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September 29, 2025

VIA ELECTRONIC FILING

Ms. Sasha Bergman
Executive Secretary
Minnesota Public Utilities Commission
121 7th Place East, Suite 350
St. Paul, Minnesota 55101-2147

Re: Compliance Filing
Monthly Residential Customer Status Reports
Docket No. G022/M-25-02

Dear Ms. Bergman:

Greater Minnesota Gas, Inc. (GMG) respectfully submits this letter in compliance with the Commission's Order dated August 28, 2025, in the above-referenced docket.

Order Point 1 requires utilities to detail current policies and practices regarding disconnections, service deposits, and payment agreements. GMG has previously provided information regarding those policies and practices in various dockets and continues to act consistently therewith. Specifically, with regard to each item, GMG's policies and practices are set forth below.

Disconnections

GMG sends disconnection notices to eligible customers, advising them that disconnection may occur beginning on a given date unless they take appropriate action by entering a payment arrangement or bringing their account current. GMG considers "eligible customers" to be those customers whose payment delinquency qualifies them for disconnection under the terms of GMG's tariff provisions. However, GMG specifically notes that customers who have a pending application for LIHEAP assistance or have already been approved for LIHEAP assistance are not "eligible customers" and will not be subject to disconnection while status is pending or while receiving LIHEAP and making payment for anything that LIHEAP does not cover. Likewise, customers who have entered a payment arrangement and remain compliant therewith are not "eligible customers" and will not be subject to disconnection. GMG's disconnection notices include encouragement to contact GMG to make payment arrangements and also contain information about payment assistance resources.

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In addition to sending disconnection notices, GMG's customer service team personally place phone calls to notice recipients in an attempt to facilitate payment arrangements. Additionally, GMG's customer service team places a courtesy call to each eligible customer prior to their scheduled disconnection to alert them and attempt to facilitate a payment arrangement. On the day of disconnection, GMG's representatives are available to take payment at the time of disconnection in order to avert it and remain available in the GMG office until all scheduled disconnections have occurred or have otherwise been addressed for the day to take payment. Immediately prior to disconnection, the technician knocks to make contact with customers that are home and answer the door in a final attempt to avert disconnection. During the statutory Cold Weather Rule period, the requisite statutorily prescribed practices and protections are also followed.

Service Deposits

GMG does not require service deposits from new customers and generally does not require service deposits for reconnection following disconnection for non-payment. Consistent with GMG's tariff, GMG may require a deposit from existing customers who previously had service disconnected due to non-payment due to the customer's history with GMG demonstrating a consistently poor payment record, but that is a rare occurrence. In such case, the amount of the deposit is determined based on GMG's tariff provisions. Disconnected customers are required to bring their account current or enter into a personalized payment arrangement to facilitate reconnection and disconnected customers must pay a reconnection fee consistent with GMG's tariff to have service restored following disconnection for nonpayment.

Payment Arrangements

GMG does not have standardized formal payment arrangement requirements. In keeping with GMG's effort to provide personalized service and solutions, each payment arrangement is uniquely crafted based on a customer's past-due balance, normal usage, and ability to pay. Customers who remain compliant with payment arrangements are not subject to accrual of interest during the payment arrangement period. In the event that a customer becomes noncompliant with payment arrangement terms, GMG's normal tariff provisions apply. Formal payment arrangements consistent with the Cold Weather Rule are provided during the statutory Cold Weather Rule period, and relevant statutory protections are applied.

Customer Facing Language

GMG continues to use customer-facing language regarding the identified issues that was previously approved by Consumer Affairs Office (CAO) and/or Commission some time ago. GMG is reviewing its customer-facing language and may propose refreshing it and GMG anticipates submitting material to the CAO for review in the near future. Once the language is approved, GMG will update the language on its website, as well as using the newly approved language in printed materials.



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Thank you for your assistance. Please do not hesitate to contact me should you have any questions or concerns or if you require additional information. My direct dial number is (507) 209-2110 and my email address is kanderson@greatermngas.com.

Sincerely,

GREATER MINNESOTA GAS, INC.

/s/

Kristine A. Anderson

Corporate Attorney

cc: Service List