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**From:** Online Complaint Form

**Sent:** Friday, 16 December 2016 15:05:54 (UTC-06:00) Central Time (US & Canada)

**To:** PUC Consumer Info

**Subject:** Online Complaint Form

## **Consumer Informal Complaint Form**

Customer Name : Dan Amundson

Street Address : [REDACTED]

City : Vermillion

State Code : SD

ZipCode: 57069

County Name : Clay

Home Phone : [REDACTED]

Customer Work Phone :

Email : [REDACTED]

Utility Account Number : [REDACTED]

Complaint Company Name : NorthWestern Energy

Complaint Company Address : PO Box 1318

Complaint Company City : Huron

Complaint Company State : SD

Complaint Company Zip : 57350-1318

Date : 12/16/16

Complaint Information - Please explain your complaint in detail : I am writing regarding DOCKET NG16-014 which discusses removing my farm tap. I do not believe that it is right for a natural gas company to discontinue providing service to homes and leaving them high and dry to figure out who is to provide service. I do not have the finances to switch over to propane as I have recently purchased furnaces and appliances for my property which run on natural gas. This was done long before I ever received any notice that I was going to lose my natural gas service. If I am forced to switch I don't believe that it should be at my expense, it should be NorthWestern's expense!!!! They are leaving many homes in financial distress over this matter. Also, how can they justify keeping 5 farm taps and discontinuing 195? This isn't right. Why do they get to keep their service and we lose ours? Who is going to pay for this expense. It shouldn't be the property owner. Many of us cannot afford to switch to propane! I don't believe that NorthWestern should have the right to discontinue service to homes without providing options that are not at the expense of the property owner. Please help me keep my farm tap!

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 think they should keep my farm tap service, provide us with another company who will take over the service, or be responsible for the sole expense of switching over to propane meaning purchasing new furnaces and appliances, etc. which the property is affected by the use of natural gas.