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EL96-009

From FAX Mailer To: Norman Smith Date: 6/24/96 Time: 09:57:21

RECEIVED

Post-Net Fax Note 7871 Date: 6-24-96
 To: Norman Smith From: Leo
 On/Dep: Ca
 Phone 1: Phone 2:
 Fax: 605 594 6774 Fax: 605 793 3804

UTILITIES COMMISSION
 OF SOUTH DAKOTA

SOUTH DAKOTA PUBLIC UTILITIES COMMISSION

PLAINT

Complainant(s): (The party filing the complaint)		Respondent(s): (The person or Company complained against)	
Name	Norman W. Smith	Contact Person	
Address	512 Center Bar 238	Company	N S P
City, State, Zip	Garretson S.D. 57030	Address	
Work Phone	605 594 3881	City, State, Zip	Sioux Falls S.D.
Home Phone	605 594 3881	Work Phone	
Cellular Phone		Cellular Phone	
Fax		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:

The facts giving rise to my complaint:

I received a disconnection notice from NSP in Sioux Falls on 5/24/96. I went to NSP office in Sioux Falls on 5/28/96 to make payment arrangements. A lady I talked to at NSP stated that I would have to come up with half of the \$176.76 when they would work with me. I stated that I did not have those funds. She then recommended that I contact either the county welfare office or the Salvation Army. On 5/27/96 I contacted the county welfare and was directed to "Ray" at the Salvation Army and he said they could help me. He told me to come back to the S. Army on 5/30/96 he would tell me what arrangements to make. On 5/30/96 I went back to the S. Army and "Ray" stated that he could give me 175.28 + 50.00 from FEMA leaving a balance of \$250.00. I told Ray that NSP would not pay the \$250.00 on June 17/96. Ray at S. Army led me to believe that the arrangements were OK. On June 3/96 NSP cut off my ad electricity. I called another lady at NSP and she stated that no deal was made at all. She then admitted that the S. Army was sending NSP \$276.28. She said the whole amount had to be paid before 6/03/96. The NSP now has added 17.40 to the outstanding bill totaling \$267.40. On 6/24/96 I called Ray at S. Army telling him what happened yesterday. He was surprised that I was cut off and stated that he thought that everything was worked out.

NOTE: Please attach additional pages, if necessary, to explain your situation. Also include copies of any bills or other documents.

RESOLUTION REQUEST

I ask that the Public Utilities Commission grant the following relief. (What do you think the Commission should do to solve this problem?)

I would like the Commission to make NSP limit to the original arrangement made through the Salvation Army on 5/24/96. I would also like to see the entire \$17.40 disconnection fee eliminated because I feel it was not necessary to disconnect me with the arrangements made. I would like immediate reconnection so I don't have to throw out my food in the refrigerator + freezer.

NOTE: Please attach any additional pages, if necessary.

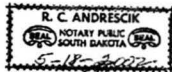
VERIFICATION

Signature must be witnessed by a notary public.

Norman W. Smith 06/24/96
 Complainant's Signature Date

State of South Dakota)
 County of Minnehaha) SS

On this 24th day of June 1996 before me personally came and appeared Norman W. Smith known to me to be the individual described herein and who executed the foregoing instrument, and who duly acknowledged to me that he/she executed same for the purposes therein contained.
 IN WITNESS WHEREOF, I hereunto set my hand and official seal.



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**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF SOUTH DAKOTA**

IN THE MATTER OF THE COMPLAINT FILED) ORDER DISMISSING
BY NORMAN W. SMITH, GARRETSON, SD,) COMPLAINT AND CLOSING
AGAINST NORTHERN STATES POWER) DOCKET
COMPANY)
) EL96-009

On June 4, 1996, the Public Utilities Commission (Commission) received a formal complaint from Norman W. Smith (Smith), 512 Center, Box 238, Garretson, SD 57030, concerning disconnection of service from Northern States Power Company (NSP) of Sioux Falls, SD, and the payment of arrearages owed by Mr. Smith to NSP.

On June 12, 1996, at its regularly scheduled meeting, the Commission reviewed this matter. The Commission has jurisdiction over this matter pursuant to SDCL 49-34A-2, 49-34A-2.1, 49-34A-4, 49-34A-6, 49-34A-9, 49-34A-58 and ARSD Chapter 20:10.20.

As Mr. Smith and NSP have resolved all the issues complained of by Mr. Smith and he requested dismissal and closure of the docket, Commission Staff recommended that the Commission dismiss the complaint and close the docket. It is therefore

ORDERED, that the complaint be dismissed and that docket EL96-009 be closed.

Dated at Pierre, South Dakota, this 17th day of June, 1996.

CERTIFICATE OF SERVICE	
The undersigned hereby certifies that this document has been served today upon all parties of record in this docket, as listed on the docket service list, by facsimile or by first class mail in properly addressed envelopes, with charges prepaid thereon.	
By	<u>Arlaine Kelbo</u>
Date	<u>6/18/96</u>
(OFFICIAL SEAL)	

BY ORDER OF THE COMMISSION:

Kenneth Stofferahn
KENNETH STOFFERAHN, Chairman

James A. Burg
JAMES A. BURG, Commissioner

Laska Schoenfelder
LASKA SCHOENFELDER, Commissioner