



Montana-Dakota Utilities Co.
A Division of MDU Resources Group, Inc.
400 N 4th Street
Bismarck, ND 58501

**State of South Dakota
Gas Rate Schedule – SDPUC Volume No. 2**

Section No. 3
Original Sheet No. 3

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Date Filed:	June 27, 2016	Effective Date:	Service rendered on and after July 1, 2016
Issued By:	Tamie A. Aberle Director – Regulatory Affairs		
Docket No.:	NG15-005		



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Reserved for Future Use

Date Filed:	June 27, 2016	Effective Date:	Service rendered on and after July 1, 2016
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Reserved for Future Use

Date Filed:	June 27, 2016	Effective Date:	Service rendered on and after July 1, 2016
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Reserved for Future Use

Date Filed:	June 27, 2016	Effective Date:	Service rendered on and after July 1, 2016
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Reserved for Future Use

Date Filed:	June 27, 2016	Effective Date:	Service rendered on and after July 1, 2016
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Reserved for Future Use

Date Filed:	June 27, 2016	Effective Date:	Service rendered on and after July 1, 2016
Issued By:	Tamie A. Aberle Director – Regulatory Affairs		
Docket No.:	NG15-005		



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Reserved for Future Use

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Issued By:	Tamie A. Aberle Director – Regulatory Affairs		
Docket No.:	NG15-005		



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Reserved for Future Use

Date Filed:	June 27, 2016	Effective Date:	Service rendered on and after July 1, 2016
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Reserved for Future Use

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Docket No.:	NG15-005		



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Docket No.:	NG15-005		



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Reserved for Future Use

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Issued By:	Tamie A. Aberle Director – Regulatory Affairs		
Docket No.:	NG15-005		



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Reserved for Future Use

Date Filed:	June 27, 2016	Effective Date:	Service rendered on and after July 1, 2016
Issued By:	Tamie A. Aberle Director – Regulatory Affairs		
Docket No.:	NG15-005		



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Docket No.:	NG15-005		



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Reserved for Future Use

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Docket No.:	NG15-005		



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Reserved for Future Use

Date Filed: June 27, 2016

Effective Date: Service rendered on and
after July 1, 2016

Issued By: Tamie A. Aberle
Director – Regulatory Affairs

Docket No.: NG15-005



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Issued By:	Tamie A. Aberle Director – Regulatory Affairs		
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Date Filed:	June 27, 2016	Effective Date:	Service rendered on and after July 1, 2016
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Docket No.:	NG15-005		



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Reserved for Future Use

Date Filed:	June 27, 2016	Effective Date:	Service rendered on and after July 1, 2016
Issued By:	Tamie A. Aberle Director – Regulatory Affairs		
Docket No.:	NG15-005		



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Docket No.:	NG15-005		



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Issued By:	Tamie A. Aberle Director – Regulatory Affairs		
Docket No.:	NG15-005		



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Docket No.:	NG15-005		



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Date Filed:	June 27, 2016	Effective Date:	Service rendered on and after July 1, 2016
Issued By:	Tamie A. Aberle Director – Regulatory Affairs		
Docket No.:	NG15-005		



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CONSUMER'S DEPOSIT RECEIPT

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PO Box 7608 Bala, ID 83707-1608
 Phone: 1-800-638-3278 - Fax: (701) 323-3104
 Customer Service Hours: 7 AM - 7 PM Mon-Fri
 www.montana-dakota.com



Re: Account #
 Service Address:

Dear :

CONSUMER'S DEPOSIT RECEIPT

We have received your deposit payment in the amount of \$. This deposit serves as a security for the payment of any charges for utility services which may become due to Montana-Dakota Utilities Co. Your paid deposit is not considered a payment on your account; however, as an option, Montana-Dakota Utilities Co. may apply the deposit to your account if it becomes past due.

Deposits are refunded, with interest, provided all bills have been paid in full when your utility service has ended, or when you have established satisfactory credit in accordance with South Dakota Public Utilities Commission rules. This deposit will bear interest at the rate of 7.00% or at a rate required by the South Dakota Public Utilities Commission on an annual basis. Interest will accrue from the date payment is made on the deposit until the day the deposit is refunded or the service is discontinued. Accrued interest will be credited to your account annually during the month of December. This statement constitutes a receipt of payment of the deposit and is not transferable to another consumer.

Sincerely,

Montana-Dakota Utilities Co.
 Customer Service: 1-800-638-3278
 Email: customerservice@mdu.com

Date Filed:	June 30, 2015	Effective Date:	Service rendered on and after July 1, 2016
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after July 1, 2016

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STANDARD CUSTOMER BILL

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Customer Service: 1-800-638-3278 • 7 a.m.-7 p.m. Monday-Friday
Call volume is generally higher on Mondays, for faster service please call Tuesday-Friday.
www.montana-dakota.com

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Ways to Pay Your Bill

Online: Go to www.montana-dakota.com for our free online payment service. Once you have registered, simply log in each month to make your payment using any active U.S. checking account. It's an easy and secure way to view and/or pay your bill online 24/7.

Easy-Pay: Automatically pay your bill each month by having Montana-Dakota Utilities withdraw your pre-authorized payment from your financial institution 10 business days following your bill date, which is shown on your bill stub. Enroll electronically by logging into your account online and completing the online form.

By Phone: Our self-service automated telephone system allows you to pay your bill or deposit anytime it is convenient – 24/7. To make a debit, credit card or check-by-phone payment, simply call our Customer Service number and follow the prompts to be connected with our independent service provider. A convenience fee for each transaction will apply.

Payment Locations: Pay by cash, check or money order at one of our payment locations; there is no charge for this service. Call Customer Service or visit our website for the nearest payment location. Payments made at a payment location are not credited to your account until they are received by Montana-Dakota Utilities.

By Mail: Mail your payment to MDU, P.O. Box 5600, Bismarck, ND 58506-5600. Be sure to allow time for mailing so your payment is received by the due date.

Balanced Billing: This billing plan levels out your monthly bill so you can reduce fluctuations brought on by changes in the weather and the cost of energy. To enroll, complete the Balanced Billing form located on our website or contact Customer Service at 1-800-638-3278.

Payment Due Date: Your bill is past due if not paid by the due date shown on the front of this billing statement. If you are paying with a credit card or paying at one of our payment locations in response to a Disconnection of Service Notice, please contact Montana-Dakota at 1-800-638-3278 and let us know that payment has been made.

Billing Terms and Definitions

The rates reflected on your bill have been approved by the Public Service Commission at Public Utilities Commission in the state where service is provided. Copies of the company's current tariffs are available at www.montana-dakota.com.

- Basic Service Charge or Base Rate:** A monthly or daily charge designed to recover a portion of the fixed costs incurred in providing utility service regardless of how much energy is used.
- Constant:** A fixed value used to convert meter readings to actual energy use when certain equipment is used in the metering process such as constant and potential transformers.
- Cost of Gas:** This charge recovers the cost of gas itself as well as other related costs Montana-Dakota incurs from its pipeline suppliers in providing natural gas service. The cost is strictly a pass-through to customers and does not provide Montana-Dakota with a profit.
- CTA – Conservation Tracking Adjustment:** A charge that provides funding for commission approved conservation programs.
- Demand Charge:** A charge designed to recover the demand or peak related costs associated with the delivery of electric service from the generation source to your meter.
- Distribution Delivery Charge or Energy Charge:** A volumetric charge to recover the costs of delivering energy to your meter. This amount varies with the amount of energy used.
- DDSM – Distribution Delivery Stabilization Mechanism:** A charge applicable to gas service designed to adjust for the over- or under- collection of distribution delivery revenues due to actual temperature deviations from normal temperatures. This adjustment is applicable during the billing periods Nov. 1-May 1.
- DK – Dekaherms:** The DK billed is reflective of the total amount of natural gas used in the billing period. The amount of natural gas used as measured by the gas meter is converted to DK by applying a therm factor to the amount of use in order to reflect the heating value of natural gas delivered.
- Environmental Cost Adjustment:** A charge per Kwh applicable to electric service associated with certain EPA required changes at Montana-Dakota's generating stations.

- Fuel and Purchased Power:** This charge recovers the fuel and purchased power costs the company incurs in supplying its customers with electricity. This cost is a pass-through to customers and is subject to change on a monthly basis.
- Fuel Cost Adj:** Adjustment per Kwh to reflect changes in the cost of fuel and purchased power the company incurs in supplying its customers with electricity. This adjustment is a pass-through to customers and is subject to change on a monthly basis.
- Generation Rider:** A charge per Kwh or Kw for certain investments in electric power generation necessary to meet the requirements of Montana-Dakota's electric service customers.
- Kw – Kilowatt:** The Kw billed is the peak demand (or maximum 15 minute measured demand) for electricity during the billing period or the minimum Kw amount, as stated in the company's tariffs.
- KWh – Kilowatt-hour:** The Kwh billed is the total amount of electricity used in the billing period.
- Kv Penalty:** A penalty applicable to a customer operating its facilities outside the power factor range stated on the company's tariffs.
- Power Supply Cost Adj:** Adjustment per Kwh to reflect changes in the cost of fuel and purchased power the company incurs in supplying its customers with electricity. This adjustment is a pass-through to customers and is subject to change on an annual basis.
- TCA – Transmission Cost Adjustment:** A charge per Kwh applicable to electric service for recovery of transmission-related expenditures and investments not of revenues received from others. The TCA is subject to change on an annual basis.
- Therm Factor:** The therm factor adjusts the amount of natural gas measured by the meter for the heat content and atmospheric pressure of the gas delivered to a customer's premises. This conversion ensures that all customers are billed based on the heat value of the gas during the applicable billing period.
- USBC – Universal System Benefits Charge:** A charge that provides funding for conservation and low-income programs.

Important Customer Information

If you have questions regarding your bill or service, please call Montana-Dakota Customer Service FIRST at 1-800-638-3278. If you cannot pay your bill at this time, we are willing to make satisfactory payment arrangements. If your questions are not resolved after you have called Customer Service, you may contact the regulatory agency governing in the state where service is provided.

- MT PSC: 1-800-646-6756 or write to P.O. Box 702560, Helena, MT 59620-2560
- ND PSC: Write to 599 E. Boulevard, Bismarck, ND 58505-0450
- SD PUC: 1-605-773-5291
- WY PSC: Write to 2515 Warren Ave., State 300, Cheyenne, WY 82002

Payments made by check or electronically that are dishonored by the bank will be assessed a returned payment fee.

When you provide a check as payment, you authorize us to use information from your check either to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer (EFT), funds may be withdrawn from your account as soon as the same day we receive your payment. The transaction will appear on your bank statement as EFT and you will not receive a copy or an image of your check from your financial institution.

Payments marked with a restrictive legend (Paid in Full, for example) will not act as an accord and satisfaction without our express prior written approval.

Save a Stamp! Receive, view and pay your bill online at www.montana-dakota.com.

Moving? To avoid being billed for service you have not used, please contact us at least two business days before you want service disconnected.

Has your mailing/email address or phone number changed?

Please provide details here and check the box on the front of this stub.

Account No.: _____

Name: _____

Mailing Address: _____

City: _____ State: _____ ZIP: _____

Phone: (_____) _____ Email: _____

Date Filed:	June 30, 2015	Effective Date:	Service rendered on and after July 1, 2016
Issued By:	Tamie A Aberle Director – Regulatory Affairs		
Docket No.:	NG15-005		



Montana-Dakota Utilities Co.
 A Division of MDU Resources Group, Inc.
 400 N 4th Street
 Bismarck, ND 58501

**State of South Dakota
 Gas Rate Schedule – SDPUC Volume No. 2**

Section No. 6
 2nd Revised Sheet No. 5
 Canceling 1st Revised Sheet No. 5

DISCONNECT NOTICE

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PO Box 7606 Bismarck, ND 58707-1606
 Phone: 1-800-638-3278 - Fax: (701) 338-3104
 Customer Service Hours: 7 AM - 7 PM Mon-Fri
 www.montana-dakota.com

|||||

Re: Account #

DISCONNECT NOTICE

*WE WANT TO CONTINUE OUR DEPENDABLE SERVICE TO YOU, OUR
 VALUED CUSTOMER, BUT YOU MUST TAKE ACTION NOW.*

Payment of your service account is now past due. Your service will be disconnected on this date. Should this action result in your service being disconnected, payment in full plus a charge for reconnection will be required. In addition, a security deposit or an additional deposit may be required before service is restored.

PLEASE CONTACT US NOW AT 1-800-638-3278

SERVICE ADDRESS	PAST DUE	ACCOUNT BALANCE
Utility		
Deposit		

Payment Options:
Call: 1-866-263-5185 or visit our Website to find the nearest payment location.
 Connect to Western Union Speedpay at 1-866-263-5185, toll free 24 hours a day.
 (A fee of \$2.05 per transaction is charged by Western Union Speedpay for this service).

Direct Inquiries To:
 Montana-Dakota Utilities Co.
 1-800-638-3278
 Customer Service Hours 7 AM - 7 PM

Online: www.montana-dakota.com for payment options

Mail: Montana-Dakota Utilities Co.
 P.O. Box 5003
 Bismarck, ND 58506

If, after contacting Montana-Dakota Utilities Co. you have unresolved questions regarding this notice, the South Dakota Public Utilities Commission staff is available at (800) 332-1782 or mail to 500 E Capitol Ave Pierre, SD 57501-5070.

MDU DISC NT

Date Filed: June 30, 2015 **Effective Date:** Service rendered on and after July 1, 2016
Issued By: Tamie A Aberle
 Director – Regulatory Affairs
Docket No.: NG15-005



Montana-Dakota Utilities Co.
A Division of MDU Resources Group, Inc.
400 N 4th Street
Bismarck, ND 58501

**State of South Dakota
Gas Rate Schedule – SDPUC Volume No. 2**

Section No. 6
2nd Revised Sheet No. 7
Canceling 1st Revised Sheet No. 7

CUSTOMER INFORMATION BOOKLET

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CUSTOMER INFORMATION BOOKLET

Use this link for the [Customer Information Booklet](#)

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Date Filed:	June 27, 2016	Effective Date:	Service rendered on and after July 1, 2016
Issued By:	Tamie A. Aberle Director - Regulatory Affairs		
Docket No.:	NG15-005		



**State of South Dakota
 Gas Rate Schedule – SDPUC Volume No. 2**

Section No. 6
 2nd Revised Sheet No. 7.1
 Canceling 1st Revised Sheet No. 7.1

CUSTOMER INFORMATION BOOKLET

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**ADDITIONAL CUSTOMER
 INFORMATION FOR
 SOUTH DAKOTA
 CUSTOMERS**

Montana-Dakota Utilities Co. (Montana-Dakota) is regulated by the South Dakota Public Utilities Commission whose duties were expanded in 1975 to include regulation of natural gas and electric utilities. It is the commission's duty to oversee rates and services of all investor-owned gas and electric utilities in the state.

Montana-Dakota feels it is important that you are satisfied with your natural gas or electric service. However, sometimes a question, misunderstanding or complaint may develop. If it does, please let us know. Our employees are trained to help you.

Montana-Dakota will make a full and prompt investigation of all written complaints received. Please direct all written complaints to the Montana-Dakota office that appears on your utility bill.

DISPUTES

Whenever a customer advises Montana-Dakota, before the disconnection of natural gas or electric service, that any part of the billing, charges or service is in dispute, Montana-Dakota shall:

1. Investigate the dispute promptly
2. Advise the customer of the investigation and its result.
3. Attempt to resolve the dispute
4. Withhold disconnection of service providing the customer pays the undisputed portion of the bill.

If the dispute is not resolved Montana-Dakota must notify the customer that the customer has the right to appeal to the South Dakota Public Utilities Commission within ten (10) business days after the disconnection notice was sent for resolution of the dispute.

The commission is available for consultation, you may write or call:

South Dakota Public Utilities Commission
 Capitol Building
 Pierre, South Dakota 57501
 1-605-773-3201

CREDIT AND DEPOSIT POLICIES

Montana-Dakota's deposit policy is predicated upon the credit risk of the individual as evidenced by past energy purchases without regard to the collective credit reputation of the area in which he or she lives and without regard to any of the traditional means for establishing credit such as home ownership or in-lieu-of-rent relations with a bank.

This credit and deposit policy is administered without discrimination in regard to race, color, creed, religion, sex, ancestry, marital status, age or national origin.

Montana-Dakota will not require a deposit or guarantee from any new or present customers who have established good credit. Montana-Dakota will determine the credit standing of an applicant for service by referring to information about the applicant's prior energy usage and bill paying habits if the applicant has had service before. In the case of unknown credit, traditional means of credit rating can be supplied by the applicant.

A customer who has had one or more disconnections of service in the last year, or three or more disconnections in the last year, or has an undisputed outstanding debt with Montana-Dakota may be asked to re-establish credit through one of the following methods:

1. Make a cash deposit not to exceed one-sixth (1/6) of the estimated annual bill. Deposits will earn seven percent (7%) simple interest per year from the date of the deposit to the date of refund or disconnection.
2. Provide a guarantor (residentist only).
3. Be placed on an early payments list wherein the customer agrees to pay the bill for utility services within five (5) business days after it is received.
4. A non-residential customer may also provide a letter of credit, post a surety bond, or negotiate another option with the Company.

An existing customer will be given notice of not less than fifteen (15) days that a deposit, guarantor, or early payment is required. **REFUSAL AND DISCONNECTION POLICIES** Naturally, if your utility bill is not paid within a reasonable length of time, you cannot expect to continue to receive natural gas or electric service from Montana-Dakota.

We do not like to disconnect or refuse service to a customer, but sometimes it must be done. You will be notified before such action is taken if the reason is:

1. Non-payment of your utility service bill (after consumer deposit and earned interest, if any, have been applied to the outstanding bill)
2. You have failed to pay a required deposit or meet the credit requirements
3. You have violated Montana-Dakota's rules or file with the South Dakota Public Utilities Commission. These rules are available for your inspection, please contact Montana-Dakota at 1-800-838-3278 to schedule an appointment.
4. You have broken the terms of the contract for service with Montana-Dakota or have failed to furnish those things necessary to obtain utility service.
5. You have failed to allow Montana-Dakota employees access to company equipment located on your premise for meter reading, inspection, maintenance, replacement of equipment or to conduct investigations for hazardous conditions.
6. Unauthorized use of Montana-Dakota's equipment or tampering with Montana-Dakota's service equipment.

The following is a list of conditions, all of which must occur, before you will be disconnected for non-payment of a bill:

1. A customer may be receiving service from Montana-Dakota at more than one location. Only the service for which the bill is delinquent can be disconnected.
2. Bills are due when received. Bills become delinquent twenty-two (22) days after billing transmittal date. This period may be shortened if the customer's name is on the early payments list. This time period may be waived in cases of fraud, illegal use or when it is clearly indicated that the customer is preparing to leave. Montana-Dakota will send you a written notice giving you an additional ten (10) days in which to pay the bill to avoid disconnection.
3. If this is the customer's first disconnection notice, the customer will receive an additional personal notice by either telephone, visit or certified mail. Both written notice and personal notice shall contain a statement of the customer's right to appeal and where to appeal.
4. The customer, if he or she claims inability to pay or extenuating circumstances, is unwilling to enter into a reasonable agreement with Montana-Dakota to pay the service bill.
5. No bona fide or just dispute concerning the bill exists. A dispute shall not be defined as bona fide and just if the customer does not pay the undisputed

portion of the bill and does not, after notice of their right to do so, contact the commission with the unresolved dispute within ten (10) working days after the disconnection notice was sent.

Natural gas or electric service shall not be disconnected on any Friday, Saturday, Sunday or legal holiday, or at any time when Montana-Dakota's business offices are not open to the public.

The customer can pay a delinquent bill at the last minute to avoid disconnection. Montana-Dakota's representative who comes to disconnect the service can also accept last-minute payments.

In a landlord-tenant situation, where the meter is in the landlord's name, Montana-Dakota will not disconnect the utility service until the tenant has been offered the opportunity to put the natural gas service or electric service in their own name and the tenant has turned down this offer. Montana-Dakota will not ask the tenant to pay any outstanding bills or other charges owed by the landlord.

The disconnection of utility services during cold weather could cause a threat to health and life. Montana-Dakota shall not disconnect residential utility service from Nov. 1 to March 31 without adding an additional 30 days to the normal disconnection date. Montana-Dakota shall notify the customer before the normal disconnection date that the customer has an additional thirty (30) days until disconnection of service.

If disconnection of utility services will aggravate an existing medical emergency of the customer, a member of his family or other permanent resident of the premise, Montana-Dakota will postpone disconnection of services for 30 days from the date of a physician's certificate or notice from a public health or social services official that such a medical emergency exists. This extension is limited to a single thirty (30) day period.

INSUFFICIENT REASONS FOR REFUSAL
 Montana-Dakota cannot refuse to serve a person:

1. Who will not pay a debt to another utility, or a debt for another class of service, or a debt for other bills not based on filed rates or charges.
2. For non-payment of a bill for which he or she is guarantor.
3. Asking for service in a dwelling where the former occupant was delinquent.
4. Who is living with someone that is in debt to Montana-Dakota in an attempt to force payment of that bill, except when that person, even though not personally liable to Montana-Dakota, is trying to get service back to the indebted household and no attempts are being made to pay the debt of that household. This pamphlet is a summary of Montana-Dakota's customer rules. A complete listing of Montana-Dakota customer rules and South Dakota Public Utilities Commission rules, regulations and rate schedules are available for your inspection by contacting Montana-Dakota at 1-800-838-3278 to schedule an appointment. Your billing, payment and deposit records are also available to you for inspection. Montana-Dakota will furnish additional information as you may reasonably request.

Date Filed: June 30, 2015

Effective Date: Service rendered on and after July 1, 2016

Issued By: Tamie A. Aberle
 Director - Regulatory Affairs

Docket No.: NG15-005



Montana-Dakota Utilities Co.
A Division of MDU Resources Group, Inc.
400 N 4th Street
Bismarck, ND 58501

**State of South Dakota
Gas Rate Schedule – SDPUC Volume No. 2**

Section No. 6
1st Revised Sheet No. 10
Canceling Original Sheet No. 10

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Reserved for Future Use

Date Filed:	June 30, 2015	Effective Date:	Service rendered on and after July 1, 2016
Issued By:	Tamie A Aberle Director - Regulatory Affairs		
Docket No.:	NG15-005		



Montana-Dakota Utilities Co.
A Division of MDU Resources Group, Inc.
 400 N 4th Street
 Bismarck, ND 58501

**State of South Dakota
 Gas Rate Schedule – SDPUC Volume No. 2**

**GUARANTEE OF PAYMENT FOR NATURAL GAS
 AND/OR ELECTRIC SERVICE BY A SECOND
 PARTY IN LIEU OF A DEPOSIT**

Section No. 6
 2nd Revised Sheet No. 13
 Canceling 1st Revised Sheet No. 13

20458(6-81)
 (Rev. 12/17/03)

MONTANA-DAKOTA UTILITIES CO.
**GUARANTEE OF PAYMENT FOR
 NATURAL GAS AND/OR ELECTRIC SERVICE**

To: Montana-Dakota Utilities Co. _____
(Date)

(Address)

(City, State, Zip Code)

For value received, I, _____ do hereby absolutely guarantee to pay to Montana-
(Name of Guarantor)
 Dakota Utilities Co. (Montana-Dakota), upon its request and at the location listed above, the outstanding balance accrued
 by _____ in the event that Customer's bill for natural gas and/or electricity provided by
(Name of Customer)
 Montana-Dakota at _____ is not paid when due, however, liability under
(Customer's Service Address)
 this Guarantee, other than the collection costs noted below, shall not exceed the sum of \$ _____. As Guarantor,
 I request copies of all disconnect notices sent to the Customer.

Liability under this Guarantee shall begin on _____, 20____, and shall continue until Customer has
 paid for natural gas and/or electric service when due in a prompt and satisfactory manner for twelve consecutive months
 in accordance with Public Service Commission or Public Utilities Commission rules. I expressly waive receipt of notice of
 Montana-Dakota's acceptance of my guarantee.

I also agree to pay any and all costs that Montana-Dakota may incur in the collection of this guarantee. In the event
 legal action is required or becomes necessary to collect the outstanding balance accrued by the Customer from me under
 this guarantee, I agree to pay all legal fees, including attorneys' fees, in the amount the court determines is reasonable.

GUARANTOR: I ACKNOWLEDGE THAT I HAVE CAREFULLY READ THE ABOVE GUARANTEE AGREEMENT AND
 THAT I HAVE RECEIVED A COPY OF IT.

CUSTOMER: I GIVE MONTANA-DAKOTA PERMISSION TO PROVIDE MY ACCOUNT INFORMATION TO THE
 GUARANTOR, INCLUDING ALL DISCONNECT NOTICES SENT TO ME.

_____ <small>(Signature of Customer)</small>	_____ <small>(Signature of Guarantor)</small>
_____ <small>(Customer's Mailing Address)</small>	_____ <small>(Guarantor's Mailing Address)</small>
_____ <small>(Customer's Street Address)</small>	_____ <small>(Guarantor's Street Address-if Different than Mailing Address)</small>
_____ <small>(City, State, Zip Code)</small>	_____ <small>(City, State, Zip Code)</small>
_____ <small>(Customer's Telephone Number)</small>	_____ <small>(Guarantor's Telephone Number)</small>

3 PAPER COPIES Original – DIVISION OFFICE Copy - CUSTOMER Copy - GUARANTOR

Clear Form

Date Filed: June 30, 2015	Effective Date: Service rendered on and after July 1, 2016
Issued By: Tamie A Aberle Director - Regulatory Affairs	
Docket No.: NG15-005	



Montana-Dakota Utilities Co.
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Bismarck, ND 58501

**State of South Dakota
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Section No. 6
1st Revised Sheet No. 14
Canceling Original Sheet No. 14

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Reserved for Future Use

Date Filed:	June 30, 2015	Effective Date:	Service rendered on and after July 1, 2016
Issued By:	Tamie A Aberle Director - Regulatory Affairs		
Docket No.:	NG15-005		



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**State of South Dakota
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Section No. 6
1st Revised Sheet No. 15
Canceling Original Sheet No. 15

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Reserved for Future Use

Date Filed:	June 30, 2015	Effective Date:	Service rendered on and after July 1, 2016
Issued By:	Tamie A Aberle Director - Regulatory Affairs		
Docket No.:	NG15-005		



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 A Division of MDU Resources Group, Inc.
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**State of South Dakota
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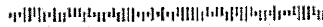
Section No. 6
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 Canceling 1st Revised Sheet No. 16

FINAL NOTICE PRIOR TO DISCONNECT

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PO Box 7608 Boise, ID 83707-1608
 Phone: 1-800-638-3278 - Fax: (701) 323-3194
 Customer Service Hours: 7 AM - 7 PM Mon-Fri
 www.montana-dakota.com



Re: Account #

FINAL NOTICE

REMINDER NOTICE OF PAST DUE BALANCE

Recently you were sent a disconnect notice regarding your past due account. This is your final notification that your gas and/or electric service will be discontinued unless the past due amount is paid in full or satisfactory arrangements are made with Montana-Dakota Utilities Co. by

Should this action result in your service being discontinued, payment in full plus a charge for reconnection will be required. In addition, a security deposit or an additional deposit may be required before service is restored.

PLEASE CONTACT US NOW AT 1-800-638-3278

SERVICE ADDRESS	PAST DUE	ACCOUNT BALANCE
Utility		

Payment Options:

Call: 1-866-263-5185 or visit our Website to find the nearest payment location.
 Connect to Western Union Speedpay at 1-866-263-5185, toll free 24 hours a day.
 (A fee of \$3.95 per transaction is charged by Western Union Speedpay for this service).

Online: www.montana-dakota.com for payment options

Mail: Montana-Dakota Utilities Co.
 PO Box 5603
 Bismarck, ND 58506

Direct Inquiries To:

Montana-Dakota Utilities Co.
 1-800-638-3278
 Customer Service Hours 7 AM - 7 PM

If, after contacting Montana-Dakota Utilities Co. you have unresolved questions regarding this notice, the South Dakota Public Utilities Commission staff is available at (605) 332-1782 or mail to 500 E Capital Ave Pierre, SD 57501-5070.

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Date Filed:	June 30, 2015	Effective Date:	Service rendered on and after July 1, 2016
Issued By:	Tamie A Aberle Director - Regulatory Affairs		
Docket No.:	NG15-005		



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**State of South Dakota
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Section No. 6
1st Revised Sheet No. 18
Canceling Original Sheet No. 18

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Reserved for Future Use

Date Filed:	June 30, 2015	Effective Date:	Service rendered on and after July 1, 2016
Issued By:	Tamie A Aberle Director - Regulatory Affairs		
Docket No.:	NG15-005		



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**State of South Dakota
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Section No. 6
2nd Revised Sheet No. 21
Canceling 1st Revised Sheet No. 21

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Reserved for Future Use

Date Filed:	June 30, 2015	Effective Date:	Service rendered on and after July 1, 2016
Issued By:	Tamie A Aberle Director - Regulatory Affairs		
Docket No.:	NG15-005		



Montana-Dakota Utilities Co.
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**State of South Dakota
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Section No. 6
1st Revised Sheet No. 22
Canceling Original Sheet No. 22

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Reserved for Future Use

Date Filed:	June 30, 2015	Effective Date:	Service rendered on and after July 1, 2016
Issued By:	Tamie A Aberle Director - Regulatory Affairs		
Docket No.:	NG15-005		



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A Division of MDU Resources Group, Inc.

400 N 4th Street

Bismarck, ND 58501

**State of South Dakota
Gas Rate Schedule – SDPUC Volume No. 2**

Section No. 6
1st Revised Sheet No. 24
Canceling Original Sheet No. 24

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Reserved for Future Use

Date Filed: June 30, 2015

Effective Date: Service rendered on and
after July 1, 2016

Issued By: Tamie A Aberle
Director - Regulatory Affairs

Docket No.: NG15-005



Montana-Dakota Utilities Co.
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**State of South Dakota
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Section No. 6
1st Revised Sheet No. 25
Canceling Original Sheet No. 25

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Reserved for Future Use

Date Filed:	June 30, 2015	Effective Date:	Service rendered on and after July 1, 2016
Issued By:	Tamie A Aberle Director - Regulatory Affairs		
Docket No.:	NG15-005		



Montana-Dakota Utilities Co.
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**State of South Dakota
Gas Rate Schedule – SDPUC Volume No. 2**

Section No. 6
1st Revised Sheet No. 25.1
Canceling Original Sheet No. 25.1

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Reserved for Future Use

Date Filed:	June 30, 2015	Effective Date:	Service rendered on and after July 1, 2016
Issued By:	Tamie A Aberle Director - Regulatory Affairs		
Docket No.:	NG15-005		



Montana-Dakota Utilities Co.
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**State of South Dakota
Gas Rate Schedule – SDPUC Volume No. 2**

Section No. 6
1st Revised Sheet No. 25.2
Canceling Original Sheet No. 25.2

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Reserved for Future Use

Date Filed:	June 30, 2015	Effective Date:	Service rendered on and after July 1, 2016
Issued By:	Tamie A Aberle Director - Regulatory Affairs		
Docket No.:	NG15-005		



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Gas Rate Schedule – SDPUC Volume No. 2**

Section No. 6
1st Revised Sheet No. 25.3
Canceling Original Sheet No.25.3

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Reserved for Future Use

Date Filed:	June 30, 2015	Effective Date:	Service rendered on and after July 1, 2016
Issued By:	Tamie A Aberle Director - Regulatory Affairs		
Docket No.:	NG15-005		



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Gas Rate Schedule – SDPUC Volume No. 2**

Section No. 6
1st Revised Sheet No. 25.4
Canceling Original Sheet No. 25.4

Page 1 of 1

Reserved for Future Use

Date Filed: June 30, 2015

Effective Date: Service rendered on and
after July 1, 2016

Issued By: Tamie A Aberle
Director - Regulatory Affairs

Docket No.: NG15-005