

From: Online Complaint Form[SMTP:WEBMASTER@STATE.SD.US]

Sent: Wednesday, July 30, 2014 6:36:40 PM

To: PUC Consumer Info

Subject: Online Complaint Form

Auto forwarded by a Rule

Consumer Informal Complaint Form

Customer Name : Rod and Cheryl Goeman

Street Address : 46856 261st Street

City : Sioux Falls

State Code : SD

ZipCode: 57107

County Name : Minnehaha

Home Phone : 605-270-0919

Customer Work Phone : 605-338-1472

Email : rgoeman@farmersagent.com

Utility Account Number : None-New Construction

Complaint Company Name : Xcel Energy

Complaint Company Address : 500 West Russell Street Complaint Company City : Sioux Falls Complaint

Company State : SD Complaint Company Zip : 57104 Date : 07/30/2014

Complaint Information - Please explain your complaint in detail : Initially, I spoke to our neighbors, Jeremy and Rebekah Schelhaas to ask who provided their electric power. They told us Sioux Valley Energy, so I stopped at their Colman office to visit with their engineers. They advised us that their territory ended at our property line and Xcel would be our provider. We submitted our Xcel Application for Electric Services to Robert Van Kirk-Designer on 03-25-14 requesting electrical hookup to our new construction at 46856 261st Street, Sioux Falls, SD to be completed by April 30, 2014. At that time, Bob indicated there was no way Xcel could meet that timeline since the closest power was one-half mile east of our property and they were backed up with work orders. We are on the far west edge of Xcel's territory, and our building is five feet from Sioux Valley Energy's territory. Mr. Van Kirk emailed an Underground Service Form with a request for \$991.34 for excess construction costs (exceeding 3.5-year expected revenue) plus taxes on 04-03-14. We explained that our Home would also be built and questioned the need for excess construction costs based on electricity usage. Mr. Van Kirk re-sent the original form on 06-16-14 with the same amount request. After discussing the fact our home would also be built this year altering their usage factors, he updated his Underground Service Form and re-sent it on 07-07-2014. The amount owing on the revised form was \$890.29 plus taxes to replace overhead line with underground. We did not want telephone poles in front of our property and paid the \$908.09. When we first applied for power on March 25th, Xcel did not schedule us on their docket for installation. They indicated that it would be sometime in August at the earliest and perhaps September 2014 before we would have power to our building. That was unacceptable as our home in Madison was sold in May with a July 11th closing and we needed to be in our new home with power by July 11th or sooner. Up until 7-29-14 we were told 45 days or more from our July 11th closing date and there was no firm date for power from Xcel. We requested a Temporary Service Agreement from Sioux Valley Energy. Xcel granted a one-year temporary service for construction via email on 7-7-14 which was signed by both utilities on 7-14-14. I was asked to sign the agreement on 7-28-14. We spent over \$2800 with Sioux Valley Energy for underground wire onto our property plus a sub meter for dual fuel discounts and one day after I signed the agreement Xcel announced they were putting in poles and planned to trench across our property with a power line and transformer near the south side of our building. Xcel also

wants approximately \$2500 to \$4000 for underground installation which is causing financial harm to us, having to pay twice when we were granted a one-year temporary service that lasted 24 hours. We are satisfied with Sioux Valley Energy's power supply under the one-year temporary service agreement and ask that Xcel wait nearly a year to provide the power to our home so we can recoup and regroup from an expense standpoint. We have grown to not trust Xcel through their word and contract and wish to be released from their service to Sioux Valley Energy. We have kept all emails from Xcel and will provide copies to the PUC for public files.

Did you speak to a supervisor from your utility company? : No

If 'Yes', what was the result? : Have communicated via email with Tim Moke of Xcel along with Robert Van Kirk of Xcel, both designers and felt we were on the same page until I signed the temporary service agreement and all at once Xcel came to life and wanted to install within 24 hours after we had paid Sioux Valley to install temporary service a week before. This comes at considerable non-budgeted expense to the consumer.

Are you subject to disconnection? : No

What do you think the company should do to resolve your complaint? : Wait to install Xcel power for several months, until the Spring of 2015 to abide by the intent of the one-year temporary service agreement and release us to Sioux Valley Energy upon the termination of that agreement. Also, return our \$908.09 if services are not performed on our property.