
From: Young, Mark
Sent: Wednesday, November 25, 2009 2:28:15 PM
To: PUC
Subject: RE: Docket #EL09-018 - Public Comment
Auto forwarded by a Rule

Reference Docket #EL09-018
Black Hills Power Proposed Rate Increase
My name is Mark Young
Rapid City, SD 57701

I am writing to express a comment rather than a question.

I am an employee of Black Hills Power (BHP) since December 2005. I am the supervisor in charge of right-of-way tree clearance and vegetation management. I have worked as a contractor for three different utilities over the last 12 years. I have not experienced a utility that demonstrates more concern for its customers than BHP. BHP has a strong emphasis on customer service. They train its employees to optimize service to its customers. Everything we do is in the effort to bring the best service to our customers on a daily basis. I can not imagine that BHP has not done everything in its power to ensure that all options are considered and all due diligence done to minimize impact to its customers.

As a supervisor, I know how tight our department budgets are. We have been in cost containment mode for the last three years. We have continued to seek ways to keep costs down. Speaking for my department we can not cut our budget any further without adversely impact electric reliability.

I understand that any decision is based on fact and law rather than subjective opinion. As an employee I am confident that BHP has and will continue to provide its customers with the least expensive, most reliable electric service.

Mark Young