

MONTANA-DAKOTA UTILITIES CO.
DOCKET NO. GE12-003
Responses to Staff Data Requests Dated June 5, 2012

1. **Has this new agreement been approved in other state jurisdictions? If so, how long has it been in effect? Has the Company experienced any problems with its application?**

Response:

Montana-Dakota is not required to file the form in the other state jurisdictions but will be submitting the form and explaining the process in the other jurisdictions upon approval in South Dakota.

2. **How many landlord agreements exist in South Dakota? Has MDU contacted current landlords/property owners regarding the changes proposed, as described in the application? If so, please describe the status of the transition to the new document, including landlord acceptance and/or negative feedback.**

Response:

As of May 2012, Montana-Dakota's records show approximately 11,700 landlord agreements on file for South Dakota premises. Montana-Dakota will be contacting the current landlords/property owners upon approval of the form by the Commission

3. **Item 2 of the agreement entitled TERM states "For electronic communications purposes, the Customer must provide an active email address prior to processing." Please explain how communications occur where the Customer does not have access to a computer.**

Response:

This provision is for landlords that elect to receive electronic communication from the Company. An active email address is not required to enter into the agreement.

4. **In Item 3 of the agreement entitled REponsibility, would the company agree to remove the sentence "In the event of a dispute regarding any sums due, the date of discontinuance, or the effective date of Energy Services, the Utility's records will be presumed correct." If not, why not?**

Response:

The Company's records are the official records for service based on the information it has gathered or received which is usually the only information that it has available. Montana-Dakota would be willing to revise the last sentence

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under "Paragraph 3. Responsibility" to include further explanation of its intent: In the event of a dispute regarding any sums due, the date of discontinuance, or the effective date of Energy Services, the Utility's records will be presumed correct **unless the customer presents information showing the Company's records are incorrect in which event the presumption shall no long apply.**