

Consumer Informal Complaint Form

Customer Name : Lucy

Street Address : Wright

City : Rapid City


State Code : South Dakota

ZipCode: 57701

County Name : Pennington

Home Phone : 

Customer Work Phone :

Email : 

Utility Account Number :

Complaint Company Name : Black Hills Power and Light
Complaint Company Address :
Complaint Company City : Rapid City
Complaint Company State : South Dakota
Complaint Company Zip : 57702
Date : 1/20/2014

Complaint Information - Please explain your complaint in detail : I'm writing in reference to BHP's request for the customers to be responsible for their cleanup after the October 4th 2013 storm. Our rates are as high as they have ever been and it feels abusive for them to make this request. We all had expenses of some type as a result of this storm (spoiled food, tree damage, property damage, etc.) Wouldn't it be nice if we could require Black Hills Power and Light to pay for our losses? It's part of their cost of doing business.

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? : Cover their own expenses and not expect their customers to pay it.