

From: mike rolf [REDACTED]
Sent: Tuesday, September 24, 2013 12:22 AM
To: Gregg, Deb; Hanson, Gary (PUC); Fiegen, Kristie; Nelson, Chris
Subject: Re: Online Complaint Form

Think anyone got a 6 to 7 percent pay increase this year to cover your proposed electric rates ?
Maybe social security recipients ? Or the unemployed ? NOPE

From: mike rolf [REDACTED]
To: "Gregg, Deb" <Deb.Gregg@state.sd.us>; "gary.hanson@state.sd.us" <gary.hanson@state.sd.us>; "kristie.fiegen@state.sd.us" <kristie.fiegen@state.sd.us>; "chris.nelson@state.sd.us" <chris.nelson@state.sd.us>
Sent: Monday, September 23, 2013 10:39 PM
Subject: Re: Online Complaint Form

I will organize as many of your customers against BKH and you bastard regulators as I possibly can this is my promise to you and BKH. Mike Rolf

From: mike rolf [REDACTED]
To: "Gregg, Deb" <Deb.Gregg@state.sd.us>; "gary.hanson@state.sd.us" <gary.hanson@state.sd.us>; "kristie.fiegen@state.sd.us" <kristie.fiegen@state.sd.us>; "chris.nelson@state.sd.us" <chris.nelson@state.sd.us>
Sent: Monday, September 23, 2013 9:56 PM
Subject: Re: Online Complaint Form

It appears the person who responded to me deleted his email, one of the commissioners.

I have a few observations.

#1 Black Hills Power punishes people with higher electrical rates for having propane or wood heat sources. I do not think this is something they can or should be able to do to their customers with no consequence.

#2 South Dakota has no state or corporate income tax therefore why are electric rates so damn high here ?

I could not be more disappointed with the <http://www.naruc.org/commissions/default.cfm?s=sd> decision. You appear to be pro evil for profit corporations like BKH and anti consumers. Hope you all burn in hell and atleast lose your current positions which you do not deserve to occupy imho.

<http://finance.yahoo.com/news/black-hills-power-receives-approval-224602664.html>

3.12 per share ya thats a hurting electric company, get a clue, maybe you own some BKH shares ?

You all deserve to be investigated and I hope you all end up in jail.

Mike Rolf

Consumer Informal Complaint Form

Customer Name : [REDACTED]

Street Address : [REDACTED]

City : [REDACTED]

State Code : [REDACTED]

ZipCode: [REDACTED]

County Name :

Home Phone : [REDACTED]

Customer Work Phone :

Email : [REDACTED]

Utility Account Number :

Complaint Company Name : Black Hills Power

Complaint Company Address :

Complaint Company City : Rapid City

Complaint Company State : SD

Complaint Company Zip :

Date : 8/22/2013

Complaint Information - Please explain your complaint in detail : Hello, I am filing a complaint regarding Black Hills Power's exorbitant electrical rates. I just moved into the area and I could not believe they are charging over 9 cents per kWh. Please please do not allow a rate increase to go through for this company. In fact their rates should be lowered not raised. Other places I have lived electric rates per kWh were less than 4 or 5 cents. If I could get electric from another company or coop, I would change over in a heartbeat and drop Black Hills Power like a bad habit. I suspect Black Hills Power has a monopoly in this area and in my opinion are taking advantage of their customers by charging monopolistic electrical rates. The people who lived in the house I just purchased had electric bills as high as 280 dollars per month, (all electric house 1000 square feet). Personally I cannot afford an electric bil much over 50 dollars per month and I already do everything I can to conserve electricity. If there is anything I can do to aid in this effort please do not hesitate to contact me Best Regards, Mike Rolf [REDACTED]

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? :