

## Resuming Electric Service Disconnects

To help our members during the COVID-19 pandemic, Redwood Electric Cooperative temporarily suspended service disconnections, penalties for late payments and all other collection fees due to nonpayment of bills.

- Electric co-ops are built by, and belong to, the communities we serve. That community focus drives our co-op as we respond to evolving COVID-19 challenges and local concerns.
- This is one of many steps that Redwood Electric Cooperative took to reduce stress on our members and provide local families and businesses with certainty during an uncertain time.
- Since the start of the pandemic, we've worked to support families and businesses throughout our community.

We recognize the significant economic fallout from COVID-19 on local families and businesses.

- The economic health of Redwood Electric is directly tied to the wellbeing of our local community.
- Not-for-profit electric co-ops like Redwood Electric have no shareholders and return excess revenues to their members. Because of this structure and the desire to keep energy costs as low as possible, some co-ops have more limited reserve margins to sustain high rates of nonpayment.
  - Nationally, the pandemic is projected to cost electric cooperatives \$10 billion through 2022, according to new research by the National Rural Electric Cooperative Association.

As our communities recover from the COVID-19 pandemic, Redwood Electric will resume penalties for all late payments starting on September 7<sup>th</sup>. We will resume disconnections for delinquent accounts on September 15<sup>th</sup> while following the MN Cold Weather Rule Guidelines. We are also extending the Cold Weather Protection to businesses. If your location is scheduled for disconnection, you will see a **RED** disconnect notice on your bill with the disconnect information.

- We want to help you avoid disconnection of our electric service, but it is your responsibility to pay your bill or to contact us prior to your scheduled disconnect date to make other arrangements. All collection/disconnect fees will apply.
- The COVID-19 pandemic was unprecedented. We know our members may be facing financial challenges and we understand you may have trouble paying your electric bill during this critical time. If you missed payments and have a past-due balance, we can help.
  - Make a reasonable payment arrangement.
  - Apply for Energy Assistance through United Community Action
  - Contact Salvation Army

If your unable to pay your bill, please contact us as soon as possible to discuss making a payment or setting up a payment plan. You can reach us at 507-692-2214 or by email at

[sgroebner@redwoodelectric.com](mailto:sgroebner@redwoodelectric.com).