



May 1, 2025

-- 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-25-15

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,

A handwritten signature in black ink, appearing to read "Tony Kammerlaner", written over a horizontal line.

Tony Kammerlaner  
United Natural Gas, LLC

<b>Customer Type</b>	<b>Total Number of Customers</b>
<b>Projections</b>	
<b><u>Courtland &amp; Lafayette</u></b>	-
Residential	333
Large Commercial	8
Small Commercial	56
Interruptible	1
<b><u>Non Municipality (Incidental)</u></b>	-
Residential	104
Large Commercial	33
Small Commercial	5
Interruptible	23
<b>Total Customers on Project</b>	<b>563</b>

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 2024 and 2025.

C. Tariff Book Changes: There have been no Changes to United Natural Gas’s tariff book in 2024 and 2025.

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, 2025 billing statement.

E. Customer Disconnections: United Natural Gas did not disconnect any customers in 2024 or 2025.

F. Past Due Payment Policy: United Natural Gas mails the Past Due Letter and Budget 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 4<sup>th</sup> 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 31<sup>st</sup>. 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 25<sup>th</sup> and continue to be due on the 25<sup>th</sup> 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 25<sup>th</sup> 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

# BUDGET PLAN INFORMATION

## CONVENIENT OPTION FOR YOUR LIFESTYLE

Avoid the highs and lows of seasonal heating with UNG's budget plan! The budget plan runs August through July of each year. Enroll in or discontinue the pay plan at any time.

Qualified customers may, at their request, be billed under UNG's budget plan. The plan will provide for equal monthly payments based on the customers' previous use and the most current forecasted gas rates UNG with review budget accounts during the budget year to ascertain the reasonableness of the budget amount. The monthly budget payment may be adjusted accordingly.

If you wish to enroll in the Budget Plan or if you have questions, please call our office toll free, Monday through Friday 8:00 a.m. to 4:00 p.m. at: **888-832-5734**



**UNITED**  
**NATURAL GAS**



# ENERGY ASSISTANCE

If you are having trouble paying your energy bill, please refer to the agency who may be able to help.

## Nicollet County

Minnesota Valley Action Council:  
507-345-6822

## Brown County

Minnesota Valley Action Council:  
507-345-6822

## Redwood County

United Community Action Partnership:  
507-537-1416

## FOR MORE INFORMATION



### PHONE

507-647-6602

Toll Free 888-832-5734



### WEBSITE

[ufcmn.com](http://ufcmn.com)



### LOCATION

705 East 4th Street

PO Box 461

Winthrop, MN 55396



# MINNESOTA COLD WEATHER RULE



# UNITED NATURAL GAS

## MINNESOTA COLD WEATHER RULE

The State of Minnesota established the Cold Weather Rule (CWR) to protect residential heat-affected customers from disconnection when they experience difficulty paying their bills during the winter months. Minnesota's CWR runs **October 1st - April 30th** of each year. THIS INFORMATION IS INTENDED TO PROVIDE YOU WITH HELPFUL INFORMATION REGARDING CWR.

### IN THIS BROCHURE YOU WILL LEARN:

- Steps to Prevent Disconnection
- Steps for Reconnection
- Your Right to Appeal
- Your Option for Third Party Notification

## WE ARE HERE TO HELP!

To be protected you must contact United Natural Gas (UNG) to discuss your account, pay your bill in full, or set up a payment arrangement (no written application required).



**CALL US  
TOLL-FREE AT  
888-832-5734**

## PAYMENT ARRANGEMENT CONDITIONS

For customers over the 50% median income\*:

- You may enter into a mutually agreed Payment Agreement that expires April 30th.
- You may choose to enroll in our Secure Pay Plan. For customers at or below the 50% median income\*:
  - You may qualify to pay no more than 10% of your monthly household income.
  - Plan expires April 30th.

## FAILURE TO KEEP YOUR ARRANGEMENT

If you are unable to keep your Payment Agreement, call us right away toll-free at 888-832-5734. Failure to keep us your Payment Agreement may result in:

- Disconnection
- No further notice is required by UNG

## RIGHT TO APPEAL

If you and UNG cannot agree on the terms of Payment Agreement you have the right to appeal. You must appeal within 10 working days to the Minnesota Public Utilities Commission (MPUC) by calling 1-800-657-3782 or visit their website at [mn.gov/puc/](http://mn.gov/puc/). During the appeal process UNG will not disconnect your service as defined under CWR.

\*You must provide proof of income to a qualified agency.

## THIRD PARTY NOTIFICATION

You may delegate a third party to be notified if a disconnection notice is sent to you. This can be a friend, relative, church or community action agency. If you live alone, are a senior citizen, are disabled or cannot read English this program could be beneficial to you. Your third party can be provided and receive information on your behalf. They are not required or responsible for your bill. Please contact UNG if you are interested in delegating a third party and a form will be mailed to you.

## ENERGY CONSERVATION TIPS:

- Install a programmable thermostat.
- Lower thermostat during the night hours.
- Install a hot water heater blanket.
- Lower the temp of your hot water heater.
- Reduce hot water usage by shortening showers.
- Block drafts around doors and windows.
- Cover your windows with plastic during heating season.
- Wash clothes in cold water whenever possible.
- Hang your clothes to dry.
- Replace your furnace filters.
- Add caulk and weather strips to door and windows.
- Open your shades during sunlight hours.
- Promptly replace any broken windows.
- Remove window air conditioners during the winter months.
- Immediately fix any leaky faucets.
- Get your furnace checked once a year by a licensed professional.