



Minnesota Energy Resources Corporation
2685 145th Street West
Rosemount, MN 55068
www.minnesotaenergyresources.com

September 26, 2025

Sasha Bergman
Executive Secretary
Minnesota Public Utilities Commission
121 Seventh Place East, Suite 350
St. Paul, MN 55101

VIA ELECTRONIC FILING

Re: In the Matter of Utility Cold Weather Rule and Residential Customers Status
Data
Docket No. E,G999/PR-25-2

Compliance Filing of Minnesota Energy Resources Corporation

Dear Ms. Bergman:

On August 28, 2025, the Minnesota Public Utilities Commission (the "Commission") issued an Order Requiring Additional Filings and Other Actions (the "Order") in the above-referenced docket. Order Point #1 of the Order requires rate-regulated public utilities that have not already done so to submit a compliance filing within 30 days in this docket detailing their current policies and practices on disconnections, service deposits, and payment agreements.

In accordance with the Commission's Order, MERC submits as Attachment A to this letter disconnection, service deposit and payment agreement policies and practices.

Please contact me at (414) 221-4208 if you have any questions regarding the information in this filing. Thank you for your attention to this matter.

Sincerely,

A handwritten signature in black ink that reads "Joylyn C. Hoffman Malueg". The signature is written in a cursive style.

Joylyn C. Hoffman Malueg
Senior Project Specialist
Minnesota Energy Resources Corporation

Enclosure
cc: Service List

Minnesota Energy Resources Corporation disconnection, payment agreements, and service deposits

Disconnection Process:

Service disconnection is a last resort; Minnesota Energy Resources Corporation collaborates with our customers to establish payment arrangements that work for them prior to disconnection if they cannot pay their bill in full. We also refer customers to various forms of energy assistance. Once the service is disconnected, the customer is required to resolve the outstanding bill to the satisfaction of the Company before service is restored as dictated in the Company's tariffs under the terms of service section.

Disconnection Notice. The disconnection/shut-off notice precedes any action by 10 days during non-Cold Weather Rule periods (May 1st – Sep 30th), and 15 days during Cold Weather Rule (Oct 1st – Apr 30th). All notices are sent to the address where the service is provided and to the address where the bill is sent, if it is different from the service address.

Disconnection thresholds. Minnesota Energy Resources Corporation customers are subject to disconnection standards set within Minnesota Administrative Rule 7820.0900. The Company reserves the right to notice customers in accordance with Minnesota Administrative Rule 7820.2400. However, as a matter of practicality, the Company typically sends out a disconnection notice once the arrears balance has reached \$200 or greater and is at least one (1) bill past due. For arrears balances below the disconnection notice threshold, customers receive reminder calls encouraging them to contact us to discuss available options before their account is eligible for disconnection.

Communication channels. Minnesota Energy Resources Corporation utilizes multiple communication channels to interact with customers based on customer preferences. Automated dialer calls are utilized to encourage customers to resolve their arrearages prior to the customers getting into the disconnection cycle. Additionally, automated dialer calls are utilized to reach out to customers within the disconnection cycle but prior to the disconnection order being generated. This serves as another attempt to resolve their situation prior to loss of service. The aforementioned calls provide customers with the ability to self-serve into a payment arrangement or give the option to transfer into a live agent, depending upon customer preference. Alternatively, customers can communicate on collection matters through the web, mobile app, or by contacting our dedicated collection call center.

Payment Agreement:

Minnesota Energy Resources Corporation offers payment agreements to residential customers for the payment of arrears. Payment agreements consider the customer's financial circumstances and any extenuating circumstances of the household.

Payment arrangements are offered when the customer has a past due balance. During the Cold Weather Rule period, payment arrangements can also be offered for customers anticipating a need (with or without a past due balance).

Specific Payment Agreements offered

There are two types of residential payment arrangements that are generally available to all customers, Fixed Plus Current or Fixed Plus Budget. Both plans typically require a down payment to start and the remaining balance can be spread out over as many months as the customer desires, up to a 24 month maximum.

Fixed Plus Current plan – arrears are broken into monthly installments. The monthly installment and each month's subsequent current bill is due by the current bill due date.

Fixed Plus Budget plan – arrears are broken into monthly installments. The customer opts into budget billing for subsequent future bills. The monthly payment arrangement installment and each month's budget installment is due by the current bill due date.

Minnesota Cold Weather Rule

Minnesota has Cold Weather Rule protection for residential heating customers who are experiencing difficulty in paying their natural gas bill. The protection period runs from October 1st – April 30th. Although it does not completely stop winter disconnection, it does add a layer of protection for these customers.

During Cold Weather Rule, Minnesota Energy Resources Corporation has a scripting process in place to determine payment plan eligibility. This applies to both "Active" and "Disconnected" customers.

Active Customer Payment Plans – Scripting

Customers who contact us regarding their past due balance will engage with an agent who asks a series of questions regarding the customer's financial situation. If through this discussion they are deemed income eligible (low income based on LIHEAP program requirements), their monthly payment plan is capped at 10% of their monthly income. If they are not income eligible, we will ask a series of questions to determine a payment plan that meets their needs.

Disconnected Customer Payment Plans – Scripting

Customers who contact us to have their service restored and have a past due balance will engage with an agent who will ask them a series of questions to determine a reconnection payment plan that meets their needs. If deemed income eligible, the customer's monthly payment plan is capped at 10% of their bill and they are not required to make a down payment to have their service restored. If they are not income eligible, they will also be asked a series of questions to determine a payment plan that meets their needs and may be required to make a down payment prior to the service being restored.

Medical Emergency Provision

All customers that have a medical need for natural gas have the ability file a medical provision that protects their service from disconnection. To be protected by this provision the customer needs to have a medical professional complete and sign a medical certificate and agree to a monthly payment / repayment plan.

Customer Appeal provision during Cold Weather Rule

All customers who cannot reach a payment plan agreement with Minnesota Energy Resources Corporation during the Cold Weather Rule period are eligible to file an appeal with the Minnesota Public Utilities Commission. Once filed, the Minnesota Public Utilities Commission will determine if the customer appeal is accepted and once accepted, the Commission will also determine an acceptable repayment plan.

End of Cold Weather Rule – April 30th

Unless otherwise noted, all Cold Weather Rule payment plans will end April 30th; customers are eligible to establish a new payment plan after that date.

Service Deposits:

Minnesota Energy Resources Corporation may require a service deposit from new or existing customers. Service deposits can be required of the customer in the following situations:

- The customer has an arrears balance.
- The customer's service has been disconnected for any permissible reason, including nonpayment.
- The customer has been issued a notice of disconnection within the last 12 months.
- The customer's credit history demonstrates that payment cannot be assured. The determination of an adequate credit history is determined by objective criteria, and the criteria must have a reasonable relationship to assurance of payment.

The Company will explain in writing why the service deposit is being required, and under what conditions the service deposit will be returned. The Company will also issue a receipt of the deposit to the customer.

The service deposit for a residential customer will not exceed the amount of the charge for two (2) month's average usage based on annual normalized usage. The customer may pay service deposits in installments.

Interest will be paid by the Company on deposits. Interest shall be paid from date of deposit to the date of refund or disconnection. Payment of the interest to the customer will be made at

least annually or at the time the deposit is refunded. Interest payments will be a credit to the customer's bill.

Service deposits cannot be transferred from one customer to another, and do not transfer between different active accounts attributable to the same customer. However, upon termination of the customer's service at the service address, the Company may transfer the deposit to the customer's new active account.

Upon ending service, the service deposit, including interest, will be credited on the final bill less any unpaid service due.

Minnesota Energy Resources Corporation will automatically refund the deposit, including interest, once the deposit has been paid in full and the customer has made 12 consecutive in-full service payments with no more than three service payments posted after the current bill due date. Additionally, there can be no past due balance owing at the time, regardless of whether the account is on a payment arrangement.

In the Matter of Recent Utility Cold
Weather Rule Reports

Docket No. E,G-999/PR-25-2

CERTIFICATE OF SERVICE

I, Colleen T. Sipiorski, hereby certify that on the 26th day of September, 2025, on behalf of Minnesota Energy Resources Corporation (MERC), I electronically filed a true and correct copy of MERC's compliance filing on www.edockets.state.mn.us. Said documents were also served via U.S. mail and electronic service as designated on the attached service list.

Dated this 26th day of September, 2025.

/s/ Colleen T. Sipiorski
Colleen T. Sipiorski

Last Name	First Name	Email	Organization	Agency	Delivery Method	Alternate View	Trade Service List
Anderson	Kristine	kanderson@greatermngas.com	Greater Minnesota Gas, Inc.		Electronic Service	No	PR-25-2
Baumtrog	Ryan	ryan.baumtrog@state.mn.us		Minnesota Dept of Housing	Electronic Service	No	PR-25-2
Brodin	Matthew	mbrodin@allete.com	Minnesota Power		Electronic Service	No	PR-25-2
Commerce Attorneys	Generic	commerce.attorneys@ag.state.mn.us		Office of the Attorney General - Department of Commerce	Electronic Service	Yes	PR-25-2
Crawford	Brandon	brandonc@cubminnesota.org	Citizens Utility Board of Minnesota		Electronic Service	No	PR-25-2
Dahlberg	Beverly	bevdahlberg@nweco.com	Northwestern Wisconsin Electric Co.		Electronic Service	No	PR-25-2
Dockter	Bridget	bridget.dockter@xcelenergy.com			Electronic Service	No	PR-25-2
Edstrom	Brian	briane@cubminnesota.org	Citizens Utility Board of Minnesota		Electronic Service	No	PR-25-2
Elwood	Ron	relwood@mnlap.org	Legal Services Advocacy Project		Electronic Service	No	PR-25-2
Ferguson	Sharon	sharon.ferguson@state.mn.us		Department of Commerce	Electronic Service	No	PR-25-2
Glumack	Jenny	jenny@mrea.org	Minnesota Rural Electric Association		Electronic Service	No	PR-25-2
Heinen	Adam	aheinen@dakotaelectric.com	Dakota Electric Association		Electronic Service	No	PR-25-2
Jacobson	Travis	travis.jacobson@mdu.com	Great Plains Natural Gas Company		Electronic Service	No	PR-25-2
Kegel	Jack	jkegel@mmua.org	MMUA		Electronic Service	No	PR-25-2
Kremeier	Collin	ckremeier@otpco.com	Otter Tail Power Company		Electronic Service	No	PR-25-2
Levenson Falk	Annie	annielf@cubminnesota.org	Citizens Utility Board of Minnesota		Electronic Service	No	PR-25-2
Loos	Jason	jason.loos@centerpointenergy.com	CenterPoint Energy Resources Corp.		Electronic Service	No	PR-25-2
Moe	Darrick	darrick@mrea.org	Minnesota Rural Electric Association		Electronic Service	No	PR-25-2
Moeller	David	dmoeller@allete.com	Minnesota Power		Electronic Service	No	PR-25-2
Peterson	Jennifer	jjpeterson@mnpower.com	Minnesota Power		Electronic Service	No	PR-25-2
Residential Utilities Division	Generic Notice	residential.utilities@ag.state.mn.us		Office of the Attorney General - Residential Utilities Division	Electronic Service	Yes	PR-25-2
Schinzing	Jodi	jodischinzing@nweco.com	Northwestern Wisconsin Electric Company		Electronic Service	No	PR-25-2
Schultz	Lori	lorischultz@minncap.org	Minnesota Community Action Partnership		Electronic Service	No	PR-25-2
Seuffert	Will	will.seuffert@state.mn.us		Public Utilities Commission	Electronic Service	Yes	PR-25-2
Stasik	Richard	richard.stasik@wecenergygroup.com	Minnesota Energy Resources Corporation (HOLDING)		Electronic Service	No	PR-25-2
Teiken	Katherine	katherine.teiken@state.mn.us			Electronic Service	No	PR-25-2