

Consumer Informal Complaint Form

Customer Name : Miranda Heinrich

Street Address : [REDACTED]

City : Rapid City

State Code : South Dakota

ZipCode: 57701

County Name : Pennington

Home Phone : [REDACTED]

Customer Work Phone : [REDACTED]

Email :

Utility Account Number : [REDACTED]

Complaint Company Name : Black Hills Power

Complaint Company Address : Po Box 6001

Complaint Company City :

Complaint Company State : SD

Complaint Company Zip : 57709

Date : 01/12/2014

Complaint Information - Please explain your complaint in detail : Black Hills Power wants to raise their rates a second time to pay for the October storm. Why? I don't get a raise when something doesn't go right. I work what I can because I am disabled, but I can't afford another rate hike. I am subject to sitting in the cold and dark of my house. If I lose the electric then I also lose housing. Which means I will be homeless. We need a major hike on minimum wages if BHP plans to do this. Why do the people have to pay extra for them to do their job? We pay enough!!!! My bill used to be \$75 a month. This first rate hike pushed my bill to \$198 a month. I can barely afford that. Now it's going even higher???? I can't afford it, nor can any of the others that are low income or on disability. We don't get paid enough to pay outrageous amounts like this? Please DO NOT let Black Hills Power raise the rates any higher. If it does, there are going to be tons of homeless people. Or starving families because they spent all their money on power. Bring in another power company, so we can all decide on super

high rates or normal rates. Please DON'T let them ruin our lives forever. Please.

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

If 'Yes', what was the result? :

Are you subject to disconnection? : Yes

What do you think the company should do to resolve your complaint? : I will be if the rates go up anymore. I think the company should keep the outrageous rates they have now and stop being so greedy. They will end up losing all of us. The rates will be too high to pay the bill. We will all end up homeless and in collections.