

**COMPLAINT**

**SOUTH DAKOTA PUBLIC UTILITIES COMMISSION**

Complainant(s) (Person(s) filing the complaint)		Respondent(s) (Person(s) or Company complained against) Also minimum, the name of the company	
Name	GLOBAL POLYMER INDUSTRIES, INC.	Utility Company	CITY OF ARLINGTON
Address	P.O. Box 339	Contact Person	Mayor
City, State, Zip	Arlington, SD 57212	Address	202 W. Elm St.
Work Phone	(605) 983-2830	City, State, Zip	Arlington, SD 57212
Home Phone		Phone	(605) 983-5251
Cellular Phone		Fax	

If the Complainant is represented by an attorney, please list the attorney's name, address, telephone number and fax number below: (If Complainant is not represented by an attorney, please leave blank: Richard J. Helsper, Glover & Helsper, P.C., 415 8th Street S., Brookings, SD 57006

**These are the facts giving rise to my complaint:**

See attached.

**Please complete the reverse side of this document**

*Note:* Please attach additional pages, if necessary, to explain your situation. Also enclose copies of any bills or other documents which may pertain to your complaint.

**RESOLUTION REQUEST**

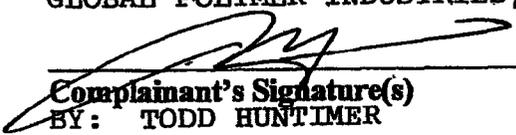
I ask that the Public Utilities Commission grant the following remedy. (What do you think the Commission should do to solve your complaint? Be specific in your request for a resolution.)

Pursuant to SDCL 49-34A-58, after a hearing we are requesting that  
Global Polymer Industries be allowed to contract with another electric  
utility for its retail service.

NOTE: Please allow for additional pages. 0-032-5213

**AFFIRMATION STATEMENT**

I hereby affirm that these statements are true and accurate to the best of my knowledge.  
GLOBAL POLYMER INDUSTRIES, INC.

  
Complainant's Signature(s)  
BY: TODD HUNTIMER

5/31/06  
Date

<b>CERTIFICATE OF SERVICE</b>	
The undersigned hereby certifies that this document has been served today upon	
<u>David Redfish Trapp,</u>	
<u>City of Arlington</u>	
by facsimile at <u>605-983-5358</u>	
By:	<u>Sara West</u>
Date:	<u>6/8/06</u>
Time:	<u>10:05 A.M.</u>

**RECEIVED**

JUN 07 2006

**COMPLAINT OF GLOBAL POLYMER INDUSTRIES, INC. SOUTH DAKOTA PUBLIC  
CITY OF ARLINGTON, SOUTH DAKOTA UTILITIES COMMISSION**

Global Polymer Industries, Inc. hereby respectfully requests that the Public Utilities Commission hold a hearing pursuant to SDCL 49-34A-58 to determine the adequacy of service being received by Global Polymer Industries, Inc. and also to hear the following Complaint.

Global Polymer Industries, Inc. does business in the City of Arlington, South Dakota and is located in Block 1 of Arlington Industrial Park on the north side of Arlington. We currently receive our electrical supply from the City of Arlington.

We are a nationally recognized molder of Ultra High Molecular Weight Polyethylene (UHMW) and use a large amount of electricity to mold the polymer. We have been in operation in Arlington since 1994. We have had numerous problems with the supply of electricity from the start. We expanded our facility several years ago and informed the City of the plans. They elected to add an additional transformer rather than move the existing transformer. We had no problem with their plan but asked that we would still get only one demand charge. When the move was completed and we began using the new transformer, they charged us two demand charges. After much argument, we had to pay for two meters. Then we had to find someone to read the meters because they did not have the ability to. This arrangement ended when East River and NIPCO decided not to work together. We then started getting two demand charges

again. We then were forced by the City to buy the software and give to the City so the City could read the meters and then bill us. We were also threatened by the mayor to be shut off if we did not pay the two demand charges.

We have had numerous occasions when voltage would fluctuate. This is immediately evident on our molding floor because our machine monitor voltage will shut down when voltage drops. This problem has been caused by bad voltage regulator, undersized substation, and other infrastructure failures. The city is aware that when they switch us over to their second substation that it cannot handle the load.

Last year, the City had a fire at the nursing home adjacent to a transformer the voltage feeds through to supply us. We were shut off and not notified. Our plant manager found the mayor and was told we would be back on line in 15 minutes. Approximately four hours later, we were rehooked. We found out later that we could have been backfed within minutes not hours. We had a full shift on production and many hours of production lost. This cost Global Polymer Industries thousands which we asked the City to compensate us for and were told it was not their responsibility.

Our concern is we supply to many OEMs. John Deere Harvester, Case New Holland, Freightliner, etc., all who rely on our supply to fill their production lines. If we are shut down by incompetent electrical supply and fail to ship product, it is our responsibility.

We now have become aware that the nursing home transformer that was involved in the aforementioned fire actually boiled the transformer oil. This is a known fact by the City and their maintenance contractor (Kingsbury Electric) but apparently the City has chosen not to address the problem.

Our concern only grows with our requirement to expand again. We know that their substation is undersized and the City had discussed developing a contingency plan from the recommendation of Heartland but again have decided not to address that issue. There have been many other similar issues over the past twelve years but we hope this is enough for us to be allowed to find an alternate supply.

The City may respond to the above by stating they hired Dalager Engineering to provide them with consulting services as to the issues facing the City of Arlington and Global Polymer. Mr. Dalager recommended the City install a 300- 500 kva in the existing site and move the 1500 kva to the new building. Mr. Dalager mentioned the option of feeding the new building from the original site would not be feasible because of the distance between the services. This decision for two services had nothing to do with Global Polymers preference or cost savings. Global was not given an option. They kept the original 1500 kva in place and bought a 1000 kva for the new building. We were never a part of the decision as to what went where. Mr. Dalager's recommendation of moving the 1500 kva to the new facility appears to have been a better solution for the city. This would have been more efficient for the city and I can only speculate that this was an easier fix for the

city, since the 1500 kva pad the city installed sank into our parking lot and was re-leveled at our expense by pumping cement underneath the pad making relocating of that transformer more difficult. When they informed us of their plan we had one request at that time, and that was to only have one demand charge. The City agreed to this and said it would be no problem to tie the two transformers to one meter. When we finally started using that facility two years had passed and once that transformer was being used we got two demand charges. We approached the City about the two demands and they pretended that there was never an agreement. The City told us they had no idea how to read two transformers and get one demand charge. Dan Palli then suggested East River could read the meters for them. The City would have to send the tapes from the meters to East River and East River would read the tapes. The City was concerned about having to pay for the mailing of the tapes each month. Dan Palli contacted East River about electronic meters that could be read over phone lines and Global bought the meters, paid for the installation of phone lines and wiring. Now the City had to do nothing again but collect their money. This program ended a few years later when East River quit working with NIPCO, who was doing the actual call to read the meters. The City then began charging us two demand charges again. This finally brings us to the software that we had to purchase so the City could install in their computer to bill us. The "opportunity" as Mr. Wilkinson put it, to purchase the software that the City again was happy to let Global incur, doesn't feel like an opportunity to Global. Again this software was not resourced by the City but was supplied by East River at Dan Palli's request. This demonstrates again

that the city is not willing or capable of acting like a true electric supplier. Global continues to have to carry the responsibility of finding solutions to any problems.

The issue of voltage fluctuations has been very discouraging for us and the City may attempt to blame our wiring for these problems. The City is fully aware of the voltage drops, only because we have notified them of the problem on several occasions. They are also fully aware of the cause, which is one of their undersized "redundant" substations. Our molding machines have constant monitoring of voltage to protect molding process in case of a heater burnout and will automatically shut down if detected. Our machines would start shutting down the moment they switched substations.

Finally as mentioned previously, the issue of the nursing home fire should be of great concern to the City and the City of Arlington should also care more about its customers than it does. The City doesn't seem to understand why they should be concerned about the insulating oil in the transformer that boiled during the fire. This situation would affect Global Polymer Industries when it goes down and is obviously shutting the nursing home down when it does fail.

The issue of the nursing home fire caused discussion from Tim Mullenberg of Heartland Electric with the recommendation that the City of Arlington have a contingency plan. Apparently, all neighboring cities have a contingency plan in place but Arlington has no such plan.

This service of preparing a contingency plan was offered to the City nine months ago but still no plan is in place.

We are requesting that after a hearing this Commission authorize us to proceed to contract with another electric utility to furnish retail service to us.