

Docket Number: EL18-012
Subject Matter: First Data Request
Request to: NorthWestern Energy
Request from: South Dakota Public Utilities Commission Staff
Date of Request: 3/13/2018
Responses Due: 3/27/2018

- 1-1. Refer to Section 6, sheet 59, explain what actions NorthWestern classifies as a “reasonable attempt to notify the Responsible Party” when referring to suspension and termination.

Answer:

NWE will attempt to contact each landlord verbally once their agreement has been suspended for more than 90 days. If the phone number on file is disconnected, no longer in service, or incorrect we will search for additional phone numbers for the customer but we do not use other search mechanisms outside our billing system to locate additional phone numbers for the customer.

If the agreement is still suspended on the first working day of the following month NWE will send a letter notifying the landlord their agreement is suspended and pending cancellation. If the letter is returned by the USPS we will review other accounts to determine if there is a different mailing address and resend the letter. We do not use search mechanisms outside our billing system to locate additional mailing addresses for the customer.

If the agreement is still suspended on the first working day of the following month NWE will cancel the agreement and send a certified letter to the customer notifying them of the cancellation.

Note: Agreements are suspended if any account on the agreement is past due for more than 60 days or the accounts has been charged off.

- 1-2. How many landlords currently use the Move Out Only continuous service option?

Answer: The Move Out Only option is the only option available to landlords at this time. There are approx. 5,500 landlords that use this option in SD.