

Minnesota Department of Commerce
85 7th Place E #280
St. Paul, MN 55101



RE: Docket Filing # P999/CI-20-374
Docket Filing # E, G999/CI-20-375

The City of Windom municipal utilities responses to these dockets are as follows:

Docket Filing # P999/CI-20-374

- I. The Windom City Council will consider implementing a non-termination policy due to Coronavirus at their regular meeting on April 7, 2020. Staff recommendation is to suspend terminations of service for 60-days, which can be extended if needed.
- II. The Windom City Council will consider the waiver of late fees for telecom services at their April 7, 2020 regular meeting. Staff recommendation is to waive late fees for April and May 2020 charges, which can be extended if needed.
- III. The City's telecom utility (Windomnet) has placed three free wi-fi hotspots in the community for use.
- IV. Windomnet currently does not have data usage limits on internet accounts.
- V. Windomnet has turned up connection speeds for students and faculty to help facilitate distance learning and to enable smooth flows within our network. Windomnet continues to be in close contact with the local school district to ensure students are connected.

Additional Action

The City of Windom has existing guidelines and policy related to payment plans and will continue to work with customers to make payment arrangements.

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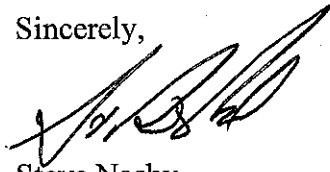
- I. The Windom Utility Commission discussed non-termination of service and waiver of late fees at their March 25, 2020 meeting and deferred to the City Council this decision so the City's policies were consistent across all municipal utilities.



The City Council will consider implementing a non-termination policy due to Coronavirus at their regular meeting on April 7, 2020. Staff recommendation is to suspend terminations of service for 60-days, which can be extended if needed.

- II. The Windom City Council will consider the waiver of late fees for electric services at their April 7, 2020 regular meeting. Staff recommendation is to waiver late fees for April and May 2020 charges, which can be extended if needed.
- III. The City of Windom has existing guidelines and policy related to payment plans and will continue to work with customers to make payment arrangements.

Sincerely,



Steve Nasby
City Administrator

Cc: Mayor Dominic Jones
Jason Sykora, Windom Electric Superintendent
Jeff Dahna, Windomnet General Manager
Chelsie Carlson, Finance Director\Controllor
Glenn Lund, Water\Wastewater Superintendent