




SIoux VALLEY
ENERGY

A Touchstone Energy® Cooperative 

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April 1, 2020

Dear Commissioner Kelley and Chair Sieben:

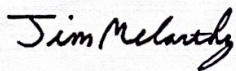
Sioux Valley Energy is submitting this letter in response to your March 24, 2020 memorandum regarding utility measures in response to the Covid-19 emergency.

We at Sioux Valley Energy share your concern for our fellow Minnesotans during this difficult time, and we 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 Sioux Valley Energy 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, Sioux Valley Energy intends at a minimum to: (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.

Sioux Valley Energy's goal will be to avoid a disconnection of residential accounts. We will continue to work with each member who falls behind on their electric bill in the attempt of either establishing a payment plan or connecting them to assistance resources.

Cooperatively yours,



Tim McCarthy
CEO/General Manager

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Sioux Valley Energy is an equal opportunity provider and employer.