



April 21, 2021

-- VIA ELECTRONIC SERVICE --

Daniel P. Wolf
Executive Secretary
Minnesota Public Utilities Commission
121 7th Place East, Suite 350
St. Paul, Minnesota 55101-2147

Re: United Natural Gas, LLC Small Utility Franchise Exemption
Docket No. G6960/M-16-214

Dear Mr. Wolf:

Pursuant to the Minnesota Public Utilities Commission's Order Determining Compliance with Commission Orders and Establishing Filing Requirements, dated November 9, 2018, United Natural Gas is required to provide information concerning its natural gas service. Please find the enclosed Compliance Filing which contains all information required by the above referenced order.

Sincerely,

Tony Kammerlaner
United Natural Gas, LLC

Customer Type	Total Number of Customers
Projections	
<u>Courtland & Lafayette</u>	-
Residential	311
Large Commercial	9
Small Commercial	39
Interuptable	1
<u>Non Municipality (Incidental)</u>	-
Residential	96
Large Commercial	33
Small Commercial	6
Interuptable	21
Total Customers on Project	516

A. Customer Counts: United Natural Gas does not discriminate between customers within a municipality and those outside a municipality. All customers are treated equally. The same rates apply to those customers within a municipality and those outside a municipality.

B. Rate Changes: There have been no Rate changes in 2020 and 2021.

C. Tariff Book Changes: There have been no Changes to United Natural Gas's tariff book in 2020 and 2021.

D. Cold Weather Disconnection Notices: United Natural Gas mailed the cold weather disconnection notice to all customers via U.S. Mail along with their September 1, 2020 billing statement.

E. Customer Disconnections: United Natural Gas did not disconnect any customers in 2019 or 2020.

F. Past Due Payment Policy: United Natural Gas mails the Past Due Letter and Secure Pay Plan to customers who are in arrears pursuant to United Natural Gas's obligations under Minn. Stat. § 216B.098. All policies regarding budget billing plans, payment arrangement, and under-charge repayment are included in United Natural Gas's tariff book.



Dear Mr. Smith,

This is just a friendly reminder that your account is past due. According to our records your balance of \$xxx.xx is currently X days past due. We have mailed or emailed a detailed copy of your account statements. In the event you have not received these messages and documents, we have provided a summary of your account below.

- Invoice number:
- Invoice Date:
- Amount:
- Due Date:
- Days past due:

We would much appreciate if you could let us know the status of this payment. Please contact us or send your payment of \$xxx.xx to the address below by MM/DD/YYYY if you have not already done so.

United Natural Gas, LLC
ATTN: Accounting Dept.
705 East 4th Street
Winthrop, MN 55396

If there is some error or you are unable to pay at this time, please contact me at 507-647-6600 so we can correct any errors or arrange for another payment plan. Thank you for your prompt response to this request and for your continued business.

Sincerely,

Geoff Lemke
Credit Manager





Secure Payment Plan Agreement

The Secure Payment Plan runs for 12 months August 1st to July 31st. Your monthly Secure Payment Plan payment is based on your estimate usage of Natural Gas. Together we will evaluate your Secure Payment Plan at the end of the season to determine if an adjustment needs to be made.

Your first Secure Payment Plan payment will be due August 25th and continue to be due on the 25th of every month through July. If there is a balance that goes beyond the Secure Payment Plan timeframe your plan will be adjusted to accommodate the balance or if you so choose to not participate the following year your balance will be due in full with your August statement. By participating in the Secure Payment Plan Program, you will not have to be worried about the swings in usage from month to month.

If during the course of the heating season you neglect to make regular Secure Payment Plan payments, you will no longer be able to remain on the Secure Payment Plan Program. Your account reverts to an open account with the balance being due the 25th of every month. Any balance that is carried over from month to month will accrue service charges.

If you are currently set-up on the Secure Payment Plan and making payments, there is no need for you to fill out the paperwork again for the next heating season. We can simply send you a letter stating what your "new" monthly payment will be. If you are not currently set-up on ACH for your monthly payment, please fill out the enclosed ACH form and send back.

If you are a COD customer, you will be allowed to go on Secure Payment Plan, but will have to have your payments automatically deducted (ACH) from your bank account each month.

The program is designed to assist you through the heating season with ease. Together we can make this possible.

Agreement:

I agree to these terms and with my credit agreement on file at UFC.

Date

Customer Signature

Printed Signature

April 1, 2021

First Name Last Name
Address
City, State Zip

Acct#

DISCONNECTION NOTICE

Our records indicate that your account is delinquent. Please be advised that if the past due balance of \$0.00 is not paid in full or an acceptable payment arrangement has not been made by the due date of 04/15/2021, your service may be interrupted and your account turned over to a collection agency.

Once service is interrupted a \$150 reconnection fee, full payment and any collection agency fees will be your responsibility to pay prior to gas service being restored.

If you have any questions or want to make a payment arrangement, please call our office at (507)232-5450 or 888-832-5734.

Please allow 3-5 days for processing of on-line payments.

Delinquent amounts are subject to a late payment charge of 1.5% (18% annually) or \$1.00 whichever is greater. No late payment charge will be applied if the delinquent amount is \$10 or less.

For any questions or additional information please contact us at (507) 232-5450