and welfare of our member owners first during this emergency.

Regarding the three commitments requested in your letter, we at Wild Rice Electric Cooperative intend to do all we can to continue providing uninterrupted electric service to our member owners during this emergency. Specifically and consistent with the Cold Weather Rule protections in Minnesota Statutes, Section 216B.097, Wild Rice Electric Cooperative intends to at a minimum: (1) refrain from residential customer disconnections, and to reconnect any previously disconnected residential customers as part

of a reasonable payment plan that reflects the financial circumstances of the customer and the hardships caused by the pandemic;
(2) waive late fees that any residential or small business customer incurs because of economic circumstances related to the coronavirus pandemic; and (3) arrange payment plans for customers requesting help during this time based on the financial resources and circumstances of the customer.

In addition, Wild Rice Electric Cooperative did have ten members disconnected prior to the pandemic notification. One was for a meter theft situation to be handled differently. Attempts are, or will, be made to contact the others in an effort to make arrangements to reconnect their services if so desired. Our concern is proper notification for safety purposes before power is restored and they are made aware.

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