

EL96-019 RECEIVED

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF SOUTH DAKOTA

AUG 20 1996

SOUTH DAKOTA PUBLIC UTILITIES COMMISSION

COMPLAINT

Complainant(s): (The party filing the complaint)	Respondent(s): (The person or Company complained against)
Name: <u>Neda J. Bruell</u>	Contact Person: <u>Kim</u>
Address: <u>3709 N. 9th</u>	Company: <u>NSP</u>
City, State, Zip: <u>Sioux Falls, S.D.</u>	Address: <u>500 W. Roosevelt P.O. Box 988</u>
Work Phone: <u>605-336-9230</u>	City, State, Zip: <u>Sioux Falls, S.D. 57101</u>
Home Phone: <u>605-334-4383</u>	Work Phone: <u>605-339-8300</u>
Cellular Phone: <u>N/A</u>	Cellular Phone: <u></u>
Fax: <u>N/A</u>	Fax: <u></u>

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 rec'd a notice that my electricity was going to be disconnected Aug 22, 1996. I called Kim at NSP to negotiate a reasonable payment plan that I could handle. Kim informed me that I had to pay one-half of my bill & balance on 9-15-96. I explained that I was purchasing a house & the closing costs exceeded what I had previously been told by \$600.00. I explained to Kim that this was not something I could handle. She said it is their policy that I must pay 1/2 of my bill. She explained that the SD Admin Regulation required the NSP to be reasonable to NSP. I took that to mean their policy is not at all. NSP will in no way be harmed by entering into a reasonable plan. I have made arrangements in the past & never defaulted & I have a minor child in my home. ref. of agree to this unreasonable offer my child will not have food.

Post-It® brand fax transmittal memo 707 (4 of pages) 2

To: PUC From: Neda J. Bruell

CC:

Dept: Complaint Phone #: 605-336-9230

Fax #: 605-773-3800 Fax #: 605-336-6919

NOTE: Please attach additional pages, if necessary, to which they pertain to your complaint.

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?)

Enter an order stopping the pending shut-off until I can get a reasonable repay plan worked out with NSP or pay my acct in full on 9-16-96 meaning making the delinquent amt current.

NOTE: Please attach any additional pages, if necessary.

VERIFICATION

Signature must be witnessed by a notary public.

Neda J. Bruell
Complainant's Signature

8-19-96
Date

State of South Dakota:

County of Minnehaha

On this 19th day of August, 1996, before me:

personally came and appeared Neda J. Bruell 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 purpose therein contained.

IN WITNESS WHEREOF, I have set my hand and official seal.



Monica L. Mors
Signature of Notary Public

(SEAL)

My commission expires: My Commission Expires 2/18/98

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF SOUTH DAKOTA

IN THE MATTER OF THE COMPLAINT FILED) ORDER DISMISSING
BY VEDA J. BOXWELL, SIOUX FALLS, SOUTH) COMPLAINT AND CLOSING
DAKOTA, AGAINST NORTHERN STATES) DOCKET
POWER COMPANY) EL96-019

On August 20, 1996, the Public Utilities Commission (Commission) received a formal complaint from Veda J. Boxwell, Sioux Falls, South Dakota, against Northern States Power Company (NSP), concerning an extended payment plan for a delinquent bill. Since the filing of the complaint, Commission Staff received word from Ms. Boxwell and NSP that they have resolved all the issues raised in the complaint and Ms. Boxwell requested that the complaint be dismissed and the docket closed.

On September 4, 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-4, 49-34A-6, 49-34A-9, and ARSD 20.10.01.07.01 and 20.10.01.08.01. As Ms. Boxwell and NSP had resolved all the issues complained of by Ms. Boxwell and she had 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 EL96-019 be closed.

Dated at Pierre, South Dakota, this 6th day of September, 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><i>Richard A. Schoenfelder</i></u>
Date	<u>9/9/96</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