



MONTANA-DAKOTA

UTILITIES CO.

A Division of MDU Resources Group, Inc.

400 North Fourth Street
Bismarck, ND 58501

**STATE OF SOUTH DAKOTA
ELECTRIC RATE SCHEDULE**

SD P.U.C.

4th Rev.

3rd Rev.

Section No. 6

Sheet No. 1

Sheet No. 1

Cancelling

CONSUMER'S DEPOSIT RECEIPT

(T)

H

CONSUMER'S DEPOSIT RECEIPT

DEPOSIT NUMBER

812525509

SERVICE ADDRESS

802 Sweetbriar
Rapid City

SD57701

DEPOSIT AMOUNT

\$50.00

ACCOUNT NUMBER

13 598 556 12 661 0370 0

DATE

11/15/91

RECEIVED OF:

CAR-RT SORT ** CR32
John Doe
802 Sweetbriar
Rapid City SD 57702-5664

A DEPOSIT OF 50.00 DOLLARS IS RECEIVED AS SECURITY FOR THE PAYMENT OF ANY AMOUNT WHICH MAY BECOME DUE MONTANA-DAKOTA UTILITIES CO. FOR UTILITY SERVICES AND IS NOT TO BE CONSIDERED A PAYMENT ON ACCOUNT. IF AT ANY TIME A BILL OF THE CUSTOMER IS NOT PAID WITHIN 22 DAYS AFTER DATE OF PRESENTATION, THE DEPOSIT MAY, AT THE OPTION OF THE COMPANY, BE APPLIED TO THE ACCOUNT THEREOF.

THIS DEPOSIT WILL BE REFUNDED, WITH INTEREST, PROVIDED ALL BILLS HAVE BEEN PAID IN FULL AND SERVICE IS NO LONGER DESIRED OR WHEN CUSTOMER HAS ESTABLISHED SATISFACTORY CREDIT IN ACCORDANCE WITH THE PUBLIC SERVICE OR UTILITY COMMISSION RULES. THIS DEPOSIT WILL BEAR INTEREST

AT THE RATE OF 7.00 % OR AT A RATE EQUAL TO THE RATE REQUIRED BY THE PUBLIC SERVICE OR UTILITIES COMMISSION ON AN ANNUAL BASIS. INTEREST SHALL ACCRUE FROM THE DATE PAYMENT IS MADE ON THE DEPOSIT UNTIL THE DAY THE DEPOSIT IS REFUNDED OR UPON DISCONTINUANCE OF SERVICE. THIS STATEMENT SHALL CONSTITUTE A RECEIPT OF SAID DEPOSIT AND SHALL NOT BE TRANSFERABLE.

BY _____ MONTANA-DAKOTA UTILITIES CO.

POSITION _____ STREET ADDRESS _____

21019 (2-68) Revised 7-91

(T)

Date Filed: November 20, 1991

Effective Date: November 20, 1991

Issued By: C. W. Fox - Vice President
Regulatory Affairs and General Services

Cancelling

NEW CUSTOMER APPLICATION CARD - RESIDENTIAL SERVICE

(T)



front 20800(10-78)
 (Rev. 7/88)
 MONTANA-DAKOTA UTILITIES CO.
 CUSTOMER APPLICATION CARD - RESIDENTIAL SERVICE

Date Service to Begin: _____ (Acct. No.) _____
 Name (Print) _____ (Last) _____ (First) _____ (Middle Initial) _____ (Social Security No.) _____
 Service Address: _____ (Number) _____ (Street) _____ (Apt. No.) _____
 Mailing Address: (if different) _____
 Home Phone: _____ Work Phone: _____
 Present Place of Employment (Name): _____
 Employer's Address: _____
 Length of employment with present employer: Months _____ Years _____
 Occupation: _____
 Other Adult Occupant's Name: _____
 Other Adult Occupant's Employer & Work Phone: _____
 Any Dependents Living With You? Yes No Ages: _____
 Is any member of your household 65 years (Mont. 62) of age or older? Yes No
 Is any member of your household on life support equipment? Yes No
 Name of nearest relative not living with you: _____
 Relationship: _____ Telephone: _____
 Address: _____

(Over)

back

Type of Dwelling: Apt. Duplex Mobile Home House Condo Townhouse
 If Renting, Landlord's Name: _____ City: _____
 Landlord's Address: _____ Phone: _____
 Your Previous Address: _____ (Street) _____ (City) _____ (State)
 Customer of MDU Before? Yes No Where: (City) _____
 When was that Service Discontinued? _____
 Applicant whose signature appears below grants permission to MDU to enter applicant's premises at all reasonable times for the purpose of installing, connecting, reading, inspecting, operating, disconnecting or removing the company's pipes, wires, meters, or other equipment. Applicant agrees to pay for all services for which a bill is rendered.
 Date: _____ Signature: _____

DO NOT WRITE BELOW - FOR OFFICE USE ONLY

Service: Gas _____ Electric _____
 Identification: Current Driver's License - State _____ Number _____
 Deposit Required: Yes _____ No _____
 Deposit Amount: _____ Date Paid: _____
 Guarantor of Payment: (Name) _____ (Phone) _____
 Third party be contacted before a disconnect? Yes No
 If Yes, list name and address of person, agency or complete applicable Third Party
 Notification Form: (Name of Person or Agency) _____ (Address) _____
 Employee Signature: _____
 Remarks: _____

(T)

Date Filed: August 10, 1990 Effective Date: August 31, 1990

issued By: C. Wayne Fox, Vice President
Regulatory Affairs & General Services



MONTANA-DAKOTA

UTILITIES CO.
A Division of MDU Resources Group, Inc.

400 North Fourth Street
Bismarck, ND 58501

**STATE OF SOUTH DAKOTA
ELECTRIC RATE SCHEDULE**

SD P.U.C.
Original

Section No. 6
Sheet No. 2.1
Sheet No. _____

Cancelling _____

NEW CUSTOMER APPLICATION CARD - GENERAL SERVICE

20902(6-81) (Rev.11/87) MONTANA-DAKOTA UTILITIES CO.

NEW CUSTOMER APPLICATION CARD - GENERAL SERVICE

Business Name: _____ Acct. No.: _____

Service Address: _____

Mailing Address: (If different) _____

Business Phone: _____ Home Phone: _____

Type of Business Activity: _____

Owner of Building: _____ (Name) _____ (Address) _____ (Phone)

Type of Service Requested: Electric Gas Date Service To Begin: ____/____/____ (When) _____ (Where)

Previous Address: _____ (Street) _____ (City) _____ (State)

Gen. Serv. Cust. of MDU at Prev. Address: Yes No

Legal Status: Corporation ; Partnership ; Sole Proprietorship ; _____ (Other)

Name, Address and Phone of Owners, Partners, Officers or Local Representatives: _____ (Name) _____ (Address) _____ (Phone)

Date Filed: June 8, 1989

Effective Date: Service Rendered On and After June 30, 1989

Issued By: C. Wayne Fox, Vice President -

20902(6-81) (Rev.11/87)

MONTANA-~~DAKOTA~~ UTILITIES CO.

NEW CUSTOMER APPLICATION CARD -- GENERAL SERVICE

Business Name: _____ Acct. No.: _____

Service Address: _____

Mailing Address: *(If different)* _____

Business Phone: _____ Home Phone: _____

Type of Business Activity: _____

Owner of Building: _____
(Name) (Address) (Phone)

Type of Service Requested: Electric Gas Date Service To Begin: ____ / ____ / ____

Previous Address: _____
(Street) (City) (State)

Gen. Serv. Cust. of MDU at Prev. Address: Yes No _____
(When) (Where)

Legal Status: Corporation ; Partnership ; Sole Proprietorship ; _____
(Other)

Name, Address and Phone of Owners, Partners, Officers or Local Representatives:
(Name) (Address) (Phone)

Applicant whose signature appears below hereby grants permission to MDU to enter applicant's premises at all reasonable times for the purpose of installing, connecting, reading, inspecting, operating, disconnecting or removing the company pipes, wires, meters or other equipment and warrants that applicant has authority to grant this permission.

Date: _____ Signature: _____

Title: _____

DO NOT WRITE BELOW — FOR OFFICE USE ONLY

Identification: Current Driver's License—State _____ No. _____

OR Social Security Number: _____

Deposit or Security Required: Yes No Amt. _____ Date: ____/____/____

MONTANA-DAKOTA UTILITIES CO.
400 North Fourth Street
Bismarck, North Dakota 58501

SD P.U.C. SECTION NO. 6
1ST REVISED SHEET NO. 3
CANCELLING ORIGINAL SHEET NO. 3

ELECTRIC METER ORDER

(See attached form)

HOW RECEIVED TELEPHONE <input type="checkbox"/> IN PERSON <input type="checkbox"/> LETTER <input type="checkbox"/>	TIME A .M.	NAME OF PERSON PLACING ORDER A	DATE A	TOWN A	ACCOUNT NO. A
-----------------------------------------------------------------------------------------------------------------------------	---------------	-----------------------------------	-----------	-----------	------------------

DISCONNECT METER FOR		
----------------------	--	--

MAILING ADDRESS (AND IF DIFFERENT) SERVICE ADDRESS A	CITY LIMITS IN <input type="checkbox"/> OUT <input type="checkbox"/>
---------------------------------------------------------	-------------------------------------------------------------------------

RATE A	SERVICE REQUESTED ELECTRIC ONLY <input type="checkbox"/> GAS & ELECTRIC <input type="checkbox"/>	PREVIOUS ADDRESS A
NO DEPOSIT REQUIRED	FORWARDING ADDRESS A	
JOB OWNER A REFERENCES		

METER IN	FORM KEY	METER OUT
-----------------	-----------------	------------------

MANUF. \$	SERIAL NUMBER \$	TYPE \$	AMPS \$
DIALS \$	KWH READ \$	KW READ \$	VOLTS \$
DEMAND METER		DIALS ON DEMAND \$	MAXIMUM DEMAND \$
METER LOCATION		NEW PREMISE ONLY	
AGENT	MAIN FLOOR	UPSTAIRS	POLE
LING MULTIPLIERS		CONNECTED HORSE POWER \$	WATTS \$
KWX \$		YARD LIGHTING	STREET LIGHTING
<input type="checkbox"/> OVERHEAD		POLE RENTAL	NO. OF POLES
YES NO		BULB SIZE	TOTAL AMOUNT
METER YES NO		QUANTITY	
YES NO			
YES NO			
CONNECT		DISCONNECT	
MICI A		MICI A TAM A	

A ACCOUNTING E ENGINEERING S SERVICEMAN	DATE \$	COMPANY NO. \$	SERIAL NO. \$
	KWH READING \$		KW READING \$
	METER * EXCHANGE <input type="checkbox"/>	METER REMOVED <input type="checkbox"/>	SERVICE LEFT ON <input type="checkbox"/>
	CUT OUT AT POLE <input type="checkbox"/>	CUT OUT AT METER <input type="checkbox"/>	
* REASON METER REMOVED			
<input type="checkbox"/> RANDOM TESTING		<input type="checkbox"/> PERIODIC TESTING	<input type="checkbox"/> NON REGISTER
<input type="checkbox"/> DAMAGED		<input type="checkbox"/> OTHER	

IF MULTIPLIER METER:	REMARKS:
METER K _h	
METER R _R	
CT SIZE	
VT SIZE	

MCP © MOORE BUSINESS FORMS, INC., PATENTS 3,016,308; 3,429,827



MONTANA-DAKOTA UTILITIES CO.

A Division of MDJ Resources Group, Inc.

400 North Fourth Street
Bismarck, ND 58501

STATE OF SOUTH DAKOTA ELECTRIC RATE SCHEDULE

SD P.U.C. Section No. 6
2nd Revised Sheet No. 4
1st Revised Sheet No. 4

Cancelling

SERVICE BILL ADJUSTMENT FORM

(T)

21062(6-81)
(Rev. 9/87)

MONTANA-DAKOTA UTILITIES CO. CONSUMER BILLING ADJUSTMENT

DIV _____ DIST _____

ACCOUNT NUMBER						DATE		
TOWN	CYCLE	BOOK	LOCATION	T	SQ	MO	DAY	YR
6					19	21		

NAME: _____ ADDRESS: _____

27 TC 65 OP	DR/CR		COMMODITY AMOUNT				DEMAND/KVAR AMOUNT				FUEL/PGA AMOUNT				DR/CR
	30	31													
29 1	ST. TAX AMOUNT		MUNI-TAX AMOUNT				RENTAL AMOUNT								
	57		64				71								

27 TC 65 OP	COUNTY TAX AMOUNT				TOTAL ADJUSTMENT AMOUNT				CCF/KWH CONSUMP			
	30				37				46			
29 2	ON PEAK CONS TOD				ACTUAL DEMAND				BILLING DEMAND			
	55				64				71			

27 TC 65 OP	DISCOUNT AMOUNT				REAS	HIST.
	30				CODE	PER.
29 3					39	41

THERMS		BILLING FACTOR		BASE RATE AMT.		UNBILLED DEM AMT.		
43				50	56		61	

Remarks: _____

Prepared By: _____ Approved By: _____ Date: _____

WHITE - Data Processing Dept. Copy YELLOW - Division Office Copy PINK - District Office Copy

(T)

Date Filed: December 7, 1990 Service on and after December 14, 1990
Effective Date: _____

Issued By: C. Wayne Fox - Vice President
Regulatory Affairs & General Services



SERVICE FOR
 GETTYSBURG, SD 57442-1412
 www.montana-dakota.com

ACCOUNT NUMBER DATE DUE
 May 31, 2012
 BILL DATE AMOUNT DUE
 May 9, 2012 \$136.78

(N)

ACCOUNT SUMMARY

Previous Balance	\$145.48
Payment Received 4/20/2012 Thank you	-145.48
Current Gas Charges	52.81
Current Electric Charges	83.97
Amount Due on 5/31/12	\$136.78

Any balance remaining after the due date is subject to a late payment charge of 1.00% per month.

CUSTOMER SERVICE & EMERGENCY SERVICE

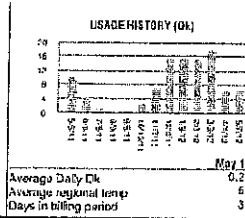
1-800-638-3270
 Emergencies 24 hours a day
 Non-emergencies: Mon-Fri, 7 AM - 7 PM
 Email: customerservice@mdu.com
 Mtn: Montana-Dakota Utilities Co.
 Attn: Customer Service, PO Box 7508, Bismarck, ND 58107-1606. Please include your account number.
CALL BEFORE YOU DIG 811



Payment Due **A**
 Your payment will be automatically deducted from your bank account on or after this date.

Gas Charges

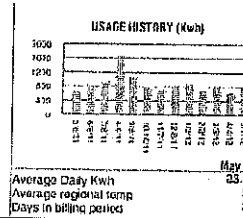
BILLING PERIOD DAYS
 4/5/12 - 5/7/12 33
 METER NUMBER
 012789676
 METER READ DATE
 5/7/12
 Next scheduled read 6/8/12
 RATE
 03 - Residential Gas



CURRENT READING	PREVIOUS READING	DIFFERENCE	UNIT FACTOR	DK USED
661.4	654.6	= 6.8	X 0.958413	= 6.6
Basic Service Charge 33 Days x \$0.15 = 4.95				
Distribution Delivery 6.6 Dk x \$2.515 = 19.24				
Cost of Gas 5.2 Dk x \$3.350 = 20.57				
Cost of Gas 1.4 Dk x \$3.355 = 4.74				
CTA 6.6 Dk x \$0.049 = 0.32				
SMBG Tax 4% x \$48.02 = 1.99				
City Tax 2% x \$48.02 = 1.00				
Total Charges				\$62.81

Electric Charges

BILLING PERIOD DAYS
 4/5/12 - 5/7/12 33
 METER NUMBER
 011278280
 METER READ DATE
 5/7/12
 Next scheduled read 6/8/12
 RATE
 10 - Residential Electric



CURRENT READING	PREVIOUS READING	TOTAL USED
59037	58200	= 777 Kwh
Basic Rate = 6.00		
Energy 480 Kwh x \$0.0921 = 41.45		
Energy 306 Kwh x \$0.08504 = 25.51		
Energy 27 Kwh x \$0.06884 = 1.88		
Fuel Cost Adj 812 Kwh x \$0.03993 = 3.07		
Fuel Cost Adj 165 Kwh x \$0.034318 = 3.17		
State Tax 4% x \$79.22 = 1.56		
City Tax 2% x \$79.22 = 1.58		
Total Charges		\$83.97

PLEASE KEEP THIS FOR FUTURE REFERENCE.
 PLEASE RETURN THIS PORTION WITH YOUR PAYMENT, MAKING SURE THE RETURN ADDRESS SHOWS AT THE CORRECT OFFICE/DEPT.



ACCOUNT NUMBER

LIFE 83.97
 UTC 52.81

DATE OF BANK DEBIT
 May 23, 2012

AMOUNT DUE
 \$136.78



GETTYSBURG SD 57442-1412

Thank you for using the Montana-Dakota Utilities Co. Easy-Pay

(N)

Date Filed: July 27, 2012

Effective Date: August 1, 2012

Issued By: Tamie A. Aberle
 Regulatory Affairs Manager

GE12-004



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

Page 2

(N)

Ways to Pay Your Bill

Easy-Pay: Automatically pay your bill each month by having Montana-Dakota Utilities withdraw your pre-authorized payment from your financial institution each month. To enroll, call 1-800-638-3278 or complete the Easy-Pay Enrollment authorization form located on our website, www.montana-dakota.com, and return with a voided check.

Pay By Phone or Online: We accept payments through Western Union® Speedpay®, a third-party service provider. You will find the Speedpay link on our website or simply call toll-free 1-888-263-5185 and follow the prompts. Payments can be made 24/7 using your credit card, debit card or electronic transfer from a checking, money market or savings account. You will need your utility account number (available on your bill) to process your payment. Western Union® Speedpay® charges a \$3.95 convenience fee per transaction for this service.

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 Montana-Dakota Utilities Co., P.O. Box 5800, Bismarck, ND 58509-5800. 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 within 22 days after it is mailed. 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 or 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 current 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 in the states of MT and SD.

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.

ODSM - Distribution Delivery Stabilization Mechanism: A charge applicable to gas service provided in ND and SD 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 - Deratorms: 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 measured use.

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 for customers served in MT and ND.

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 in SD.

Kw - Kilowatt: The Kw billed is the peak demand for 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.

Kvar 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 in WY.

TCA - Transmission Cost Adjustment: A charge per Kwh applicable to electric service provided in ND for recovery of transmission related expenditures and investments net 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 premise. 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 in the state of MT as required by the Montana State Legislature.

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 agencies governing in the state service is provided:

- MT PSC: 1-800-340-6150 or write to P.O. Box 262601, Helena, Montana 59620-2601
- ND PSC: Write to 600 E. Boulevard, Bismarck, ND 58505-0480
- SD PUC: 1-605-773-3201
- WY PSC: Write to 2515 Warren Avenue, Suite 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.

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: _____

(N)

Date Filed: July 27, 2012

Effective Date: August 1, 2012

Issued By: Tamie A. Aberle
 Regulatory Affairs Manager

GEIA-004

MONTANA-DAKOTA UTILITIES CO.

BOX 1060
 RAPID CITY SD 57709

0000

ACCOUNT NUMBER		
556 09 540 1340 7		
METER NO.	LOC.	BILLING MONTH
131815	39	DECEMBER



DISCONNECT NOTICE

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

John Doe
 802 Sweetbriar Rd.
 Rapid City SD 57701

AT 802 Sweetbriar Rd.
 100010101210 17

----- 8 -----

Payment of your service account is now past due. Your service will be disconnected on _____ unless your past due amount is paid in full or satisfactory arrangements are made before this date. If service is disconnected, payment in full and a reconnect fee of _____ to restore service during normal working hours plus a deposit or additional deposit of _____ will be required before service is restored.

Date _____ By _____ Credit & Collection Department

PAST DUE	CURRENT	ACCT. BALANCE
47.00	49.00	96.00

DIRECT INQUIRIES TO MDU, BOX 1060
 PHONE 605 342-0160 RAPID CITY SD 57709 *REFER
 UNRESOLVED COMPLAINTS TO: S.D. PUBLIC UTILITIES COMMISSION
 CAPITOL BLDG, 500 E CAPITOL, PIERRE, SD 57501 1-605-773-3201

Date Filed: January 6, 1986 Effective Date: _____

Issued By: C. Wayne Fox - Vice President - Regulatory Affairs

MONTANA-DAKOTA UTILITIES CO.
400 North Fourth Street
Bismarck, North Dakota 58501

SD P.U.C.
Original
Cancelling _____

Section No. 6
Sheet No. 7
Sheet No. _____

SERVICE EXTENDER NOTICE

See Attached Form

MONTANA-DAKOTA UTILITIES CO. NOTICE OF INTENT TO LIMIT THE USE OF ELECTRIC SERVICE

Name: _____ Date: _____

Address: _____ \$ _____ Delinquent Amount

_____ \$ _____ Security Deposit

Account Number: _____ \$ _____ Reconnect Fee

\$ _____ TOTAL

We are sorry that it will be necessary for us to disconnect your regular electric service because of unpaid bills. To ease your difficulty, we will install a **SERVICE EXTENDER**. The **SERVICE EXTENDER** will give you only enough electricity to run your heating system, use a few lights, and maybe run your refrigerator.

You can prevent having limited electric service by:

1. Paying your past and present electric bills in full, or
2. Making arrangements to pay MDU your past-due and current bills for electric service, or
3. Advising MDU within the 10-day notice period that disconnection of the utility service or the installation of a Service Extender will endanger the health of a member of the household, or that any member is 65 years of age or older, or handicapped. Disconnection or limitation of service will be delayed for 30 days so you may work out a satisfactory payment plan.

IF YOU DO NOT TAKE ONE OF THE ABOVE ACTIONS YOU ARE HEREBY NOTIFIED THAT A SERVICE EXTENDING DEVICE WILL BE INSTALLED ON THE ELECTRIC SERVICE AT _____ ON OR AFTER _____
(Address) (Date)

In order to have **NORMAL SERVICE** restored after a Service Extender has been installed, you will be required to pay the delinquent amount outstanding and a security deposit in the amounts shown above. You can still avoid the Service Extender by paying the account in full by _____ or
(Date)

immediately calling an MDU service representative at _____ or visiting our office
(Phone Number)

at _____ to enter into payment arrangements and sign a written agreement.
(Address)

THE SERVICE EXTENDER MAY BE REMOVED ANY TIME AFTER ONE WEEK AND ALL SERVICE WILL BE DISCONTINUED WITHOUT FURTHER NOTICE IF NO ARRANGEMENT FOR PAYMENT IS MADE.

Contact us immediately if you feel that you have been improperly billed or you need further information. If, **AFTER** discussion with our representative, you remain dissatisfied, you may write the South Dakota Public Utilities Commission, Capitol Building, Pierre, South Dakota 57501 or call 773-3201 or Tie Line No. 1-975-2222.

MONTANA-DAKOTA UTILITIES CO.
400 North Fourth Street
Bismarck, North Dakota 58501

SD P.U.C. Section No. 6
Original Sheet No. 7.1
Cancelling Sheet No.

SERVICE EXTENDER NOTICE

MONTANA-DAKOTA UTILITIES CO.
NOTIFICATION THAT ELECTRIC SERVICE HAS BEEN LIMITED

Name: _____ Date: _____

Address: _____

Account Number: _____

We are sorry but a Service Extender (120 volts-_____ amperes) has been installed on your meter because of your delinquent account in the amount of \$ _____. Your delinquent bill and payment history have forced us to limit the amount of credit available for your use. To have **NORMAL SERVICE** restored, you will be required to pay:

\$ _____ **Delinquent Amount**
 \$ _____ **Security Deposit**
 \$ _____ **Reconnect Fee**
 \$ _____ **TOTAL**

To arrange for the restoration of normal service, call our service representative at _____ or
 (Phone Number)

visit our office at _____ . **IT IS IMPORTANT FOR YOU TO**
 (Address)

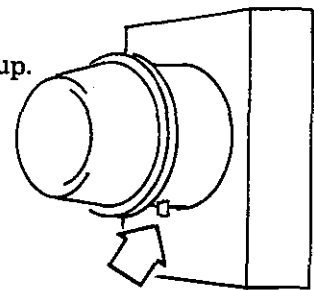
UNDERSTAND THAT THE SERVICE EXTENDER ONLY PROVIDES A PORTION OF THE NORMAL ELECTRIC SERVICE CAPABILITY. The Service Extender only provides 120 volts which will be sufficient to operate your heating system, some basic lighting and possibly your refrigerator. **NO 240-VOLT APPLIANCES WILL OPERATE (WATER HEATER, ELECTRIC RANGE, CLOTHES DRYER, ETC.), AND YOU SHOULD NOT ATTEMPT TO USE THEM.**

IMPORTANT: IF YOU OR ANYONE LIVING IN YOUR HOME IS SERIOUSLY ILL AND REQUIRES THE USE OF A PARTICULAR APPLIANCE WHICH THE SERVICE EXTENDER WILL NOT PERMIT TO OPERATE, OR IF ANY MEMBER IS 65 YEARS OF AGE OR OLDER, OR HANDICAPPED, WE WILL REMOVE THE SERVICE EXTENDER FOR 30 DAYS SO YOU MAY WORK OUT A SATISFACTORY PAYMENT PLAN.

THE SERVICE EXTENDER MAY BE REMOVED ANY TIME AFTER ONE WEEK AND ALL SERVICE WILL BE DISCONTINUED WITHOUT FURTHER NOTICE IF NO ARRANGEMENT FOR PAYMENT IS MADE.

SHOULD YOUR USE OF ELECTRICITY EXCEED THE CAPACITY OF THE SERVICE EXTENDER, A CIRCUIT BREAKER WILL INTERRUPT YOUR ELECTRIC SERVICE. YOU CAN RESTORE SERVICE IN THE FOLLOWING MANNER:

1. Keep a flashlight with fresh batteries available.
2. Shut off all lights, motors and appliances.
 - a. To shut off the furnace fan, turn the furnace thermostat down.
 - b. To shut off the refrigerator, turn the temperature setting on the refrigerator up.
3. Go to your electric meter and locate the button on the bottom of the extender.
4. To close the circuit breaker, push the button upwards until it is flush with the case and a "click" is heard.
5. If the breaker does not stay closed, check to be sure all lights, motors and appliances are turned off. Return to step 4.
6. When the breaker stays closed, return the furnace thermostat and refrigerator temperature setting to normal and resume limited electric service.
7. **Warning: Do not tamper with the service limiting device. If all lights, motors and appliances are off and you are unable to close the circuit breaker via the above steps, contact Montana-Dakota Utilities Co. immediately _____ ; after 5 p.m. or on weekends or holidays call _____ .**
 (Phone Number) (Phone Number)

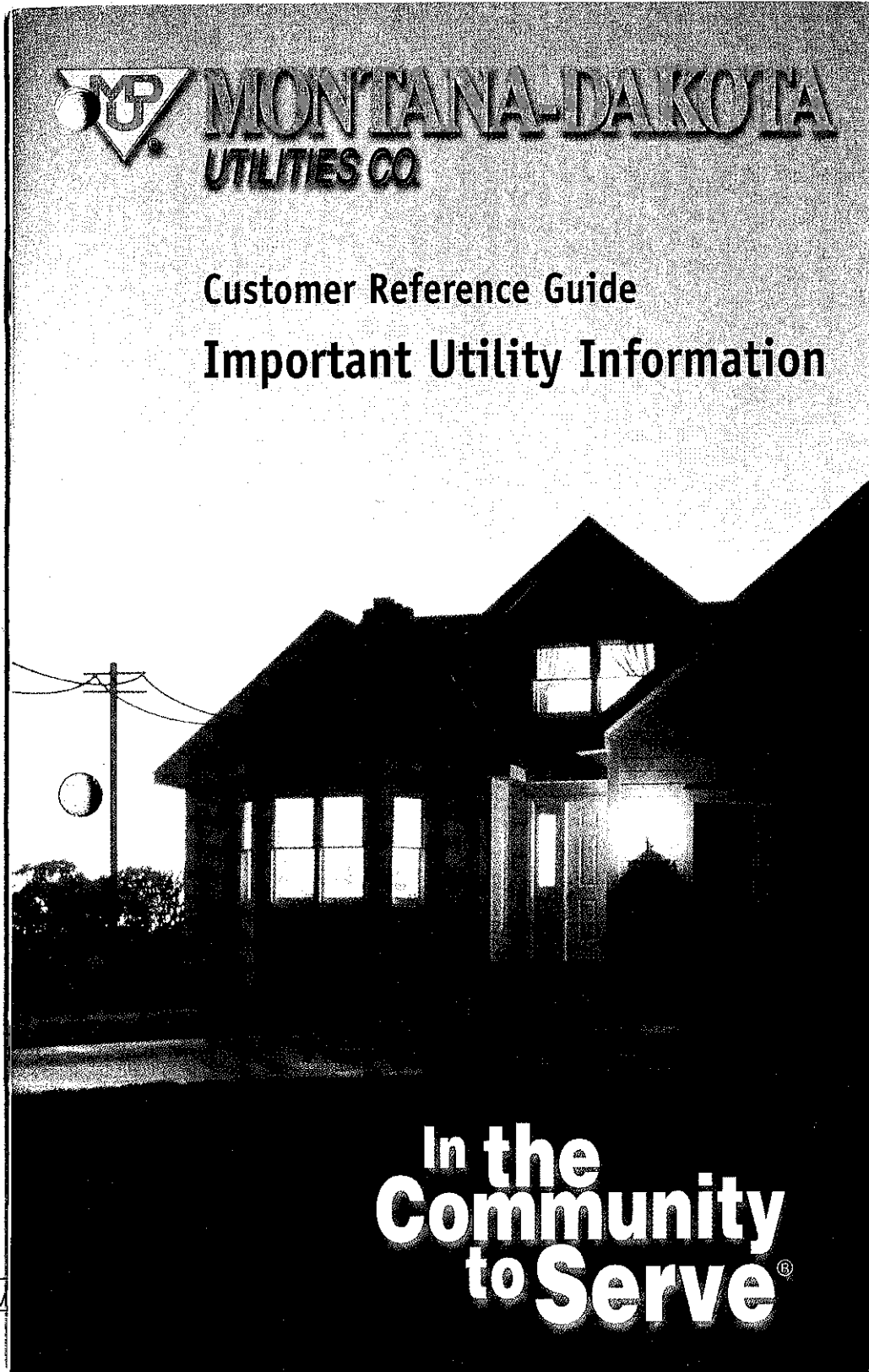


Reset Button

Tampering with this device can be dangerous and may result in prosecution.

Contact us immediately if you feel that you have been improperly billed or you need further information. If, **AFTER** discussion with our representative, you remain dissatisfied, you may write the South Dakota Public Utilities Commission, Capitol Building, Pierre, South Dakota 57501 or call 773-3201 or Tie Line No. 1-975-2222.

CUSTOMER INFORMATION BOOKLET



Date Filed: M

Docket No.: GE03-001



**MONTANA-DAKOTA
UTILITIES CO.**

Customer Reference Guide

Important Utility Information



**In the
Community
to Serve®**

We're here to serve you...



Welcome!

We're pleased to have you as a Montana-Dakota customer and have prepared this handy booklet for you to use as a reference tool for when you have questions.

Inside, you will find information on most utility issues and some of the additional products and services Montana-Dakota offers.

As always, Montana-Dakota employees are available to help with your questions. When you call 1-800-MDU FAST (1-800-638-3278), your call will be answered by a knowledgeable employee who is equipped to handle all your energy needs....

...That's what we do at MDU.



**In the Community
to Serve®**

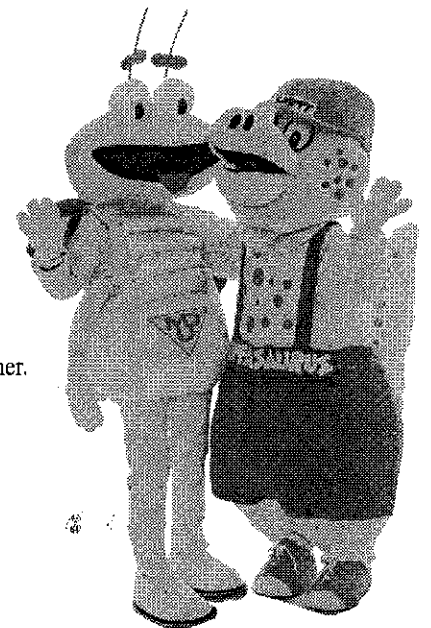
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Welcome to MDU

We hope this booklet will serve as a valuable reference tool for you. It might be a good idea to keep it handy - should you have questions about our products and services in the future.

If you should have any additional questions, please call us at 1-800-MDU-FAST (1-800-638-3278) and a knowledgeable MDU employee will be happy to assist you further.



Contents

- Call Montana-Dakota at 1-800-MDU-FAST (1-800-638-3278) to report any outage not confined to your home, unless you know a neighbor has already reported it.

Montana-Dakota's primary goal is to furnish safe and reliable electric service at fair rates. Our electric system is widespread and exposed to storms and other factors we cannot control. Although we employ the latest techniques in equipment and operating methods to maintain adequate service, we cannot guarantee uninterrupted power. If you have computers and other sensitive equipment that require high grade, uninterrupted power, you should check with your computer equipment supplier or Montana-Dakota Utilities for information on devices that will ensure the power quality you need.

How You Buy Energy...

Every time you flip a switch or turn a dial you buy energy. It's our job to bring electricity and/or natural gas to your meters, but you are responsible for how it is used inside your home. You do have control over your bill. By being aware of how you use energy, and by eliminating waste, you may be able to reduce your bill.

Natural Gas: Your natural gas meter measures the volume of gas you use each billing period. Your bill shows the difference between your meter's present and previous readings in units called "Mcf" (an Mcf is one thousand cubic feet). Since the energy content of an Mcf of natural gas varies slightly throughout our service area, we convert the volume of gas you use to energy units called "decatherms" (a decatherm, or dk, equals one million British Thermal Units of energy). By doing this, we ensure you are billed for the amount of energy you used based on the energy content of natural gas for your locality.

Electricity: Your consumption of electricity is measured and billed in units called kilowatt-hours (kwh). The number of kilowatt-hours you use each month is shown on your bill. Light bulbs can be used to help you understand kilowatt-hours. If you turn on ten 100-watt bulbs, you create a demand of 1,000 watts or one kilowatt of electricity (10 bulbs x 100 watts). If those 10 bulbs burn for one hour, you've used one kilowatt-hour of electricity. If the lights burn for three hours, you have used 3 kwh. The expected demand in kilowatts is indicated on most electrical appliances.

Meters: Your electric and natural gas meters measure how much energy you use. Meters are accurate instruments and care must be taken to ensure they are not damaged. Tampering with a utility meter is not only a criminal offense, it is dangerous too.

A utility representative reads your meter about the same date every month. If we are unable to read your meter because of extreme weather conditions, or if the meter is located inside your home and you're not there, we may have to estimate usage on your bill that month. Any difference between our estimate and your actual usage will be corrected automatically the next time your meter is read.

After your meter is read, your bill is calculated according to the rates that have been approved by the Public Service Commission (PSC) or the Public Utilities Commission (PUC) of your state. Copies of these rates are available at your local Montana-Dakota office. When there is a change in rates, an explanation of the change is included with your utility bill.

Conservation & Safety Tips

Saving Energy and Money...

Managing your utility bill begins at home with you. There are three ways to help hold household energy costs down.

Weatherize your home: Projects can be as simple as caulking and weather stripping around windows and doors to a major undertaking like adding wall insulation. Montana-Dakota can provide you with free booklets that contain everything from conservation tips to "how to's" on weatherization projects.

Change your living habits: You can also save energy by reducing the temperature setting on your water heater to the "warm" position and adjust your winter thermostat temperature down at night. Pull the drapes to minimize heat loss through windows.

Use appliances and equipment that are more energy efficient: Most appliance dealers and heating contractors sell products that are much more energy efficient than those available just a decade ago. Insist on a high efficiency model when you make your next major appliance purchase.

CAUTION: Montana-Dakota fully supports energy conservation, but we feel it is important to inform you about two dangers that might result from improper energy conservation practices. We don't mean to frighten you -- just inform you.

Hypothermia: Heating is the major consumer of energy in the home. To conserve energy, some people turn the heat down. This is great for healthy, active people who can just put on a sweater and feel comfortable. But, young children, people confined to a bed or chair due to illness, and the elderly may be in serious danger of accidental hypothermia.

Hypothermia ("hypo" - below, and "thermia" - temperature) is the result of the body not being able to produce enough heat. It is sometimes confused with "hyperthermia" which means abnormally high temperature.

With hypothermia, the body temperature drops lower than 94° F. at a point when uncontrollable shivering begins. As the body cools further, shivering will continue until it gets to 90° F., when it reaches the danger area. Below this temperature, a life-threatening situation is present and, if left untreated, can result in death.

Here are some symptoms of hypothermia:

- Skin is pale and waxy. Face may be puffy and swollen.
- Trembling may occur, accompanied by chills, but not always.
- The person may feel warm.
- Speech slows and words become slurred.
- The person becomes forgetful.
- The person becomes very tired.

Since mental confusion is one of the first symptoms, the person is normally not aware of what is happening. **Hypothermia, even in early stages, needs immediate attention!** If you can't reach a doctor, take the person to a hospital immediately.

Remember...everyone is susceptible to hypothermia if the conditions are right. Pay particular attention to those that appear overly tired or cold.

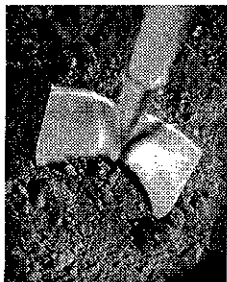
The best solution to hypothermia, of course, is to prevent it from happening. Keep your home warm enough so additional layers of clothing or bedding will prevent the first chill. Your doctor is your best source of additional information on hypothermia.

Back Drafting: In our efforts to reduce heating costs, many of us have turned to woodburning fireplaces and stoves as supplementary sources of heat along with natural gas furnaces. It's a good idea, but many homes are often too tight to provide adequate air for the safe operation of open flame heating systems (fireplaces, wood/coal stoves, natural gas furnaces, etc.). We feel that everyone should try to conserve energy, but after you weatherize you may need to add a combustion air source to prevent back drafting.

Fireplaces require a lot of air. If there is not enough air to satisfy the requirements of a fireplace or wood stove as well as a furnace or water heater all burning at the same time, the fireplace draft can pull toxic combustion products from these gas appliances back into the living area. This condition can seriously endanger health. The products of combustion (which may contain carbon monoxide) must be continuously removed while the fireplace or stove is operating. In fact, any device that exhausts air from the home (including kitchen or bathroom exhaust fans) can contribute to the back drafting problem.

To Check for Back Drafting: Start a fire in the fireplace on a cold day and after a few minutes, touch the vent pipe of the furnace, water heater, or any space heater. (*Careful, they may be very hot!*) If the vent is cold, your fireplace could be creating a dangerous back draft. Turn down the thermostats and water heater temperature controls, let the fireplace burn down and call a heating contractor or a Montana-Dakota serviceman.

Anyone requiring life-sustaining equipment must have an emergency standby power supply.



Montana
1-800-424-5555

North Dakota
1-800-795-0555

South Dakota
1-800-781-7474

Wyoming
1-800-849-2476

Life-Sustaining Equipment...Please read carefully.

Life-sustaining equipment includes any electrically operated support system.

If you are a landlord with tenants using such equipment, please advise them of the safety equipment requirement to have an emergency standby power supply.

Montana-Dakota does everything possible to provide reliable service. But, because of weather, mechanical failure, and other circumstances beyond our control, we cannot guarantee uninterrupted electric service.

Important Reminders...

Before You Dig: If you plan on digging on your property for any excavating, to plant trees or shrubs, or to put in fence posts, please call the applicable one-call centers two working days prior to digging to have your service lines located, (see left hand column).

There is no charge during normal working hours. You should have the service line located *before* you begin any repairs to water or sewer lines, foundation for additions to your house, constructing a fence, planting trees, pouring a patio or driveway, or any other excavation which requires deep holes or trenches on your property.

We sincerely hope that you will always call for location of your service lines *before* you start digging so that damage to the service line can be avoided. But, should you damage your service line, even if only the pipe coating is damaged, please call 1-800-MDU-FAST (1-800-638-3278) and have someone inspect and repair the damage immediately. ***Never backfill or cover a damaged line until repairs have been made by Montana-Dakota. Damaged lines may corrode causing them to leak in the future and possible harm your family.***

Buried Gas Line: If you have a buried gas line to your garage, shop, barbecue grill, gas light or any other location, United States Department of Transportation rules effective on August 14, 1995, apply to you.

Montana-Dakota operates and maintains all gas piping through your gas meter in accordance with Federal Gas Pipeline Safety Regulations. But buried gas lines downstream of the meter are your responsibility and subject to the same inspection and maintenance requirements as similar company-owned lines. That is, they must be monitored for corrosion and leakage. If unsafe conditions are found, buried lines must be repaired or disconnected.

When excavating near buried gas piping, the piping should be located in advance and the excavation around the piping must be done by hand.

After The Storm:

Storms can down power lines. Storm-downed lines should always be considered dangerous – so stay at least six feet away.

- Power lines draped over highway barriers or fences can energize them for great distances. **Don't touch anything that's in contact with the wire.**
- If a power line falls on your car, **stay in your car.** You're safe as long as you do.
- Never try to cut fallen wires.
- Consider every fallen wire dangerous. **Report it to authorities or call Montana-Dakota.**

To help insure uninterrupted gas service to your home:

- Keep gas meters and regulators free of heavy accumulations of ice or snow.
- Do not strike meter when using snow blower, blades or shovels.
- Do not place metal objects close to the meter set.

Heavy snows, ice falling from eaves and various other problems can cause meters to snap off customer piping and interrupt service. Snow covering meters may cause the meter safety equipment to shut off service to your home.

If your natural gas service is interrupted, for any reason, please call us. We appreciate your cooperation.

Days: On an average day, our meter readers visit 10,000 homes and businesses in our service area. Each day several will have painful skirmishes with a family dog and some will require medical attention.

We understand that dogs are being loyal and protecting their turf, but, that loyalty can cause you a lot of hassle. If your dog blocks access to your gas or electric meter, you may receive an estimated bill. If your pet bites one of our meter readers it could be impounded for medical tests.

You can avoid a lot of inconvenience and, at the same time, help us serve you more efficiently by following a few simple tips:

- Try to be aware when we will be reading your meter and take special precautions around that time. You can estimate when we will be at your house by looking at the "Reading Date" entry on your utility bill. We'll read about the same day each month.
- Secure pets well away from your meter(s) and place their food and water away from the meter.

In general, try to give us clear access to your meter(s). Dogs are the most hazardous obstacles, but not the only ones. Please avoid hanging ropes and garden hoses around the meter. Trim bushes, shrubs and large flowers so they don't completely cover the meter.

Special Services for You...

In addition to utility service and programs mentioned earlier in this booklet, Montana-Dakota offers other services. Visit the nearest Montana-Dakota office for further information or call us at 1-800-MDU-FAST (1-800-638-3278).

Programs and Speakers: A variety of subjects are available at no charge to civic groups, senior clubs and other organizations.

Gatekeeper Program: Many Montana-Dakota employees are trained to recognize possible problems with elderly and disabled customers. Those employees alert local social service agencies when the well-being of those customers appears to be threatened.

Your Monthly Utility Bill

MONTANA-DAKOTA UTILITIES CO.
A Division of MDU Resources Group, Inc.

RATE SCHEDULES AND CUSTOMER INFORMATION ARE AVAILABLE UPON REQUEST AND CAN BE OBTAINED AT THE MONTANA-DAKOTA UTILITIES CO. OFFICE LOCATED AT

CHECK HERE FOR MAILING ADDRESS CHANGE (SHOW CHANGES BELOW)

1

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3

4

PLEASE RETURN THIS STUB WITH YOUR PAYMENT. IF PAYING IN PERSON, BRING THE ENTIRE BILL.

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PAY DATE	PREVIOUS BALANCE	PAYMENT	FINANCE CHG.	PURCHASES	NEW BALANCE	INSTALLMENT DUE

How to Read Your Utility Bill

Upper Portion (Return with payment)

1. Address of the Montana-Dakota payment processing center.
2. Your name and mailing address.
3. **Pay This Amount:** The amount you owe Montana-Dakota for this billing period.
4. Tear horizontally along perforation. The entire stub (upper portion) is to be returned to Montana-Dakota with your payment for prompt crediting of your account.

Other numbers and letters that appear on the upper portion of your bill are for Montana-Dakota office purposes only. Please do not write on or make any marks on the upper portion of your bill.

5. **Account Name and Service Address:** This number and name identifies your account on our records. It is the address where natural gas and/or electricity is used. We can serve you faster if you have this information available when you inquire about your bill.
6. **Billing Date:** The date this bill was printed.
7. **Due Date:** The date your bill for this month is due. A late payment charge may be added to overdue bills.
8. **Type of Service:** A two-letter code indicates your type of service. An explanation of your code(s) can be found on the back of your bill.
9. **Reading Date:** The date your meter was read.
10. **Number of Days:** The number of days between your present and previous meter readings. It shows the number of days of service covered by this bill.
11. **Meter Readings:** These numbers are the dial readings which appear on the face of your meter.
12. **Difference:** The amount of natural gas or electricity consumed. It is derived by subtracting the previous meter reading from the present meter reading.
13. **Billing Factor (natural gas only):** You'll notice a "TF" is displayed in the "for" column and a factor in the "multiplier" column. "TF" stands for thermal factor. A thermal factor is a combination of the energy content of the gas and the average atmospheric pressure at your location. The volume of natural gas displayed in the "difference" column is multiplied by the thermal factor to provide the total decatherms (dk) used.

14. **Usage kwh-kw-dk:** Shows the amount of electricity (kwh), metered demand for general service customers (kw) and natural gas (dk) you used during the billing period. Residential accounts are not billed for electric demand (kw).
15. **Amount:** Your total price for electricity, natural gas or other services.
16. **Utility Type:** Natural gas and/or electric.
17. **Electric Cost of Fuel Adjustment (FCA) and Purchased Gas Adjustment (PGA):** The adjustments are shown per kilowatt-hour or per decatherm of natural gas used. These adjustments reflect changes in the cost of fuels and natural gas purchased by Montana-Dakota. Montana-Dakota receives no profit from these charges. FCA and PGA changes are subject to review by the state regulatory commissions.
18. **Your Average Daily Usage This Month:** This figure shows your average daily usage of electricity and/or natural gas during the current billing period.
19. **Your Average Daily Cost This Month:** This value shows how much it cost you for electricity and/or natural gas for the average day during the current billing period.
20. **Temperature differences:** This column compares the average temperature of the current billing period to your average temperature last month as well as last year.
21. **Inquiries: For any inquiries about your Montana-Dakota bill, use the address and/or telephone number listed here.**
22. **Other Services:** This part of the bill shows any business, other than the amount due for your natural gas or electric utility service. For example: you may have purchased a new appliance or had service call. If you have questions about your bill, call 1-800-MDU-FAST (1-800-638-3278). We'd be happy to help you better understand our billing procedures.

Payment & Billing Options

By mail: A return envelope is included with your bill. Don't forget to include the upper portion of your bill along with a check or money order. It is not a good idea to send cash through the mail. To ensure crediting to your account, please put the proper stamp on your envelope or the Post Office will return it to you.

In person: At your nearest Montana-Dakota office. Please bring your utility bill with you.

At payment drop boxes or local merchants: Which are authorized by Montana-Dakota to accept your payments. Call 1-800-MDU-FAST (1-800-638-3278) to find out if you can pay your bill in your community.

Direct bank payment: Our "Easy-Pay" plan allows you to have your bill automatically deducted from your bank account.

Here's how it works:

Each month you'll receive your Montana-Dakota bill as usual. Then 14 to 18 calendar days after the billing date, your financial institution will deduct your payment from your checking or savings account.

By taking advantage of Easy-Pay, you will be saving on postage and additional check writing. Best yet, the service is free.

Balanced Billing: Balanced Billing takes the guesswork out of budgeting and levels out your monthly Montana-Dakota bill so you can reduce fluctuations brought on by changes in weather and the price of energy.

Here how it works:

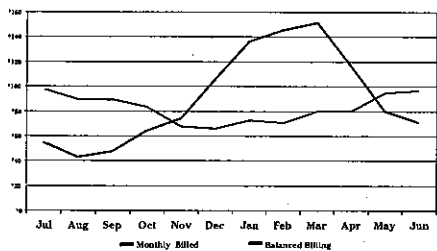
With Balanced Billing, your monthly natural gas bill is based on your average usage over the past 12 months at the current price of natural gas or electricity.

Balanced Billing is a free service. To learn more or enroll call 1-800-MDU-FAST (1-800-638-3278).



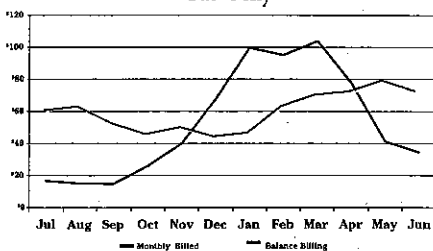
Example: The following graph is an illustration of how an actual MDU natural gas and electric customer's bill looks like on Balanced Billing - and what it would look like without balanced billing.

Gas & Electric



Example: The following graph is an illustration of how an actual MDU natural gas customer's bill looks like on Balanced Billing - and what it would look like without balanced billing.

Gas Only



Credit card, by phone or internet: Paying by credit card is another payment option to help simplify your life and save you time. You can pay your MDU bill by credit card (Mastercard, Visa, or Discover) or by electronic check. A convenience fee of 2.8% of the total payment will be added to your credit card charge or deducted from your bank account if using an electronic check, and noted on your credit card or bank statement as a transaction fee from Speedpay. There's no need to sign up - just have your MDU bill in hand when you make the call or log-on - it's that easy!

Here how it works:

Each time a payment is authorized, by phone or on-line, you are reminded of the convenience fee and given the opportunity to accept the fee or end the transaction. Payments made after 4:00 PM Central Time will be processed the next business day. Services are provided by Speedpay.

Why Your Monthly Bills Vary

There are many reasons why your utility bill may vary from month to month. Here are some examples:

Weather: Cold, windy weather forces your furnace to provide more heat to keep your home comfortable. Likewise, hot, humid summers cause your air conditioner to use more energy to cool your home.

Longer Nights: Winter months bring shorter days and longer nights, which mean you'll have more indoor activity and use more energy.

Change in Life-style: House guests, illness, new baby, and so on can mean more showers, more laundry and more cooking. Each increases energy use, even if only for a short time.

Vacations: Your home will probably use less energy when you're away. But, remember your refrigerator, furnace and other appliances continue to operate (and use energy) while you are gone.

Appliances: Adding appliances or appliances that need cleaning or repair usually use more energy.

Seasonal Uses: Car engine heaters that help start your car in the winter or the extra refrigerator you use to cool additional food and beverages are examples of items that could increase your bills during various times of the year.

Number of Billing Days: Your billing days may vary. The more days you've used energy, the higher your bill will be. Your utility bill tells you how many days your bill covers.



Other Services: You may have incurred a charge for some service or purchased an appliance from Montana-Dakota. These costs add to your regular charge for energy will increase the total amount of your bill.

Why is my utility bill different from my neighbor's?

Housing Differences: The type of construction, size and location of a house have a lot to do with how much energy it uses. A large, well-insulated house protected from the wind may use less heating energy than a small, poorly insulated house exposed to cold winter gusts.

Differences in Occupancy: A dwelling's utility costs are also affected by its number of occupants, their ages and living habits. Since preferences in room temperatures, laundering, bathing and cooking styles differ among households, differences can be expected in the amount of energy used.

Appliances: The number and size of appliances found in a home and how often they are used can significantly affect energy usage, especially electricity.

Life-style: People who stay-at-home tend to use more energy than those who are out frequently.

What to Do if You Have Trouble Paying

Montana-Dakota is concerned when customers have difficulty paying their utility bills. If you experience trouble paying your bill on time, call us.

Payment Arrangements: Payment arrangements can be made to help get your payments back on schedule. The amount of each payment is based on: the amount of the unpaid balance; the customer's ability to pay; the customer's payment record; and the length of time the bill has been outstanding.

Energy Assistance: The federal government provides funding to each state to assist low-income households in paying their energy bills. In some areas, there are also private, charitable funds available for emergency assistance. Montana-Dakota can direct you to the agencies responsible for these programs.

Weatherization Programs: Assistance is available through some government agencies to weatherize eligible low-income homes.

Adding insulation, caulking and weather stripping are examples of weatherization measures available at no cost to the homeowner. The added measures not only reduce the home's heating needs, but also improve its comfort.

Third Party Notice: Any Montana-Dakota customer can voluntarily select another person to be notified before utility service is disconnected. This "third party" is selected by the customer and usually is a friend, relative, clergyman or government agency. The third party program is strictly confidential.

The purpose of the third party is to make sure the customer receives and understands the disconnection notice and to help take action to prevent disconnection. Your local Montana-Dakota office will start the program after receiving a request from you or another responsible person.

When You Want to Contact Us...

Montana-Dakota Utilities Co. has a convenient 1-800 number. You can rely on knowledgeable employees to answer your questions. For all your utility needs, call 1-800-MDU-FAST (1-800-638-3278).

When You Want to Contact the...

Public Service Commission/Public Utilities Commission

Montana-Dakota considers it a privilege to serve you. Serving you quickly and efficiently is important to Montana-Dakota and we encourage you to contact us whenever you have a question or a problem with your utility service.

Your state's Public Service/Utilities Commission regulates Montana-Dakota and is available for consultation on utility matters. You may call the office in your area (see right hand column).

Your Rights & Remedies...

The Public Service/Utilities Commission (Commission) in each state has established rules for you and Montana-Dakota, which must be followed before your utility service may be disconnected. Montana-Dakota provides you this information to advise you of your rights and to tell you how to avoid having your natural gas and/or electricity service disconnected. If you would like additional help in understanding the rules, please call us at 1-800-MDU-FAST (1-800-638-3278).

Contact Us

Montana Public
Service Commission
1-800-646-6150
Helena, MT 59620

North Dakota Public
Service Commission
1-701-328-2400
Bismarck, ND 58502

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

Wyoming Public
Service Commission
1-888-570-9905
Cheyenne, WY 82002

We do not like to disconnect or refuse service to a customer, but sometimes we must.

Some reasons for involuntary disconnection are:

1. You have not paid your bill on time. Bills are due when received and become delinquent if they are not paid by the due date shown on the bill. If you cannot pay your Montana-Dakota bill on time, please call us at 1-800-MDU-FAST (1-800-638-3278). Arrangements may be made for payment of bills before a notice of disconnection of service is necessary. (See page 16.)
2. It has been determined that the meter or other equipment installed by Montana-Dakota has been tampered with, there has been a diversion of services, natural gas or electricity have been utilized before the energy has passed through a meter installed by Montana-Dakota, or a condition dangerous to life and property exists on your premises.
3. Safety is important to Montana-Dakota, that's why we enforce building codes pertaining to installation and operation of equipment and appliances, or for use of equipment which interferes with or affects the service to other customers. You will be given reasonable opportunity to change or disconnect such equipment.
4. Warning notice process. Prior to your service being disconnected, Montana-Dakota will give you written notice of shut-off. This notice will inform you of the necessary action required as well as a specific date that the action needs to be completed in order to avoid the pending disconnection of service.

After being notified, you may prevent disconnection by one of the following:

1. Paying the delinquent bill in full any time before actual disconnection of service takes place. The payment can be delivered to your nearest Montana-Dakota office.
2. Contact us to discuss a deferred installment agreement with Montana-Dakota for payment of the delinquent bill. If you enter into a deferred installment agreement, you must pay the delinquent account on or before the date specified in accordance with the deferred installment agreement plus the current bill. If you default on the terms of the installment payment agreement, Montana-Dakota may discontinue your service. You also have the opportunity to enter into an average monthly payment plan for future service. This is called the Balance Billing payment plan. (See page 14 for more details).

Disputes

When you receive a service bill from Montana-Dakota which you feel is wrong, please call us at 1-800-MDU-FAST (1-800-638-3278).

You have the right to dispute your service bill before the Commission. You may choose one of two ways:

1. Pay the disputed bill to Montana-Dakota under protest, to prevent disconnection for non-payment. Montana-Dakota will notify the Commission of the dispute and Montana-Dakota will refund any part of the payment made under protest found by the Commission to be in error.
2. Request a formal hearing before the Commission on the dispute and Montana-Dakota will not disconnect service for non-payment of the disputed portion of the bill until a final decision has been issued by the Commission.

Reconnection Process

If your service has been disconnected for nonpayment of a bill, you will be required to pay a reconnection fee; make an initial or additional deposit if required; and make a satisfactory settlement for the delinquent bill and for service rendered between the last reading date and the date service was disconnected.

Connecting & Disconnecting Service...

We try to make it as convenient as possible for you to begin or end natural gas and/or electric service. Here are some tips that will make it easier:

- Call 1-800-MDU-FAST (1-800-638-3278) and let us know the date you want service to start or stop. Please contact us as far in advance as possible.
- Access to your home may be required in order to start or stop service. Arrangements will be made when you contact us.
- Your deposit, if required, will be returned to you after 12 months if you have established a prompt payment record. Interest is payed on all required deposits. Customers who have established a good payment record will not be required to provide a deposit.
- If you request that we start or stop service during working hours there is no charge, provided that this service has not been previously requested within the past year.



MONTANA-DAKOTA
UTILITIES CO.

A Division of MDU Resources Group, Inc.

In the Community to Serve®

CUSTOMER INFORMATION BOOKLET

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 friendly 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 disconnection notices in the last year, or has an undisputed outstanding debt with Montana-Dakota may be asked to reestablish 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 (residential 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 on file with the South Dakota Public Utilities Commission. These rules are available for your inspection at the Montana-Dakota office noted on your utility bill.
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 at the Montana-Dakota office noted on your utility bill. 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: May 18, 2004

Effective Date: January 6, 2004

Issued By: Donald R. Ball, Assistant Vice President - Regulatory Affairs

Docket No.: GE03-001

400 North Fourth Street
Bismarck, ND 58501

DISCONTINUANCE NOTICE FOR UNAUTHORIZED USE OF SERVICE

(N)

20614(11-81)
(Rev. 2/88)

MONTANA-DAKOTA UTILITIES CO.
DISCONTINUANCE NOTICE

NOTICE TO CUSTOMER:

Today we inspected your gas/electric service installation. This inspection has revealed that you are obtaining unauthorized gas/electric service at the address shown below. Under rules and regulations filed with, and approved by, the Public Utility Commission of _____, service can be terminated because of this irregularity. To avoid discontinuance of service bring this card to our office, no later than _____, at the address shown below, and we will discuss the conditions under which your gas/electric service will not be interrupted.

MONTANA-DAKOTA UTILITIES CO.

Date: _____

Address: _____

Customer: _____

Address: _____

Telephone No.: _____

Meter No.: _____

Employee: _____

WHITE — Customer

YELLOW — File

(N)

Date Filed: August 10, 1990 Effective Date: August 31, 1990

Issued By: G. Wayne Fox, Vice President -
Regulatory Affairs & General Services

DISCONTINUANCE NOTICE OF SERVICE DUE TO AN IRREGULARITY

(N)

20610(11-81)
(Rev. 2/88)

MONTANA-DAKOTA UTILITIES CO.
DISCONTINUANCE NOTICE

NOTICE TO CUSTOMER:

Today we inspected your gas/electric service installation and under rules and regulations filed with, and approved by, the Public Utility Commission of _____, we are legally authorized to discontinue service due to an irregularity. In order to have your service restored, bring this card to our office, at the address shown below, and we will discuss the conditions under which gas/electric service may be restored.

MONTANA-DAKOTA UTILITIES CO.

Date: _____

Address: _____

Customer: _____

Address: _____

Telephone No.: _____

Meter No.: _____

Employee: _____

WHITE — Customer

YELLOW — File

(N)

Date Filed: August 10, 1990

Effective Date: August 31, 1990

Issued By: C. Wayne Fox, Vice President -
Regulatory Affairs & General Services

BALANCED BILLING PLAN APPLICATION/REMOVAL FORM

(N)

20221(3-79)
 (Rev. 3-90)

MONTANA-DAKOTA UTILITIES CO. (Front)

BALANCED BILLING PLAN APPLICATION/REMOVAL FORM

TC 27 13	NAME: (PRINT)	RESIDENCE PHONE:
OP	SERVICE ADDRESS:	BUSINESS PHONE:
29	CITY: STATE:	ZIP CODE:

MAILING ADDRESS: (If Different from Service Address)

	ALT. PAY AMT.	CNTR.
30		39

PLEASE CHECK ONE OF THE FOLLOWING:

BALANCED BILLING PLAN REQUEST

I have read the description and the provisions of the BALANCED BILLING PLAN on the reverse side of this form and hereby authorize Montana-Dakota Utilities Co. to place my natural gas and/or electric service account on the BALANCED BILLING PLAN and I hereby agree to comply with the provisions of the plan.

BALANCED BILLING PLAN REMOVAL

I hereby request that my natural gas and/or electric service account with Montana-Dakota Utilities Co. be removed from the BALANCED BILLING PLAN.

Date: _____ Signature: _____

Comments: _____

FOR INTERNAL USE ONLY											
ACCOUNT NUMBER											
8										19	1
										0	

OP6 - BALANCED BILLING REQUEST

OP7 - BALANCED BILLING REMOVE

WHITE - District Office Copy	YELLOW - Data Processing Copy	PINK - Customer Copy
------------------------------	-------------------------------	----------------------

MONTANA-DAKOTA UTILITIES CO. (Back)

BALANCED BILLING PLAN

DESCRIPTION OF THE PLAN

The Balanced Billing Plan is basically a moving average based on the customer's total natural gas and/or electricity used in the last 12 months or an average based on the months of service if less than 12 months. The billed amount under this plan will be based upon the average consumption and will normally change every month. The average will be calculated by adding the consumption over the past 11 months plus the current month's consumption. The average consumption times the current rate plus a percentage of any amount still owed will be the current Balanced Billing Plan payment.

PROVISIONS OF THE PLAN

Once a customer is placed on the Balanced Billing Plan he may remain on the Plan provided the customer makes his Balanced Billing Plan payments by the delinquent date indicated on the customer's service bill. Customers will be removed from the Balanced Billing Plan at their own request or automatically by the Company when the customer is 60 days in arrears. When a customer is removed from the Balanced Billing Plan at his request, the customer must make such request in writing by completing and signing a Balanced Billing Plan Removal Form (form no. 20221). Should a credit balance exist at this time it may be applied to the customer's current service bill or refunded at his request. A customer may be reinstated to the Plan upon request provided all amounts billed have been paid.

(N)

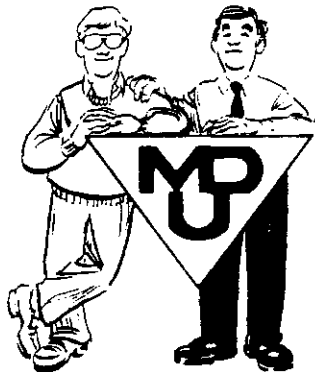
Date Filed: August 10, 1990 Effective Date: August 31, 1990

Issued By: C. Wayne Fox, Vice President -
Regulatory Affairs & General Services

THIRD PARTY NOTICE

(N)

**Would you
benefit
from a
Third Party
Notice?**



Would you like to be a designated Third Party? Montana-Dakota Utilities Co. (MDU) now has a program available called "Third Party Notice." The purpose of the program is to help avoid any hardship which could result from disconnection of service by alerting a third party to such action in advance. This voluntary program would most benefit customers who are ill or elderly and live alone.

Under the "Third Party Notice" program, if it would be necessary to disconnect service due to nonpayment of past due bills, the customer as well as the designated third party would be notified prior to the disconnect date. The third party would then have the right to contact MDU and declare the customer's inability to pay and enter into a payment arrangement for the customer.

A third party can be a friend, relative, church or any community agency.

The designated third party will have the right to receive and provide information regarding the customer's personal circumstances. Please talk with this third party before you tell MDU this person will help you. The third party will not be responsible for payment of the customer's bill.

If your personal circumstances require a third party be aware of a potential disconnection of your utility service, please complete and detach the form provided and return it to MDU as soon as possible. If you know of someone who might benefit from third party notification, please let them know of it.

For information of public agencies and community organizations which may be able to assist in payment of winter utility bills, please call the telephone number found on your utility bill or write to the MDU office address, also found on your utility bill.

**Request For Notice of Proposed
Disconnection to Third Party**

Customer Name: (Please print) _____

Address: _____

City: _____ State: _____ Zip: _____

Telephone Number: _____

Account Number from Bill: _____

MONTANA-DAKOTA UTILITIES CO. has my permission to provide information to and accept information from the party named below.

Customer Signature: _____

Date: _____

Name of Third Party to be Notified: (Please print) _____

Address: _____

City: _____ State: _____ Zip: _____

Telephone Number: _____

MONTANA-DAKOTA UTILITIES CO. will make every effort to send a copy of the Notice of Proposed Disconnection to the party specified. The customer making the request understands that MDU assumes no liability for failure of third party to receive or act upon said Notice.

Complete all information, detach form, staple and seal, and mail to MDU as soon as possible.

20680(8-91)
South Dakota
(Rev. 8/88)

(N)

Date Filed: August 10, 1990

Effective Date: August 31, 1990

Issued By: C. Wayne Fox, Vice President -
Regulatory Affairs & General Services



MONTANA-DAKOTA

UTILITIES CO.
A Division of MDU Resources Group, Inc.

400 North Fourth Street
Bismarck, ND 58501

STATE OF SOUTH DAKOTA ELECTRIC RATE SCHEDULE

SD P.U.C.

Original

Section No. 6

Sheet No. 13

Cancelling _____

Sheet No. _____

DEFERRED INSTALLMENT AGREEMENT FORM

(1)

20292(11-80)
(Rev. 4/87)

MONTANA-DAKOTA UTILITIES CO. DEFERRED INSTALLMENT AGREEMENT FORM

Name: _____	Date: _____
Address: _____	Delinquent Bill: \$ _____
_____	Current Bill: \$ _____
Account Number: _____	Total Bill: \$ _____
	Security Deposit: \$ _____
	TOTAL: \$ _____

PAYMENT ARRANGEMENT

<u>Amount</u>	<u>Due Date</u>	<u>Date Paid</u>
\$ _____	_____	_____
\$ _____	_____	_____
\$ _____	_____	_____
\$ _____	_____	_____
\$ _____	_____	_____
\$ _____	_____	_____

• In addition to these arrangements, the current monthly bill is to be paid.

Other: _____

**FAILURE TO COMPLY WITH THIS AGREEMENT WILL RESULT IN THE COMPANY
TAKING ACTION TO DISCONTINUE YOUR UTILITY SERVICE.**

Customer Signature: _____ Date: _____
(Customer signature is required even if submitted by Third Party)

Third Party Signature: _____ Date: _____

Name of Utility Representative: _____ Date: _____

(N)

Date Filed: August 10, 1990 Effective Date: August 31, 1990

issued by: C. Wayne Fox, Vice President
Regulatory Affairs & General Services



CONTINUOUS SERVICE AGREEMENT

Scan and return via - Email: customerservice@mdu.com, Fax: 1-701-323-5104, or
 Mail: Montana-Dakota Utilities Co., Attn: Customer Support, PO Box 7608, Bismarck, ND 58107-1608

1. **RECITATION.** The Undersigned (hereinafter referred to as "Customer") is the Financially Responsible Party (i.e. owner, manager, or otherwise financially responsible for the maintenance of the real properties described on Exhibit A hereto (hereinafter referred to as "Properties") which may be occupied by others (hereinafter referred to as "Tenants") from time to time. Montana-Dakota Utilities Co. (hereinafter referred to as the "Utility") provides Natural Gas and/or Electric services (hereinafter referred to as "Energy Services") to the location of the Properties in accordance with the terms of tariffs filed with the state regulatory agency of the jurisdiction in which the Properties are located. The Agreement is intended to assure continuous Energy Services to the Properties during periods in which a Tenant has not arranged for or has failed to maintain energy services.
2. **TERM.** This Agreement between the Utility and the Customer is effective as of the date (hereinafter referred to as the "Effective Date") that it is processed by the Utility. For electronic communication purposes, the Customer must provide an active email address prior to processing. Utility will provide email notification that the Agreement has been processed. This Agreement will continue in effect until cancelled by either party upon five (5) days prior written notice sent in accordance with Paragraph 5 below. Properties subject to this Agreement must have energy services activated prior to or on the Effective Date. Termination of this Agreement does not relieve the Customer from its obligation to pay for any Energy Service charges incurred under this Agreement prior to the effective date of termination. In the event the Customer cancels this Agreement with respect to one or more Properties listed on Exhibit A, the Customer will not be eligible to enter another Continuous Service Agreement for a period of 12 months with respect to those Properties that were cancelled. Failure on the part of the Customer to pay their bills promptly when due shall constitute sufficient grounds for termination of this Agreement by the Utility.
3. **RESPONSIBILITY.** The Utility agrees to provide Energy Services at the Properties specified by the Customer between occupancy by tenants, regardless of the time of year, until this Agreement is terminated with respect to the properties. The Customer assumes liability for Energy Service charges incurred during periods in which a Tenant has not assumed responsibility for payment of Energy Services to the Properties.
 The Utility reserves the right to deny service or disconnect Energy Services pursuant to the rules and regulations of the applicable regulatory agency. If a Tenant is denied Energy Service, or Energy Services to the Tenant have been disconnected, the Customer may request that the Energy Services to the applicable Property be reconnected without affecting this Agreement. A disconnection of Energy Services to the Properties at the request of the Customer for any other reason will terminate the Agreement.
 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 Utility's records are incorrect in which event the presumption shall no longer apply.
4. **DISCONNECTION.** In addition to the above terms of service, if a Tenant account at such a Property is discontinued for Nonpayment of Services, I DO I DO NOT request the Utility to continue Energy Services at the Property and bill me for such Energy Services until a new Tenant account is opened or I request termination of the Agreement with respect to the Property. These instructions will apply even if the Tenant remains in the Property.
5. **CHANGES AND DELETIONS.** The Customer agrees to provide PRIOR WRITTEN NOTICE to the Utility of any changes in telephone number, mailing address, email address or additions and deletions to Exhibit A, Service Property Locations.
 By signing this Agreement as the Customer, it is understood that the Customer is authorized to start or stop Energy Services, make additions or deletions of Properties to this Agreement and to enter into this Agreement. Other persons authorized to act on behalf of the Customer under this Agreement are shown on Exhibit B which may be amended by Customer upon receipt of written notice by the Utility.
6. **MISCELLANEOUS.** This Agreement constitutes the entire Agreement between the parties and supersedes all prior Agreements and understandings relating to continuation of Energy Services to any of Customer's properties prior to the effective date of this Agreement. The Utility has no further responsibility or liability to the Customer, expressed or implied, for continuation of Energy Services to Customer's properties except as set forth herein.
7. **LIABILITY LIMITATION.** THE LIABILITY OF THE UTILITY UNDER THIS AGREEMENT SHALL BE LIMITED TO DIRECT ACTUAL DAMAGES OF CUSTOMER NOT TO EXCEED \$500 AND NEITHER PARTY SHALL BE RESPONSIBLE FOR SPECIAL, INCIDENTAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES OR ANY COMMERCIAL LOSS OF ANY KIND (INCLUDING LOSS OF BUSINESS OR PROFIT). THIS LIMITATION APPLIES TO ALL CLAIMS WHETHER BASED ON BREACH OF EXPRESS OR IMPLIED WARRANTY, INDEMNITY, BREACH OF CONTRACT, NEGLIGENCE, STRICT LIABILITY IN TORT, OR OTHER LEGAL THEORY.
8. **SIGNATURE.** This Agreement must be signed by the Customer, if property management services are used and a Property Manager signs this Agreement, the Property Manager assumes financial responsibility for Energy Services pursuant to this Agreement.

BILLING INFORMATION

Please Print (* An asterisk indicates that the information is required for processing.)

E-mail Address: _____ (Enter an active e-mail address for electronic communication purposes.)	*Social Security Number: _____
Spouse/Partner Name: _____	*Business Tax ID Number: _____
*Billing Address: _____	*Emergency Contact Name: _____
*City: _____ *State: _____ *Zip: _____	*Address: _____
*Primary Contact Phones: () _____	*City: _____ *State: _____ *Zip: _____
Cell Phone: () _____	*Emergency Phone Number: () _____
Fax Number: () _____	Employer Name: _____
	Work Phone: () _____

Customer Printed Name: _____	Date: _____
Signature _____	

For Office Use only:		
CSA ID# _____	Processed by: _____	Date: _____

Continuous Service Agreement Form - Rev. 03-21-2012

Date Filed: July 3, 2012 Effective Date: June 21, 2012

Issued By: Tamie A. Aberle
 Regulatory Affairs Manager

(N)

**FORM ADVISING PROPERTY OWNER TENANT IS VACATING
PREMISES AND SERVICE HAS BEEN CONNECTED IN PROPERTY
OWNER'S NAME PER AGREEMENT**

20511(9-78)
(Rev. 12/88)

FOR YOUR INFORMATION

Your tenant, _____, has advised us that he is vacating the premises indicated below as of _____. In accordance with our agreement with you, we have connected the Electricity Gas service in your name.

Account: _____

Location: _____

MONTANA-DAKOTA UTILITIES CO.

By: _____

WHITE -- District Office Copy

YELLOW -- Customer Copy

(N)

Date Filed: August 10, 1990 Effective Date: August 31, 1990

Issued By: C. Wayne Fox, Vice President
Regulatory Affairs & General Services

400 North Fourth Street
Bismarck, ND 58501

SD P.U.C. Section No. 6
Original Sheet No. 16
Cancelling Sheet No. _____

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

(N)

20458(6-81)
(Rev. 9/89)

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

(Date)

To: Montana-Dakota Utilities Co.

(Address)

(City, State, Zip Code)

For value received, I, _____, do hereby absolutely guarantee to pay to
(Name of Guarantor)
Montana-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
(Name of Customer)
electricity provided by Montana-Dakota at _____ is not paid
(Customer's Service Address)
when due; however, liability under 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 _____, 19 ____, 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.

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

GUARANTOR

(Signature of Witness)

(Signature of Guarantor)

(Guarantor's Mailing Address)

(Guarantor's Street Address—If Different than Mailing Address)

(City, State, Zip Code)

(Guarantor's Telephone Number)

DIVISION OFFICE - White Copy CUSTOMER COPY - Yellow Copy GUARANTOR COPY - Pink Copy

(N)

Date Filed: August 10, 1990 Effective Date: August 31, 1990

Issued By: C. Wayne Fox, Vice President -
Regulatory Affairs & General Services

DEPOSIT WARNING LETTER

(N)

MONTANA-DAKOTA UTILITIES CO.
A Division of MDU Resources Group, Inc.

_____ Address Tel.

Date: _____

RE: Account _____

_____ (Service Address)

Dear _____:

This is to advise you that in the future should your utility service not be paid by the due date shown on your bill, Montana-Dakota Utilities Co. will require you to pay a deposit of \$ _____. If you fail to pay the required deposit, your service is subject to disconnection.

Please keep your service bill current and avoid having to make this deposit.

Thank you.

Sincerely,

_____ (MDU Representative)

20878(12-82)
(Rev. 4/88)

(N)

Date Filed: August 10, 1990 Effective Date: August 31, 1990

Issued By: C. Wayne Fox, Vice President
Regulatory Affairs & General Services



MONTANA-DAKOTA

UTILITIES CO.
A Division of MDU Resources Group, Inc.

400 North Fourth Street
Bismarck, ND 58501

**STATE OF SOUTH DAKOTA
ELECTRIC RATE SCHEDULE**

SD P.U.C.

Section No. 6

Original

Sheet No. 18

Cancelling _____

Sheet No. _____

DEPOSIT REQUEST

(N)

MONTANA-DAKOTA UTILITIES CO.
A Division of MDU Resources Group, Inc.

Address Tel.

DEPOSIT REQUEST

Date: _____

RE: Account _____

(Service Address)

Dear _____:

Previously you were advised that should your utility service not be paid by the due date shown on your bill, a deposit would be required.

Your payment history has not been satisfactory. This makes it necessary for us to request a deposit of \$ _____ or an additional deposit of \$ _____ to assure payment of your future bills. The deposit plus interest of _____ percent per year will be refunded to you after you have paid your monthly bills promptly for twelve months. If the deposit requested above is not paid on or before _____, action to discontinue service will be taken.

Name: _____

Sincerely,

Mailing Address: _____

(MDU Representative)

20877(12-82)
(Rev. 4/88)

(IV)

Date Filed: August 10, 1990 Effective Date: August 31, 1990

Issued By: C. Wayne Fox, Vice President -
Regulatory Affairs & General Services

400 North Fourth Street
Bismarck, ND 58501

FINAL BILL FOLLOW UP LETTER NUMBER 1

(M)

MONTANA-DAKOTA
UTILITIES CO.
A Division of MDU Resources Group, Inc.

P. O. BOX 280
MOBRIDGE 57601

DATE
ACCOUNT
AMOUNT
SERVICE ADDRESS

OUR RECORDS INDICATE THAT YOUR ACCOUNT WITH MONTANA-DAKOTA UTILITIES CO. STILL REMAINS UNPAID. THE ACCOUNT HAS NOW BECOME PAST DUE AND WE REQUEST THAT YOU PROMPTLY PAY THIS ACCOUNT.

IF PAYMENT HAS RECENTLY BEEN MADE, PLEASE DISREGARD THIS NOTICE. THANK YOU FOR YOUR PAYMENT.

SINCERELY,

MONTANA-DAKOTA UTILITIES CO.

CREDIT AND COLLECTION DEPT.

(N)

Date Filed: August 10, 1990 Effective Date: August 31, 1990

Issued By: C. Wayne Fox, Vice President
Regulatory Affairs & General Services

MONTANA-DAKOTA

UTILITIES CO.

A Division of MDU Resources Group, Inc.

400 North Fourth Street
Bismarck, ND 58501

**STATE OF SOUTH DAKOTA
ELECTRIC RATE SCHEDULE**

SD P.U.C.

Section No. 6

Original

Sheet No. 20

Cancelling _____

Sheet No. _____

FINAL BILL FOLLOW UP LETTER NUMBER 2

(N)



MONTANA-DAKOTA

UTILITIES CO.

A Division of MDU Resources Group, Inc.

P. O. BOX 280
MOBRIDGE 57601

DATE
ACCOUNT
AMOUNT
SERVICE ADDRESS

OUR RECORDS INDICATE THAT YOUR ACCOUNT WITH MONTANA-DAKOTA UTILITIES CO. STILL REMAINS UNPAID IN SPITE OF OUR PREVIOUS REQUESTS FOR PAYMENT. IT IS OUR PRACTICE TO SUBMIT DELINQUENT ACCOUNTS TO A COLLECTION AGENCY FOR COLLECTION.

MONTANA-DAKOTA UTILITIES CO. AGAIN REQUESTS THAT YOU PROMPTLY PAY THIS OVERDUE ACCOUNT. IF YOUR REMITTANCE IS NOT RECEIVED BY MONTANA-DAKOTA UTILITIES CO. WITHIN TEN (10) DAYS OF THE DATE OF THIS NOTICE, YOUR ACCOUNT WILL BE SUBMITTED TO A COLLECTION AGENCY.

SINCERELY,

MONTANA-DAKOTA UTILITIES CO.

CREDIT AND COLLECTION DEPT.

(N)

Date Filed: August 10, 1990 Effective Date: August 31, 1990

Issued By: C. Wayne Fox, Vice President -
Regulatory Affairs & General Services

CUSTOMER AUTHORIZATION TO RELEASE INFORMATION
RELATING TO THE VOLUME AND/OR COST OF ELECTRICITY
FURNISHED BY MONTANA-DAKOTA UTILITIES CO.

(N)

AUTHORIZATION

TO: Montana-Dakota Utilities Co.

I hereby authorize Montana-Dakota Utilities Co., a Division of MDU Resources Group, Inc.,
to furnish to _____

any information relating to the volume and/or cost of natural gas and/or electricity furnished by
Montana-Dakota Utilities Co. for use at the following address: _____

and account number: _____

This authorization shall remain in effect until _____

Dated this _____ day of _____, 19 _____

(Name - Printed)

(Signature)

(Street Address)

(Witness)

(City) (State) (Zip)

20022(12-85)

(N)

Date Filed: August 10, 1990 Effective Date: August 31, 1990

Issued By: C. Wayne Fox, Vice President -
Regulatory Affairs & General Services

PRIVATE LIGHTING SERVICE AGREEMENT

(N)

213801(8-87)

PRIVATE LIGHTING SERVICE AGREEMENT

THIS AGREEMENT, is made and entered into this _____ day of _____, 19____, by and between MONTANA-DAKOTA UTILITIES CO., a Division of MDU Resources Group, Inc., a corporation, 400 North Fourth Street, Bismarck, North Dakota 58501, hereinafter referred to as "COMPANY" and _____, hereinafter referred to as "CUSTOMER."

WITNESSETH: In consideration of the mutual promises and covenants herein stipulated to be kept and performed by the respective parties to this Agreement, it is mutually understood and agreed as follows:

1. During the term of this Agreement, CUSTOMER agrees to use COMPANY-owned flood or yard light units. COMPANY shall deliver to CUSTOMER all electric energy which may be required by CUSTOMER for such private lighting service. For all electric energy delivered by COMPANY to CUSTOMER for such purposes, CUSTOMER hereby agrees to pay COMPANY in accordance with the RATE SCHEDULE ATTACHED HERETO, as may be amended or changed from time to time by the Public Service Commission or a similar regulatory body of the state wherein the CUSTOMER is located and the laws dealing with the change of rates. COMPANY shall have the right to revise the rates charged hereunder by making a unilateral filing with the appropriate regulatory agency.

2. Delivery of electric energy for said private lighting purposes shall be made by the COMPANY to the CUSTOMER at any available point on the distribution system of the COMPANY.

3. COMPANY will render monthly bills to CUSTOMER for all energy delivered and any equipment rental charge. CUSTOMER shall pay such bills by the due date shown on the bills.

4. This Agreement shall be effective as of the date of the instrument and shall remain in full force and effect for a period of two years from said date and thereafter from year to year until terminated by either party upon written notice to the other.

IN WITNESS WHEREOF, the parties have caused this Agreement to be executed in their respective names as of the day and year above written.

CUSTOMER

MONTANA-DAKOTA UTILITIES CO.
a Division of MDU Resources Group, Inc.

By: _____

Title: _____

WHITE - Customer Copy

YELLOW - Division Office Copy

PINK - Marketing Copy

(N)

Date Filed: August 10, 1990 Effective Date: August 31, 1990

Issued By: G. Wayne Fox, Vice President -
Regulatory Affairs & General Services

MUNICIPAL STREET LIGHTING AGREEMENT

(N)

MUNICIPAL STREET LIGHTING AGREEMENT

THIS AGREEMENT, made and entered into this _____ day of _____, 19____, by and between MONTANA-DAKOTA UTILITIES CO., a Division of MDU RESOURCES GROUP, INC., a corporation, 400 North Fourth Street, Bismarck, North Dakota 58501, hereinafter referred to as "COMPANY," and the _____ hereinafter referred to as the "MUNICIPALITY."

WITNESSETH: That in consideration of the mutual promises and covenants herein stipulated to be kept and performed by the respective parties to this agreement, it is mutually understood and agreed as follows:

1. During the term of this agreement, the MUNICIPALITY shall purchase energy from the COMPANY for the operation of the street lighting system, and the COMPANY shall deliver to the MUNICIPALITY all electric energy which may be required by the MUNICIPALITY for such purpose. For all electric energy delivered by the COMPANY to the MUNICIPALITY for such purpose, the MUNICIPALITY shall pay to the COMPANY in accordance with the RATE SCHEDULE ATTACHED HERETO, as may be amended or changed from time to time by the Public Service Commission or similar regulatory body of the state wherein the MUNICIPALITY is located and the law dealing with the change of rates. COMPANY shall have the right to revise the rate charged hereunder by making a unilateral filing with the appropriate regulatory agency.

2. It is expected that the MUNICIPALITY will burn a uniform number of lamps throughout the year, but nothing in this contract shall be construed to prevent the MUNICIPALITY from increasing or decreasing the number or size of lamps to suit its requirement. All extensions to the present street lighting system which are to be made by the COMPANY shall be mutually agreed upon before they are made.

3. The schedule of rates attached hereto is applicable only to all-night, every-night service, with a minimum of 4,000 hours annually.

4. The COMPANY will render monthly bills to the MUNICIPALITY for all electric energy consumed during the previous month; and the MUNICIPALITY shall pay such monthly bills by the due date shown on the bills.

5. This agreement shall be effective as of the date hereof, and shall remain in full force and effect for a period of ten (10) years from said date, and thereafter from year to year until terminated by either party upon written notice to the other given at least ninety (90) days prior to the next ensuing contract anniversary date.

IN WITNESS WHEREOF, the parties hereto have caused these presents to be executed in triplicate in their respective names as of the day and year first above written.

By: _____
Mayor

(Municipal Seal)

Attest: _____
Auditor/Clerk

MONTANA-DAKOTA UTILITIES CO.
A Division of MDU Resources Group, Inc.

By: _____
President

(Corporate Seal)

Attest: _____
Secretary

(N)

Date Filed: August 10, 1990 Effective Date: August 31, 1990

Issued By: G. Wayne Fox, Vice President -
Regulatory Affairs & General Services

MUNICIPAL STREET LIGHTING AND EQUIPMENT RENTAL AGREEMENT (N)

MUNICIPAL STREET LIGHTING AND EQUIPMENT RENTAL AGREEMENT

THIS AGREEMENT, made and entered into in triplicate this _____ day of _____, 19____, by and between MONTANA-DAKOTA UTILITIES CO., a Division of MDU RESOURCES GROUP, INC., a corporation, 400 North Fourth Street, Bismarck, North Dakota 58501, hereinafter referred to as "COMPANY" and _____, hereinafter referred to as "MUNICIPALITY."

WITNESSETH: WHEREAS, the MUNICIPALITY wishes to secure and maintain street lights without investing its money in the facilities and wishes to purchase electric energy for street lighting and the COMPANY is willing to construct, operate, maintain and lease street lighting facilities to said MUNICIPALITY on a monthly rental basis and sell electric energy to the MUNICIPALITY for street lighting.

NOW THEREFORE, in consideration of the mutual promises and covenants herein stipulated to be kept and performed by the respective parties to this agreement, it is mutually understood and agreed as follows:

1. The MUNICIPALITY has designated on the ATTACHED PLAT MARKED EXHIBIT "A" the locations at which it desires street lighting facilities and the type of facility it desires at each location. The COMPANY agrees to construct, operate, maintain and lease to said MUNICIPALITY the facilities designated on said Exhibit. The COMPANY's obligation to maintain said facilities includes periodic changing of lamps, cleaning of fixtures and changing of lamps when notified by the MUNICIPALITY.

In cases of vandalism, the MUNICIPALITY agrees to pay for the cost of changing the lamps and repairing or replacing the fixtures, provided such damage and destruction is caused by malicious mischief by a third party or willful negligence by employees of the MUNICIPALITY.

The MUNICIPALITY may request the installation of additional street lights under the terms of the agreement or through a new agreement if the COMPANY agrees to the terms and conditions proposed.

2. The MUNICIPALITY agrees to pay the COMPANY the monthly rental for the facilities set forth on Exhibit "A" attached hereto, which is hereby incorporated herein and made a part hereof.

Whenever existing street lighting facilities, as noted on the plat marked Exhibit "A", are replaced by reason of deterioration, rental rates in effect at the time of replacement will apply to facilities replaced.

If the MUNICIPALITY requests removal of street lighting facilities already in place as shown on the plat marked Exhibit "A", and prior to termination of this Agreement, the COMPANY may charge labor and equipment costs for removal of existing street lighting facilities. At the request of the MUNICIPALITY to reinstall street lighting facilities previously removed at MUNICIPALITY request, the reinstalled street lighting facilities will be charged at the rental rate in effect at the time of reinstallation.

3. During the term of this agreement, the MUNICIPALITY shall purchase electric energy from the COMPANY for the operation of the street lighting system and the COMPANY shall deliver to the MUNICIPALITY all electric energy which is required by the MUNICIPALITY for such purposes. For all electric energy delivered by the COMPANY for such purposes, the MUNICIPALITY shall pay to the COMPANY in accordance with the RATE SCHEDULE ATTACHED HERETO, as may be amended or changed from time to time by the Public Service Commission or similar regulatory body of the state wherein the MUNICIPALITY is located and the law dealing with the change of rates. COMPANY shall have the right to revise the rate charged hereunder by making a unilateral filing with the appropriate regulatory agency.

4. The COMPANY will render monthly bills to the MUNICIPALITY for the rental of the street lighting facilities and the electric energy utilized during the previous month, and the MUNICIPALITY shall pay such monthly bills by the due date shown on the bills.

5. This agreement shall be effective as of the date of this instrument and shall remain in full force and effect for a period of ten (10) years from said date, and thereafter from year to year until terminated by either party upon written notice to the other given at least ninety (90) days prior to the next ensuing contract anniversary date.

IN WITNESS WHEREOF, the parties have caused these presents to be executed in triplicate in their respective names as of the day and year first above written.

(Municipal Seal)

By: _____
 Mayor

Attest: _____
 Auditor/Clerk

MONTANA-DAKOTA UTILITIES CO.
 A Division of MDU Resources Group, Inc.

(Corporate Seal)

By: _____
 President

Attest: _____
 Secretary

2190113-681
 Rev. 1-86

Date Filed: August 10, 1990 Effective Date: August 31, 1990

Issued By: C. Wayne Fox, Vice President
Regulatory Affairs & General Services

MUNICIPAL PUMPING AGREEMENT

(N)

MUNICIPAL PUMPING AGREEMENT

THIS AGREEMENT, made and entered into this _____ day of _____, A.D., 19____, by and between MONTANA-DAKOTA UTILITIES CO., a Division of MDU Resources Group, Inc., a corporation, 400 North Fourth Street, Bismarck, North Dakota 58501, hereinafter referred to as "COMPANY," and the _____ hereinafter referred to as the "MUNICIPALITY."

WITNESSETH: That in consideration of the mutual promises and covenants herein stipulated to be kept and performed by the respective parties to this agreement, it is mutually understood and agreed as follows:

1. During the term of this agreement, the MUNICIPALITY shall use electric motors for all pumping operations in connection with its municipal water supply system and its sewage system and in the operation thereof, shall use electric energy purchased from the COMPANY. The COMPANY shall deliver to the MUNICIPALITY all electric energy which may be required by the MUNICIPALITY for such purposes. For all electric energy delivered by the COMPANY to the MUNICIPALITY for such purposes, the MUNICIPALITY shall pay to the COMPANY in accordance with the RATE SCHEDULE ATTACHED HERETO, as may be amended or changed from time to time by the Public Service Commission or similar regulatory body of the state wherein the MUNICIPALITY is located and the law dealing with the change of rates. COMPANY shall have the right to revise the rate charged hereunder by making a unilateral filing with the appropriate regulatory agency.

2. Delivery of electric energy for said purposes shall be made by the COMPANY to the MUNICIPALITY at any available point on the distribution system of the COMPANY. All electric energy so delivered shall be metered at the point of delivery.

3. The COMPANY will render monthly bills to the MUNICIPALITY for all energy delivered during the previous month and the MUNICIPALITY shall pay such monthly bills by the due date shown on the bills.

4. This agreement shall be effective as of the date of this instrument and shall remain in full force and effect for a period of ten (10) years from said date, and thereafter from year to year until terminated by either party upon written notice to the other given at least ninety (90) days prior to the next ensuing contract anniversary date.

IN WITNESS WHEREOF, the parties hereto have caused these presents to be executed in triplicate in their respective names as of the day and year first above written.

(Municipal Seal)

By: _____
Mayor

Attest: _____
Auditor/Clerk

(Corporate Seal)

By: _____
President

Attest: _____
Secretary

20387(2-88)
(Rev. 8/88)

(N)

Date Filed: August 10, 1990 Effective Date: August 31, 1990

Issued By: G. Wayne Fox, Vice President -
Regulatory Affairs & General Services

ELECTRIC SERVICE AGREEMENT FOR EXTENSION POLICY RATE 112

(N)

2087612-001
 Rev. 1/88

MONTANA-DAKOTA UTILITIES CO.
ELECTRIC SERVICE AGREEMENT
 (North Dakota, South Dakota, Montana)

THIS AGREEMENT, Made and entered into this _____ day of _____, 19____, by and between MONTANA-DAKOTA UTILITIES CO., a Division of MDU Resources Group, Inc., a corporation, hereinafter called "Company," and _____ hereinafter called "Customer," whose premises are located on _____ (address or legal description):

Section _____ Township _____ Range _____, County of _____ State of _____

WITNESSETH, That in consideration of the mutual promises and covenants herein stipulated to be kept and performed by the respective parties to this Agreement, it is mutually understood and agreed as follows:

1. Company shall furnish all labor, materials and equipment, including necessary transformers, service and meter, for the construction of an electric line from its present distribution line to a convenient location on Customer's premises. The termination of the facilities furnished by Company shall be the point of connection of the service conductors to Customer's service entrance equipment.
2. Customer shall furnish the service entrance equipment, which shall include the installation of the meter socket provided and owned by Customer, and all wiring beyond that equipment.
3. Company will deliver electricity to Customer at the rate approved by the state regulatory commission.
4. Customer shall execute and deliver to Company an easement granting perpetual right of way, releasing and waiving all rights thereto under and by virtue of the homestead exemption laws of the state, without cost, for the construction, reconstruction, maintenance and removal of Company's line, including tree-trimming rights. If Company extends its line built under this Agreement so as to provide service to other customers, such extension shall in no manner alter or affect the service to be rendered under this Agreement.

5. Before Company shall commence construction, Customer shall deposit with Company a contribution toward construction as stated below. The initial contribution for developers of subdivisions shall be the estimated construction cost.

Refundable contribution	\$ _____
Nonrefundable contribution	\$ _____
Total	\$ _____

There shall be a minimum annual bill of \$ _____. This amount shall be equal to the estimated annual revenue used in the contribution formula described in Rate 112.

The initial contribution required of any customer other than a developer shall be the estimated construction cost less two times the estimated annual revenue.

6. If, within a five-year period from the date initial service is established, one or more additional customers are added to the above-referred-to extension, Company shall recompute the contribution required by combining the estimated proposed construction costs for the new customer(s) with the construction costs to those customers already taking service. If, by so combining the construction costs, the contribution of those customers already taking service would be less, Company shall make a proportionate refund, without interest, to those customers taking service prior to commencement of service to said additional customer(s). A refund will be made only when there is a reduction in the amount of contribution required.

7. Refunds for developers of subdivisions shall be made for each lot connected based on the following calculation: Total refundable contribution divided by the number of lots that can be served from the extension equals refund per lot. In addition, the total revenue of the subdivision will be reviewed annually to determine if adequate revenues are being generated so that the contribution formula would indicate a zero contribution. When this revenue level is reached, a refund will be made to the developer equal to the remaining contribution amount still held by the Company.

8. No refund shall be made by Company to customer(s) or developer after a five-year period from which initial service is established, nor shall refunds be made in excess of the amount contributed.

9. Customer shall assume full responsibility for the manner in which the wiring and electrical facilities owned by him on his premises are installed and maintained. Company's liability shall end at the point of connection of its facilities with Customer's service entrance equipment, and Company shall not be liable for any damage on account of injury or death of persons or damage to property due to the condition or failure in operation of Customer's service line or equipment beyond that point. All duties and liabilities in this respect are assumed by Customer.

10. Company shall not be liable to Customer for interruptions or suspensions of service on said line.

11. If the electric line to be constructed, as provided in Paragraph 1 above, is to provide electric service to more than one customer initially, this Agreement shall not be binding on either party until all customers to be served initially sign a like Agreement or Company begins construction. If Company does not begin construction within _____ months from the date hereof, Company will refund any deposit made by Customer and, thereafter, all parties shall be relieved from any and all further liability in connection herewith.

12. This Agreement does not give Customer a priority to electric service.

13. This Agreement shall be binding upon and shall inure to the benefit of the heirs, personal representatives, successors and assigns of the respective parties hereto and any refunds due hereunder shall be made to the owner of the property at the time the refund is due.

IN WITNESS WHEREOF, the parties hereto have duly executed this Agreement as of the day and year first above written.

MONTANA-DAKOTA UTILITIES CO.
 A Division of MDU Resources Group, Inc.
 BY: _____
 Division Manager

 Customer

(N)

Date Filed: August 10, 1990 Effective Date: August 31, 1990

Issued By: C. Wayne Fox, Vice President
Regulatory Affairs & General Services

FIRM SERVICE ECONOMIC DEVELOPMENT AGREEMENT

(N)

ECONOMIC DEVELOPMENT ELECTRIC SERVICE AGREEMENT

THIS AGREEMENT, made this ____ day of _____, 19____, is by and between MONTANA-DAKOTA UTILITIES CO., a Division of MDU Resources Group, Inc., a Delaware corporation, hereinafter referred to as "Company", and _____ located in, _____ (City, State) hereinafter called "Customer".

Customer is a general electric service customer who qualifies for firm electric service under Company's Firm Service Economic Development Rate 34.

WITNESSETH: The parties hereto, each in consideration of the agreement of the other, agree as follows:

1. TERM. This Agreement shall become effective upon execution by both parties and shall continue in effect thereafter for a period of five years from the date of service commencement on _____.

2. RATE. The energy rates charged for each of the five years (exclusive of the applicable fuel clause adjustment) are noted below. The energy rate is subject to change to ensure that it exceeds the cost floor, and to reflect recalculated "phased-in" energy rate levels due to unilateral rate changes by the Company. Also, if it is determined that the customer has been served on this rate inappropriately due to the lack of qualifications under the terms of the tariff, service shall be transferred to an appropriate

(N)

Date Filed: August 10, 1990 Effective Date: August 31, 1990

Issued By: C. Wayne Fox, Vice President
Regulatory Affairs & General Services

FIRM SERVICE ECONOMIC DEVELOPMENT AGREEMENT

(N)

Company rate schedule.

Year 1 _____
Year 2 _____
Year 3 _____
Year 4 _____
Year 5 _____

3. TARIFF. Service under this Agreement is governed by the applicable Company tariffs as approved by the appropriate state utility regulatory agency.

The currently effective rates are attached hereto and made a part hereof. Company shall have the right to modify the terms and conditions of service hereunder by making unilateral filings with the appropriate regulatory agency.

4. TAXES. In addition to the rates specified above, Company shall collect from Customer and Customer agrees to pay Company any sales, use, excise, or other such taxes and city fees that are legally effective and applicable to the service provided hereunder.

5. ASSIGNMENT. Customer agrees that it will not assign this Agreement except under written consent of the Company.

6. INDEMNIFICATION. Customer agrees to indemnify and hold Company harmless from any and all injury, loss, damage or expense resulting from Customer's negligent or wrongful acts under and during the term of this Agreement. Company agrees to indemnify and hold Customer harmless from any and all injury, loss, damage or expense resulting from Company's negligent or wrongful acts under

2

(N)

Date Filed: August 10, 1990 Effective Date: August 31, 1990

Issued By: C. Wayne Fox, Vice President
Regulatory Affairs & General Services



FIRM SERVICE ECONOMIC DEVELOPMENT AGREEMENT

(N)

and during the term of this Agreement.

7. INGRESS AND EGRESS. Company is hereby granted rights of ingress and egress, at reasonable times, for operating, inspecting and maintaining any of the Company's facilities on Customer's premise.

8. FORCE MAJEURE. In the event of either party's being rendered wholly or in part unable by force majeure to carry out its obligations under this Agreement, then the obligations of the Parties hereto, so far as they are affected by such force majeure, shall be suspended during the continuance of any inability so caused. Such causes or contingencies affecting the performance of this Agreement by either party, however, shall not relieve it of liability in the event of its concurring negligence or in the event of its failure to use due diligence to remedy the situation and remove the cause in an adequate manner and with all reasonable dispatch, nor shall such causes or contingencies affecting the performance of this Agreement relieve either party from its obligations to make payments of amounts then due hereunder, nor shall such causes or contingencies relieve either party of the liability unless such party shall give notice and full particulars of the same in writing or by telephone to the other party as soon as possible after the occurrence relied on.

The term "force majeure" as employed herein shall include, but shall not be limited to acts of God, strikes, lockouts or other industrial disturbances, failure to perform by any third party, which performance is necessary to the performance by either the

(N)

Date Filed: August 10, 1990 Effective Date: August 31, 1990

Issued By: C. Wayne Fox, Vice President
Regulatory Affairs & General Services

400 North Fourth Street
Bismarck, ND 58501

SD P.U.C. Section No. 6
Original Sheet No. 27.3
Cancelling _____ Sheet No. _____

Page 4 of 5

FIRM SERVICE ECONOMIC DEVELOPMENT AGREEMENT

(N)

Customer or Company under this Agreement, acts of the public enemy or terrorists, wars, blockades, insurrections, riots, epidemics, landslides, lighting, earthquakes, fires, storms, floods, washouts, arrest and restraint of rulers and peoples, civil disturbances, explosions, breakage or accident to machinery or transmission or distribution lines, sudden partial or sudden entire failure of Company's electric facilities, failure to obtain materials and supplies due to governmental regulations, and causes of like or similar kind, whether herein enumerated or not, and not within the control of the Party claiming suspension, and which by the exercise of due diligence such party is unable to overcome; provided that the exercise of due diligence shall not require settlement of labor disputes against the better judgement of the Party having the dispute.

9. REGULATORY AUTHORITY. This Agreement is subject to all valid laws, orders, rules and regulations of any and all duly constituted authorities having jurisdiction over the subject matter herein and is subject to the receipt of any necessary authorization for the service contemplated herein.

10. REPORTING REQUIREMENTS. Customer shall furnish Company all information as may be required or appropriate to comply with reporting requirements of duly constituted authorities having jurisdiction over the matter herein.

(N)

Date Filed: August 10, 1990 Effective Date: August 31, 1990

Issued By: C. Wayne Fox, Vice President
Regulatory Affairs & General Services

FIRM SERVICE ECONOMIC DEVELOPMENT AGREEMENT

(N)

IN WITNESS WHEREOF, the parties have duly executed this Agreement as of the date and year above written.

CUSTOMER

COMPANY

MONTANA-DAKOTA UTILITIES CO.,
a Division of MDU Resources
Group, Inc.

By: _____

Title: _____

Attest: _____

Title: _____

By: _____

Joseph R. Maichel,
President and CEO

Attest: _____

Douglas W. Schulz
Assistant Secretary

(N)

Date Filed: August 10, 1990 Effective Date: August 31, 1990

Issued By: C. Wayne Fox, Vice President
Regulatory Affairs & General Services