

EL98-021

EL 98-021

EL 98-021

DOCKET NO.

In the Matter of

IN THE MATTER OF THE COMPLAINT
FILED BY ELLEN MEDICINE HORN,
SIOUX FALLS, SOUTH DAKOTA,
AGAINST NORTHERN STATES POWER
COMPANY REGARDING CROSS
WIRED METER

Public Utilities Commission of the State of South Dakota

DATE

MEMORANDA

DATE	MEMORANDA
10/13/98	Filed and Docketed;
10/18/98	Weekly Filing;
10/13/98	Response of NSP;
10/26/98	Order Finding no Probable Cause and Closing Docket;
10/26/98	Docket Closed.

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF SOUTH DAKOTA
 500 E Capitol, State Capitol Building, Pierre SD 57501
COMPLAINT

RECEIVED
 OCT 02 1998
 SOUTH DAKOTA PUBLIC
 UTILITIES COMMISSION

Complainant(s): (Persons filing the complaint)		Respondent(s): (Persons or Company complained against)	
Name	Allen Medicine Wagon	Contact Person	Linda Ottason
Address	105	Company	N.S.P.
City, State, Zip	Sioux Falls S.Dak. 57104	Address	AL Rm 5106
Home Phone	605-333-0426	City, State, Zip	Sioux Falls S.Dak. 57104
Work Phone		Work Phone	387-8306
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.)

Paul R. ... Legal Services

These are the facts giving rise to my complaint:

I think I shouldn't have to pay all of this \$712.91.
 I don't know about the meters being wrong.
 They were switched with another apt.
 when did they catch it the first time?
 what happened to the other tenants before me?
 Is it the company's fault or who were
 supposed to check?
 I will leave my apt. for fixing the meters
 and if it is the manager's he said he will
 take care of it. And that I shouldn't pay
 anything he did.
 Then I got this big bill.
 I don't know about these meters.

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 relief. (What do you think the Commission should do to solve this problem?)

I don't think I should pay all of this because it wasn't my fault about the mix up in meters. I have been paying my light bill. I should be charged for the time this got noticed.

NOTE: Please attach any additional pages, if necessary.

VERIFICATION

Complainant's signature must be witnessed by a notary public.

Ellen Medicine Horn
Complainant's Signature

9-28-98
Date

State of South Dakota)
County of Minnehaha)
):SS
)

On this 28th day of September,

before me personally came and appeared Ellen Medicine Horn, 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 hereunto set my hand and official seal.

Veda J. Brewer
Signature of Notary Public

(SEAL)
My commission expires: 1-15-2003



Northern States Power Company

NORTHERN STATES POWER
SIOUX FALLS, SD
Telephone 339-8306

September 21, 1998

ELLEN MEDICINE HORN
3520 N. 4TH AVE APT 105
SIOUX FALLS, SD. 57104

Dear Ms. Medicine Horn:

We recently discovered that your electric service was incorrectly billed from August 7, 1997 to September 8, 1998 because your meter was crossed with Apt 106.

We are authorized to recalculate bills for the above period. The recalculation resulted in a corrected billing of \$712.91. The enclosed regular service bill reflects this amount.

Please contact me at 339-8306 if you have any questions regarding this billing.

Sincerely,

Linda Ottoson
Customer Business Office

Enclosure

Your Account Number
0588-780-992

Date Due	Please Pay	Amount Enclosed
10-13-98	\$712.91 Thank You!	

P.O. BOX 5106
SIOUX FALLS SD 57117-5106

ELLEN MEDICINE HORN
3520 N 4TH AVE 105
SIOUX FALLS SD 57104-0720

1013944058878099240000008767200000072292

Customers Call 24 Hours 7 Days A Week
1-800-835-4999 or write us at
1-800-835-4949 SIOUX FALLS SD 57101
Fax: 605-339-8204

DEBIT AND RETURN THIS CHECK TO: 7809 832875

Planning to move? Please call us two weeks in advance. Our phone numbers are on the left side of your bill. We appreciate the opportunity to serve you.

Billing Summary

Residential
Previous Balance 09/15 \$58.89
No Payment Through 09/15 \$322.70CR
Unmetered SUI's 09/15 \$163.81CR
Balance as of 09/15 \$875.72
Current Energy Charges 09/15
Total \$712.91

Averages for Billing Period

	This Year	Last Year
Average Temperature	71°	66°
Electric/kwh per Day	47.4	23.0
Cost per Day	\$3.54	\$2.30

* 3 Degrees Warmer

Current Charges

Electric Charges Usage Period: 09/07/97 to 09/08/97
Residential 32 Days
Basic Service Charge \$6.55
Energy Charge Summer 799 kwh @ \$.072500 \$57.93
Fuel Charge Adjustment 799 kwh @ \$.006110 \$4.86
Sunk Cost \$68.36
City Tax \$1.30
State Tax \$2.77
Total Amount \$73.52

Meter Reading Information
Meter #009625997
Company Reading on 09/08 1327.0
Company Reading on 08/07 1241.9
Total 85.1
28 Days kwh 719

Electric Charges Usage Period: 09/08/97 to 10/07/97
Residential 29 Days
Basic Service Charge \$6.55
Energy Charge Winter 506 kwh @ \$.092800 \$46.93
Fuel Charge Adjustment 506 kwh @ \$.001500 \$7.59
Sunk Cost \$40.27
City Tax \$1.81
State Tax \$1.51
Total Amount \$92.69

Meter Reading Information
Meter #009625997
Company Reading on 10/07 1381.4
Company Reading on 09/08 1327.8
Total 53.6
28 Days kwh 536

Electric Charges Usage Period: 10/07/97 to 11/04/97
Residential 28 Days
Basic Service Charge \$6.55
Energy Charge Summer 544 kwh @ \$.092800 \$50.40
Fuel Charge Adjustment 544 kwh @ \$.001500 \$8.16
Sunk Cost \$39.72
City Tax \$1.59
State Tax \$1.59
Total Amount \$92.16

Meter Reading Information
Meter #009625997
Company Reading on 11/04 1431.8
Company Reading on 10/07 1381.4
Total 50.4
28 Days kwh 544

ELLEN MEDICINE HORN
3520 N 4TH AVE 105
SIOUX FALLS SD 57104
Account #: 0588-780-992

Next Scheduled Meter Reading Date	Date Due	Please Pay
10-06-98	10-13-98	\$712.91

To avoid a late pay charge of 1% of the unpaid balance payment of total amount must be received by due date



Current Charges (continued)

Electric Charges Usage Period: 11/04/97 to 12/09/97		Meter Reading Information	
Residential 35 Days		Meter #0096295997	
Basic Service Charge	\$6.55	Company Reading on 12/09	14918
Energy Charge - Winter 370 kwh @ \$.092600	\$35.68	Company Reading on 11/04	14340
Peak Charge Adjustment 370 kwh @ \$.006890	\$2.57	Total	35 Days kwh 570
Subtotal	\$44.72		
City Tax @ 2.00 %	\$.83		
State Tax @ 4.00 %	\$1.67		
Total Amount	\$47.22		

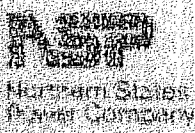
Electric Charges Usage Period: 12/09/97 to 01/12/98		Meter Reading Information	
Residential 36 Days		Meter #0096295997	
Basic Service Charge	\$6.55	Company Reading on 01/12	15467
Energy Charge - Winter 349 kwh @ \$.092600	\$32.37	Company Reading on 12/09	14918
Peak Charge Adjustment 349 kwh @ \$.006890	\$2.39	Total	36 Days kwh 549
Subtotal	\$41.31		
City Tax @ 2.00 %	\$.83		
State Tax @ 4.00 %	\$1.66		
Total Amount	\$43.80		

Electric Charges Usage Period: 01/12/98 to 02/10/98		Meter Reading Information	
Residential 29 Days		Meter #0096295997	
Basic Service Charge	\$6.55	Company Reading on 02/10	16077
Energy Charge - Winter 610 kwh @ \$.092600	\$56.49	Company Reading on 01/12	15467
Peak Charge Adjustment 610 kwh @ \$.006890	\$4.20	Total	29 Days kwh 610
Subtotal	\$67.24		
City Tax @ 2.00 %	\$1.34		
State Tax @ 4.00 %	\$2.69		
Total Amount	\$71.27		

Electric Charges Usage Period: 02/10/98 to 03/06/98		Meter Reading Information	
Residential 26 Days		Meter #0096295997	
Basic Service Charge (prorated)	\$5.24	Company Reading on 03/06	16782
Energy Charge - Winter 705 kwh @ \$.092600	\$65.13	Company Reading on 02/10	16077
Peak Charge Adjustment 705 kwh @ \$.006890	\$4.84	Total	26 Days kwh 705
Subtotal	\$75.21		
City Tax @ 2.00 %	\$1.50		
State Tax @ 4.00 %	\$3.01		
Total Amount	\$80.72		

Electric Charges Usage Period: 03/06/98 to 04/08/98		Meter Reading Information	
Residential 33 Days		Meter #0096295997	
Basic Service Charge (prorated)	\$7.21	Company Reading on 04/08	17844
Energy Charge - Winter 802 kwh @ \$.092600	\$74.36	Company Reading on 03/06	16782
Peak Charge Adjustment 802 kwh @ \$.006890	\$5.49	Total	33 Days kwh 862
Subtotal	\$87.06		
City Tax @ 2.00 %	\$1.74		
State Tax @ 4.00 %	\$3.48		
Total Amount	\$92.28		

Electric Charges Usage Period: 04/08/98 to 05/11/98		Meter Reading Information	
Residential 33 Days		Meter #0096295997	
Basic Service Charge	\$6.55	Company Reading on 05/11	18519
Energy Charge - Winter 975 kwh @ \$.092600	\$90.28	Company Reading on 04/08	17844
Peak Charge Adjustment 975 kwh @ \$.006890	\$6.72	Total	33 Days kwh 875
Subtotal	\$103.55		
City Tax @ 2.00 %	\$2.07		
State Tax @ 4.00 %	\$4.14		
Total Amount	\$109.76		



ELLEN MEDICINE HORN
 3920 N 4TH AVE 105
 SIOUX FALLS SD 57104

Account #: 0588-780-982

Next Scheduled Meter Reading Date	Date Due	Please Pay
10-05-98	10-13-98	\$712.91

To avoid a late pay charge of 1% of the unpaid balance, payment of total amount must be received by due date.

See back of bill for more information

Current Charges (continued)

Estimated Reading on 06/08 19149
Company Reading on 05/11 18519
Total kwh 630
Reason For Estimate: Route Incomplete

Meter Reading Information
 Meter #0096295997

Estimated Reading on 06/08 19149
Company Reading on 05/11 18519
Total kwh 630
Reason For Estimate: Route Incomplete

Estimated Reading on 07/10 20754
Company Reading on 06/08 19149
Total kwh 1605
Previous Estimate Reason: Route Incomplete

Meter Reading Information
 Meter #0096295997

Estimated Reading on 07/10 20754
Company Reading on 06/08 19149
Total kwh 1605
Previous Estimate Reason: Route Incomplete

Estimated Reading on 08/06 21853
Company Reading on 07/10 20754
Total kwh 1104

Meter Reading Information
 Meter #0096295997

Estimated Reading on 08/06 21853
Company Reading on 07/10 20754
Total kwh 1104

Estimated Reading on 09/08 23225
Company Reading on 08/06 21853
Total kwh 1367

Meter Reading Information
 Meter #0096295997

Estimated Reading on 09/08 23225
Company Reading on 08/06 21853
Total kwh 1367

UNRECORDED BILL



ELLEN MEDICINE MORN
 3529 N 4TH AVE 105
 SIOUX FALLS SD 57104

Account #: 0558-780-892

Next Scheduled Meter Reading Date	Date Due	Please Pay
10-09-98	10-13-98	\$712.91

To avoid a late pay charge of 1% of the unpaid balance payment of total amount must be received by due date.

To : Jim Wilcox

Company : MSP

Fax Number : 0-605-339-8204

Date : 10/2/98

Time : 9:40:30

From : Leni Healy

Company : South Dakota PUC

Fax Number : 605.773.3809

Pages including cover page : 11

Message:

We have received the following formal complaints from Ellen Medicine Horn and Lori Bult. Commission policy allows a brief period in which the parties may attempt an informal resolution before the issues become docketed matters.

Please review this information and inform us if a resolution is reached before noon on Oct. 6, 1998. If a resolution is not reached, the issues will become docketed and scheduled for a Commission meeting.

Thank you.

THIS COMMUNICATION IS INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR ENTITY TO WHICH IT IS ADDRESSED AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL AND EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAWS. If the reader of this message is not the intended recipient or the employee or agent responsible for delivering this communication to the intended recipient, you are hereby notified that any distribution, use or copying of this communication is prohibited.

South Dakota Public Utilities Commission

State Capitol Building; Pierre SD 57501
Telephone: (605) 773-3201 Fax: (605) 773-3809

South Dakota Public Utilities Commission
WEEKLY FILINGS

For the Period of October 2, 1998 through October 8, 1998

If you need a complete copy of a filing faxed, overnight expressed, or mailed to you, please contact Delaine Kolbo within five business days of this filing.
Phone: 605-773-3705. Fax: 605-773-3809.

ELECTRIC

EL 98-020 In the Matter of the Complaint filed by Lori Bult, Crooks, South Dakota, against Northern States Power Company Regarding Poor Customer Service.

Complaint by Lori Bult vs. Northern States Power Company. The Complainant outlines rude treatment and inconsistent information from the NSP call center on several occasions. Although the Sioux Falls Salvation Army, Heat Share and Intertakes Community Action representatives contacted the NSP call center on behalf of the Bult family, these contacts were not noted on the computer account notes. The Complainant requests the Public Utilities Commission to "examine how NSP handles their accounts, notes their PC system, and communicates with other NSP employees. It should also force NSP to reopen the Sioux Falls office to handle the customers from South Dakota. (Even the service representative who assisted with car disconnect received 3 different answers from NSP.) NSP also needs to train their reps to treat the customers with respect and dignity, we don't need to be humiliated and scolded by someone on the other end of the phone."

Staff Attorney: Camron Hoseck
Consumer Representative: Leni Healy
Date Filed: 10/01/98
Intervention Deadline: N/A

EL 98-021 In the Matter of the Complaint filed by Ellen Medicine Horn, Sioux Falls, South Dakota, against Northern States Power Company Regarding a Cross Wired Meter.

Complaint by Ellen Medicine Horn vs. Northern States Power Company. The Complainant was billed \$712.91 for charges resulting from a cross wired meter. The Complainant seeks the following relief: "I don't think I should pay all of this because it wasn't my fault about the mixed up meters. I have been paying my light bill. I should be charged from the time this got noticed."

Staff Attorney: Camron Hoseck
Consumer Representative: Leni Healy
Date Filed: 10/02/98
Intervention Deadline: N/A

TELECOMMUNICATIONS

TC98-178 In the Matter of the Complaint filed by Earl Waterland, Marcus, South Dakota, against Golden West Telecommunications Cooperative, Inc., Regarding Discriminatory Installation Fees.

Complaint by Earl Waterland vs. Golden West Telecommunications Cooperative, Inc. The Complainant supports the complaint filed by Barry and Dawn Austin (TC98-179). The Complainant seeks the following relief: "I believe the coop should either make (an) exception in hardship case or do away with the policy on trailer houses entirely."

Staff Attorney: Karen Cremer
Consumer Representative: Leni Healy
Date Filed: 09/23/98
Intervention Deadline: N/A

TC98-179 In the Matter of the Complaint filed by Barry and Dawn Austin, White Owl, South Dakota, against Golden West Telecommunications Cooperative, Inc., Regarding Discriminatory Installation Fees.

Complaint by Barry and Dawn Austin vs. Golden West Telecommunications Cooperative, Inc. The Complainants allege that Golden West Telecommunications Cooperative, Inc. discriminates against mobile home owners in their line extension policy. The Complainants seek relief from such a policy.

Staff Attorney: Karen Cremer
Consumer Representative: Leni Healy
Date Filed: 09/23/98
Intervention Deadline: N/A

TC98-180 In the Matter of the Complaint filed by Mitzi and Steve Moore, Watertown, South Dakota, against U S West Communications, Inc., Regarding Delay in Service.

Complaint by Mitzi and Steve Moore vs. U S West Communications, Inc. The Complainants state that on August 1, 1998, they contacted U S West to transfer service to their new home on September 21, 1998. Service was not installed on that date. As a result, the Complainants have incurred expenses and do not have a land line. The Complainants are requesting compensation and installation of their line.

Staff Attorney: Karen Cremer
Consumer Representative: Leni Healy
Date filed: 09/30/98
Intervention Deadline: NA

In the Matter of the Complaint filed by Michael F. Meyer, Watertown, South Dakota,
against U S West Communications, Inc., Regarding Delay in Service.

Complaint by Michael F. Meyer vs. U S West Communications, Inc. The
Complainant states that on July 15, 1998, he contacted U S West to transfer
service to his new home on July 30, 1998. Service was not installed on that date.
As a result, the Complainant has incurred expenses and does not have a land line.
The Complainant is requesting compensation and installation of his line.

Staff Attorney: Camron Hoseck
Consumer Representative: Leni Healy
Date filed: 09/30/98
Intervention Deadline: NA

PROPOSED TELECOMMUNICATIONS RULES

The Proposed Telecommunications Rules can be found on the internet at:

<http://www.state.sd.us/state/executive/puc/rulessgl.html>.

The hearing will be held at 8:30 a.m., on November 2, 1998, in Room 412, State Capitol,
Pierre, South Dakota. The complete Notice of Public Hearing to Adopt Rules can be found
on the internet at:

<http://www.state.sd.us/state/executive/puc/rulesnot.htm>.

If you do not have access to the internet, you may call 1-800-332-1782 or write to the
South Dakota Public Utilities Commission, 500 East Capitol, Pierre, South Dakota 57501
to request a copy of the rules or notice.

* * * * *

You may receive this listing and other PUC publications via our website or via internet e-mail.

You may subscribe to the PUC mailing list at
<http://www.state.sd.us/state/executive/puc/puc.htm>



Northern States Power Company
South Dakota

Jim Wilcox, Manager
Community & Government Relations
500 West Russell Street
P.O. Box 989
Sioux Falls, SD 57101-0989
Telephone (605) 339-8350 fax 339-8204
email: wilj01@nspco.com

October 17, 1998

Mr. William R. Bredt, Executive Director
South Dakota Public Utilities Commission
Public Service Building
500 East Capitol Avenue
Pierre, South Dakota 57501-8070

Dear Mr. Bredt:

Re: Case 021 in the Matter of the Complaint filed by Ellen Medicine Horn, Sioux Falls, South Dakota, against Northern States Power Company Regarding a Cross Connected Meter.

On August 7, 1997 a Matthew Post established service with NSP at 3520 N. 4th Av. #106. In August of 1998 Mr. Post contacted NSP with a concern about the magnitude of his electricity billing. A subsequent investigation led to the discovery on September 8, 1998 that the meter for apartment #106 was "switched" with the meter for apartment #105.

Attached is a report that shows the meter reading dates, the energy usage and the billing for both apartment #105 and #106 for the period of time in question.

NSP has subsequently credited Mr. Post's account and has sought payment from Mrs. Ellen Medicine Horn.

NSP believes that SD Administrative Rule 20:10-17-02 and SDCL 49-34A-3 provide the basis for this policy. NSP is willing to enter into any reasonable payment arrangement to recover the billing for the energy previously provided.

If you have any questions, please call me at 339-8350

Sincerely,

Jim Wilcox

cc: Carol Larson
Mrs. Ellen Medicine Horn



Cabinet Replacement

Department of Public Works, City of Chicago, 1234 N. Dearborn St.

1234 N. Dearborn St., Chicago, IL 60610

and

1234 N. Dearborn St., Chicago, IL 60610

For the work shown on the attached drawings, dated August 15, 1964

Item Description	3320 N. 4th Av. #100		3320 N. 4th Av. #105	
	Quantity	Unit Price	Quantity	Unit Price
1/2" x 1/2" x 8' Pine	120	\$ 73.44	720	\$ 73.52
1/2" x 1/2" x 6' Pine	120	\$ 71.16	528	\$ 42.89
1/2" x 1/2" x 4' Pine	120	\$ 71.48	544	\$ 42.18
1/2" x 1/2" x 2' Pine	120	\$ 74.34	570	\$ 44.22
1/2" x 1/2" x 1' Pine	120	\$ 73.68	540	\$ 44.07
1/2" x 1/2" x 3/4' Pine	72	\$ 11.51	810	\$ 47.02
1/2" x 1/2" x 1/2' Pine	48	\$ 9.76	735	\$ 50.12
1/2" x 1/2" x 1/4' Pine	112	\$ 16.10	1072	\$ 73.87
1/2" x 1/2" x 1/8" Pine	168	\$ 14.11	975	\$ 68.71
1/2" x 1/2" x 1/16" Pine	84	\$ 13.74	630	\$ 58.72
1/2" x 1/2" x 1/32" Pine	42	\$ 13.83	1,825	\$ 134.08
1/2" x 1/2" x 1/64" Pine	18	\$ 14.01	1,104	\$ 94.87
1/2" x 1/2" x 1/128" Pine	118	\$ 18.44	1,307	\$ 118.87
Total		1,782 \$ 262.70		10,740 \$ 876.72

1/2" x 1/2" x 8' Pine	5,056	\$ 464.02
1/2" x 1/2" x 6' Pine		\$ 58.89
Total		\$ 522.91

1234 N. Dearborn St.
Chicago, IL 60610

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

IN THE MATTER OF THE COMPLAINT FILED)	ORDER FINDING NO
BY ELLEN MEDICINE HORN, SIOUX FALLS,)	PROBABLE CAUSE AND
SOUTH DAKOTA, AGAINST NORTHERN)	CLOSING DOCKET
STATES POWER COMPANY REGARDING A)	
CROSS WIRED METER)	EL98-021

On October 2, 1998, the Public Utilities Commission (Commission) received a complaint filed by Ellen Medicine Horn, Sioux Falls, South Dakota (Complainant), against Northern States Power Company (NSP), regarding a cross wired meter. Complainant alleged that a bill of \$712.91 resulting from a cross wired meter is excessive and that she should not be liable for all of it. Complainant wanted to be charged from the time that the problem of the cross wired meter was first discovered.

Pursuant to ARSD 20:10:01:01.01 and 20:10:01:09, if a complaint cannot be settled without compromise, the Commission shall determine if the complaint shows probable cause of an unlawful or unreasonable act, rule, practice or omission to go forward with the complaint.

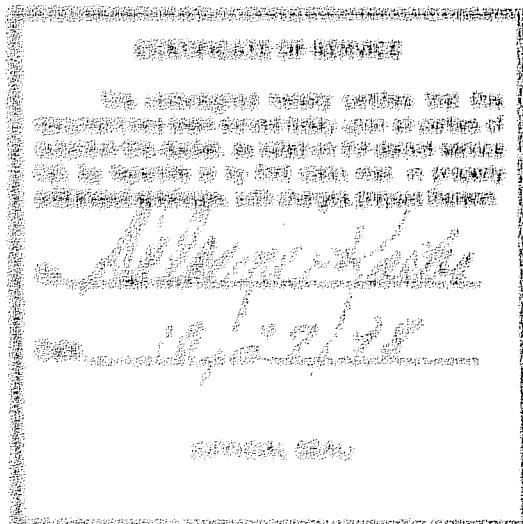
On October 15, 1998, at its regularly scheduled meeting, the Commission considered this complaint along with presentations by the Complainant Ellen Medicine Horn, Jim Wilcox, a representative of Northern States Power Company, and Commission Staff. NSP alleged that the meter for the Complainant was mislabeled by a party other than NSP and that the Complainant was not responsible for the electricity used. Staff recommended a finding of no probable cause due to ARSD 20:10:17:09.

The Commission has jurisdiction over this matter pursuant to SDCL 49-34A-2, 49-34A-4, 49-34A-27, 49-34A-52, 49-34A-55, and ARSD 20:10:01:08.01, and 20:10:01:09. The Commission found no probable cause, the Complainant under ARSD 20:10:17:09 remains responsible for electricity she used although the meter may have been mislabeled or incorrectly connected. It is further:

CONCLUDED, that probable cause has not been found in this matter, and it is further

CONCLUDED, that the docket shall be closed.

Done at Pierre, South Dakota, this 26th day of October, 1998.



BY ORDER OF THE COMMISSION:

James A. Burg

 JAMES A. BURG, Chairman

Pam Nelson

 PAM NELSON, Commissioner

Laska Schoenfelder

 LASKA SCHOENFELDER, Commissioner



RECEIVED

JUL 11 1998

Northern States Power Company
South Dakota

SOUTH DAKOTA PUBLIC
UTILITY COMMISSION

Jim Wilcox, Manager,
Community & Government Relations
500 West Russell Street
P.O. Box 966
Sioux Falls, SD 57101-0966
Telephone (605) 339-8350 fax 339-8204
email wjc01@nspco.com

Dear Sirs:

Mr. Warren Boring, Executive Director
South Dakota Public Utilities Commission
State Capitol Building
500 West Capitol Avenue
Pierre, South Dakota 57501-5070

Dear Mr. Boring:

Re: Follow up to Docket EL 98-021 the complaint by Ellen Medicine Horn regarding
a cross wired meter.

Please let the Commission know that NSP has been able to make contact with Ms.
Ellen Medicine Horn and along with the Salvation Army we have together been able
to work out a generous repayment arrangement.

Examined the results of our cross wired meter investigation led to a balance owed
of \$712.91. The Salvation Army has agreed to provide \$300 of this amount. NSP
has agreed to receive the remaining balance of \$412.91 over the next 12 months at
a rate of \$35 per month. This will be in addition to Ms. Ellen Medicine Horn's
monthly billing.

NSP will monitor the situation and work overtime to ensure Ms. Ellen Medicine Horn
is able to continue with this plan.

If anyone has any questions, please call me at 339-8350

Sincerely,

Jim Wilcox

C. Ross Larson