
From: Palmer, Bonnie

Sent: Tuesday, 13 December 2016 16:14:23 (UTC-06:00) Central Time (US & Canada)

To: PUC

Subject: Farm Tap DOCKET # NG16-014

My name is Bonnie Palmer my husband Chad Palmer & I live at [REDACTED] [REDACTED] [REDACTED], Huron, SD 57350 my email address is [REDACTED] and my phone number is [REDACTED]. I am writing in regards to DOCKET# NG16-014 which discusses removing of our farm tap. I would appreciate you reading this before you make a decision that affects me and my family. My questions are why would you allow the removal of my utility service? I am very upset about the possibility of our farm tap being taken away. When I purchased my home 5 years ago I was never told there could be a possibility that I might not be able to receive Natural Gas to our home. We looked for the perfect house to buy for over a year before choosing this home and it having Natural Gas was the main reason we choose this home over others that were outside of town. I did not want a home with Propane I didn't want the hassle and cost of propane so I was so glad to see we had Natural Gas. I do not think that it is fair to remove a service from someone's home without their consent or approval, this is to NO choice of my own and I also do not have the funds to switch over to propane and I know there will be a significant out of pocket cost to do that. Me and my husband worked our tail off to be able to afford a home, scrimped and saved & I was very meticulous when purchasing it and budgeting everything down to the penny's of what the costs were going to be when purchasing it and in that budget I budgeted for natural gas and I looked at previous bills for the property to determine if it was affordable to us. NOW they are telling me that I might not be able to keep the service I have the service I budgeted for, I do not have additional funds laying around to switch over to something else nor do I want to switch over to anything else, I do not have nest egg for a rainy day, I am not a well to do person and cannot afford that extra unforeseen cost. I strongly object to this and there has to be something that you can do to not allow this to happen. My other question is why would I lose my farm tap when some of the Northwestern Energy's farm tap customers continue to receive service? Why can't I keep mine? It's not fair to force people to lose their service. I am under the understanding that there are 195 people that are losing their service BUT YET Northwestern has Picked and chose 5 other people who are NNG accounts and are still able to KEEP Their service, Why do they get to keep service, why are they so special? How is that fair Northwestern serves MANY MANY customers of South Dakota which are thousands of people I don't understand why 195 people are such a bother to just let stay on and obtain service; who are the 5 people that get to keep it and why can't I keep it? We should all be equally important and we all pay our bills. There isn't that many of us I get that so our voice doesn't get heard very loudly due to the low number of people it affects BUT IT AFFECTS ME AND MY FAMILY.....just because we are a low number of people with the problem doesn't mean that our voice shouldn't be heard it doesn't mean that we should just be told we no longer get Natural Gas Service with no choice because us 195 people don't count, I know they never said we don't count but that is what it feels like, because who is sticking up for us in this who is helping us keep a service that we deserve and are accustomed to? We are just 195 people who just want to live the life in our homes as we have been a simple life without all the extra costs associated with finding a new way to heat our home I don't want a new way to heat my home I don't want to pay more for finding another service, I just want to continue my Natural Gas service. I don't want any trouble I don't want to make waves and I am usually a person who keeps to my self but when this affects my family and my budget than I am going to stand up and be heard. I am a person that gets up every day and goes to work and goes home & all I am asking is to keep

my service the way it is and the way I intended it to be when I purchased this home. I don't have extra lump sum funds to fill a propane tank on a regular basis and I don't have money to switch to something else and shouldn't have to because that is why I chose a home with Natural Gas so I didn't have to worry about that. It feels like they don't care about the little people who rely on the service to heat their homes. What if you guys were one of those people they came to and were told you will no longer have service what would you do? Wouldn't you be angry that somehow you have to switch over to something else at your own expense? Would you be ok with it? At NO POINT in any way did anyone tell me when I purchased my home that my service was on a contract and may come to an end when the contract with Northwestern Ended, I purchased my home and chose that home because I didn't have to worry about buying propane or taking care of it, I had Natural Gas which was worry free for me...read the meter pay the bill that's it. I didn't purchase it thinking in any way that I would be having to endure a cost at a later date to switch to something else. I have service I have a meter I have a line why can't I just keep it the way it is? Are 195 people really that much of an issue when they are already servicing thousands of other people? We are all innocent people in this who are and were unaware of the possibility that we could lose service. I understand now that Northwestern was just contracted with Northern Natural Gas and the contract is ending but there has to be a way we can all still keep our farm taps without losing it and having to switch over there will be a cost of enduring a cost that we can't afford of switching over to something else that we didn't expect to endure. We like our natural gas and would like to keep it, please help us keep our farm tap. I am begging you to help us there may not be many of us but we need you to stand up for us and our rights to keep service its not like we have another natural gas provider in our area to service to choose from. We need our Natural Gas Service and I am asking for someone's help to keep it.

Bonnie & Chad Palmer

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