



A Division of Montana-Dakota Utilities Co.

*705 West Fir Avenue
Mailing Address: PO Box 176
Fergus Falls, MN 56538-0176
1-877-267-4764
www.gpng.com*

May 30, 2025

Mr. Will Seuffert
Executive Secretary
Minnesota Public Utilities Commission
121 East Seventh Place, Suite 350
St. Paul, MN 55101-2147

**RE: Docket No. E,G-999/PR-25-2
In the Matter of Cold Weather Reports (CWR) – Regulated Gas and
Electric Companies**

Dear Mr. Seuffert:

Great Plains Natural Gas Co. (Great Plains), a Division of Montana-Dakota Utilities Co., herewith electronically files its Supplemental Comments in response to the Minnesota Department of Commerce's May 14, 2025 comments (May 14 Department Comments) in relation to the February 28, 2025 Notice of Comment Period on Cold Weather Rule Reports for Regulated Gas and Electric Companies (February 28 Notice) in the above referenced docket. In the May 14 Department Comments, utilities were asked to provide supplemental comments responding to items C.4 and C.6. Following is the additional information requested by the Department.

C.4 How do utilities currently communicate information on disconnection and payment arrangement policies to non-English speakers, especially to people that do not read their native language?

Regarding information included on the Company's website, Great Plains employs a translation application that can translate the information posted into approximately 16 languages. The translation application can be accessed by the customer from a dropdown menu in the lower left-hand corner of the page.

Non-English speakers calling into the Company's Customer Experience Center can utilize a translation service to assist in communication with the agent responding to the call. The translation service has the ability to translate 380 languages for the Company. Additionally, the Company has Spanish speaking agents available to assist when a customer's primary language is Spanish.

C.6 Are utilities heat-affected customers, particularly for customers with electricity service necessary to operate gas heating equipment, being provided with appropriate protections during CWR season (October 1 – April 30), including site visits before any disconnections for non-payment? How are utilities ensuring that its records of heat-affected customers are accurate?

Great Plains customers receive a bill insert in August of each year specific to the CWR process that includes information on a customer's right to a payment plan, the right to appeal and additional information regarding energy assistance. This bill insert is also provided to all new customers as part of the new customer packet.

The Company's Customer Experience Team members are trained in the CWR policies to ensure customers are notified of their rights under Minn. Stat 216B.096, Subd. 8. Great Plains also maintains records of any customers requesting a payment plan during the CWR season and performs site visits which includes leaving a CWR bill insert at the premise to inform customers of their ability to enroll in a payment arrangement to avoid disconnection.

Great Plains only provides natural gas service and therefore any customer call to make a payment arrangement during the CWR period is considered heat affected.

If you have any questions regarding this filing, please contact me at (701) 222-7855 or Kristin Stastny at (612) 977-8656.

Sincerely,

/s/ Travis R. Jacobson

Travis R. Jacobson
Vice President of Regulatory Affairs

cc: Kristin Stastny