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Fax: 651-463-6256
www.dakotaelectric.com

A Locally Owned, Nonprofit Electric Utility

Address

Address

Address

Date

Account #

Dear Member:

The COVID pandemic is now over a year old and has been difficult for many of our members. Dakota Electric Association is a critical service and we play an important role as we keep the lights on for you, our members. At the start of the COVID pandemic, we temporarily suspended all late-payment fees and disconnections to assist our members during this time.

Dakota Electric and other regulated utilities are working with the Minnesota Public Utilities Commission and will be **resuming collection activity including disconnections and late fees based on account status**. Our plan includes these key dates that may impact you:

- June 1, 2021: Begin mailing disconnect notices to members with past-due accounts.
- August 2, 2021: Resume disconnections and late fees as necessary based on the account status as of the proposed disconnection date.

Your account currently has a past due balance. We want to help you find resources, including increased federal money because of the pandemic, that can help you bring your account up to date. We encourage you to contact your local energy assistance agency if you have issues paying your electric bill.

CAP (Scott, Carver, Dakota) 651-322-3500
Three Rivers CAP (Goodhue, Rice) 1-800-277-8418
Dakota County Emergency Assistance 651-554-5611
Salvation Army 952-898-9367

Energy assistance agencies have a limited amount of funding which is available on a first come, first serve basis. Therefore, it is crucial that you contact them as soon as possible.

It is also important that you reach out to us if you are unable to pay your bill. We will work with you to establish a payment plan for your account. Our Member Services staff is available Monday through Friday from 7 a.m. to 7 p.m. at 651-463-6212 or 1-800-874-3409.

Thank you for being a member of Dakota Electric Association.

Esta carta está disponible en **español** en el sitio web de Dakota Electric en www.dakotaelectric.com.
Warqadan waxaa lagu heli karaa af **Soomaali** websaydka Dakota Electric ee ah www.dakotaelectric.com.
Daim ntawv no muaj sau ua lub **Hmoob** hauv Dakota Electric lub vas sab ntawm www.dakotaelectric.com.