

Consumer Informal Complaint Form

Customer Name : Helen Riedlinger

Street Address : [REDACTED]

City : Rapid City

State Code : SD

ZipCode: 57702

County Name : Pennington

Home Phone : [REDACTED]

Customer Work Phone : [REDACTED]

Email : [REDACTED]

Utility Account Number : [REDACTED]

Complaint Company Name : Black Hills Power

Complaint Company Address : 409 Deadwood Avenue

Complaint Company City : Rapid City

Complaint Company State : SD

Complaint Company Zip : 57702

Date : 11/05/09

Complaint Information - Please explain your complaint in detail: The proposed 26% rate increase by Black Hills Power will negatively affect our business. We are a manufacturing facility and must rely on electricity for many components of our operation. A 26% rate increase will dramatically increase our cost of business with a conservative estimate being \$40,000 per year increase. We will find it very difficult to pass that kind of increase on to our customers. Also, what level increased service will we receive from Black Hills Power for this increase in cost? Also, is the 26% rate increase so high that it is really a smokescreen to get a lesser increase so that anything less than 26% seems like a good deal?

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

If 'Yes', what was the result?

Are you subject to disconnection? No

What do you think the company should do to resolve your complaint? We believe Black Hills Power is using this rate increase to pay for acquisitions outside of our immediate area. Although we can appreciate Black Hills Power pursuing business opportunities as they arise, they should not rely on current customers to pay for their fast-paced acquisitions. They should factor in the acquisition costs and rely on the customers directly impacted by the acquisitions to cover