

---

**From:** Barb Berghorst <bberghor@cityofluverne.org>  
**Sent:** Monday, March 30, 2020 1:53 PM  
**To:** Burdette, Jessica (COMM) <jessica.burdette@state.mn.us>; Seuffert, Will (PUC) <will.seuffert@state.mn.us>  
**Cc:** Deb Birgen <Deb.Birgen@mrenergy.com>; Derek Bertsch <derek.bertsch@mrenergy.com>; patrick baustian <pbaustian@cityofluverne.org>; John Call <jcall@cityofluverne.org>  
**Subject:** RE: DOC/PUC Request for Information re COVID-19

**This message may be from an external email source.**

Do not select links or open attachments unless verified. Report all suspicious emails to Minnesota IT Services Security Operations Center.

---

In response to the request for information about our utility customers and ability to pay due to the COVID-19 outbreak, the City of Luverne utilities have implemented the following:

1. Late fees will be waived for all customers during the period of the emergency.
2. Customers will not be disconnected due to non-payment during the period of the emergency.
3. We will continue to work with customers by making payment arrangements.
4. The Luverne Economic Development Authority is evaluating a program that would offer a stop-gap utility grant for local business operations that have been asked to close during the emergency. Details to follow.

Thank you for the information provided.

Barbara J. Berghorst  
Finance Director

---

**From:** Deb Birgen <[Deb.Birgen@mrenergy.com](mailto:Deb.Birgen@mrenergy.com)>  
**Sent:** Monday, March 30, 2020 1:22 PM  
**To:** Deb Birgen <[Deb.Birgen@mrenergy.com](mailto:Deb.Birgen@mrenergy.com)>; Derek Bertsch <[derek.bertsch@mrenergy.com](mailto:derek.bertsch@mrenergy.com)>  
**Subject:** DOC/PUC Request for Information re COVID-19

Dear Minnesota Members and Associates:

As indicated in the State Legislative that was emailed earlier today, on March 25, the Minnesota Department of Commerce and Public Utilities Commission (the "Agencies") sent all Minnesota

electric and gas utilities the attached letter relating to Responsive Measures to the Outbreak of COVID-19. The Agencies are requesting utilities commit to work with affected customers and communities by undertaking a number of voluntary actions, including extending application of the Cold Weather Rule, waiving late fees for certain customers, and arranging payment plans. Utilities are asked to eFile their responses to these requests in docket E,G99/CI-20-375 by April 3.

Missouri River Energy Services encourages you to respond to the Agencies' request as outlined in the letter. If you have any questions, please contact Jessica Burdette, Department of Commerce at [Jessica.burdette@state.mn.us](mailto:Jessica.burdette@state.mn.us) and/or Will Seuffert, Public Utilities Commission at [will.seuffert@state.mn.us](mailto:will.seuffert@state.mn.us).

Derek J. Bertsch  
Staff Attorney  
Missouri River Energy Services  
PO Box 88920  
Sioux Falls, SD 57109-8920  
605.338.4042  
[derek.bertsch@mrenergy.com](mailto:derek.bertsch@mrenergy.com)