

# Arrowhead Cooperative

---

March 30, 2020

Dear Commissioner Kelley and Chair Sieben:

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

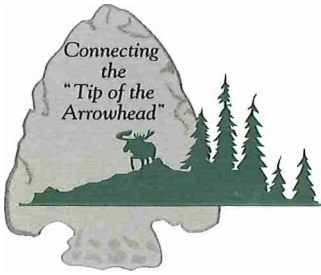
We at Arrowhead Electric share your concern for our fellow Minnesotans during this difficult time, and we commend the Governor for his decisive action to protect the state from this unseen but deadly threat. Importantly, as a nonprofit provider of essential electric service, we will continue to put the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

Regarding the three commitments requested in your letter, we at Arrowhead Electric 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, Arrowhead Electric 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.

If there are any questions, feel free to call me or send out email inquiries.

Cooperatively,

John Twiest  
CEO/General Manager  
Arrowhead Cooperative, Inc.



# Arrowhead Cooperative

---