



Kristie Fiegen, Chairperson  
Gary Hanson, Vice Chairman  
Chris Nelson, Commissioner

*South Dakota*

**PUBLIC UTILITIES COMMISSION**

500 East Capitol Avenue  
Pierre, South Dakota 57501-5070  
<https://puc.sd.gov>

(605) 773-3201

Consumer Hotline  
1-800-332-1782

Email  
[puc@state.sd.us](mailto:puc@state.sd.us)

October 30, 2023

Kim Bender



Mobridge SD 57601

Mr. Bender,

This is in response to the voice mail message you left at the Public Utilities Commission's office main phone line on Oct. 28, 2023. You sent an email to the PUC on Oct. 26, and PUC staff replied to your message on Oct. 27. Copies of these emails are enclosed.

Your voice mail message asked that a PUC commissioner call you back, and this is to relay why a commissioner is unable to speak with you regarding an open docket. Commissioners are not to discuss dockets open before the commission with individuals outside of a properly noticed, public meeting or via the official docket record.

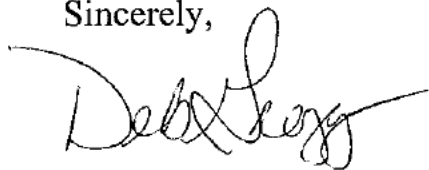
Enclosed you will also find a copy of the *Electric Rate Increase Requests Information Guide* that explains this. Below is an excerpt:

*Verbal communication between a commissioner and a person with an interest in a matter before the commission that does not occur in a public forum or as part of the official record should be avoided. Those who communicate in writing with a commissioner about an open or imminent docket matter should understand that their comments will become part of the official record and subject to review by all parties and the public. Likewise, comments made at a PUC public proceeding or submitted to the commission relative to a docket matter become part of the record, open to review by all parties and the public. Because commissioners have a decision-making role in docket matters, any discussion with a commissioner about an open or imminent docket must take place in an open forum, such as a public meeting, with notice given to all parties.*

You can learn more about the laws governing this communication by clicking on the *Contact PUC* tab on the commission's website at [PUC.sd.gov](https://puc.sd.gov), and then clicking on the *guidelines* link and the *Ex Parte explanation* link.

If you have a question or wish to speak with a member of the PUC Consumer Affairs staff, you may do so by calling 605-773-3201 or 800-332-1782.

Sincerely,

A handwritten signature in black ink, appearing to read "Deb Gregg". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Deb Gregg, Consumer Affairs Manager  
South Dakota Public Utilities Commission Staff