

400 North Fourth Street
Bismarck, ND 58501
701-222-7900

July 7, 2020

Mr. Jack Schuh
North Dakota Public Service Commission
Bismarck, ND 58505-0408

RE: COVID-19 Service Disconnections (7/7/20 Update)


Dear Mr. Schuh:

Montana-Dakota Utilities Co. (Montana-Dakota) is providing this update to its June 30, 2020 Letter to the Commission regarding the reinstatement of the credit process on September 1, 2020.

- Cycle 1 bills were mailed today including the bill insert provided in Attachment A of the June 30 Letter. The bill message provided in Attachment B of the June 30 letter will also be displayed starting with bills mailed today.
- The auto-call process utilized to advise customers with a past due account(s) of the plan to restart the disconnection process and again requesting a call back to discuss payment arrangements and energy assistance options will begin on July 14.

Also, late payment charges were ceased on April 1 and not March 16 as indicated in the June 30 letter. We will continue to provide updates as necessary throughout this process.

Sincerely,



Garret Senger
Executive Vice President, Regulatory Affairs,
Customer Service and Administration