

# STATEWIDE EXCLUSIVES!

FROM ROSHOLT TO RUMFORD—FROM BUFFALO TO BURBANK—  
DRAMATIC TRUE STORIES ABOUT A TURBULENT YEAR!

SD PUC

FY '91

# REGULATOR

THE ANNUAL REPORT OF THE SOUTH DAKOTA PUBLIC UTILITIES COMMISSION



**CURIOUS,  
AREN'T YOU?  
IT'S AN  
ACTION-PACKED  
PRODUCTION  
—FEATURING—  
THE THRILLS,  
THE CHILLS,  
THE DROLL AND  
NUMBING FACTS.**

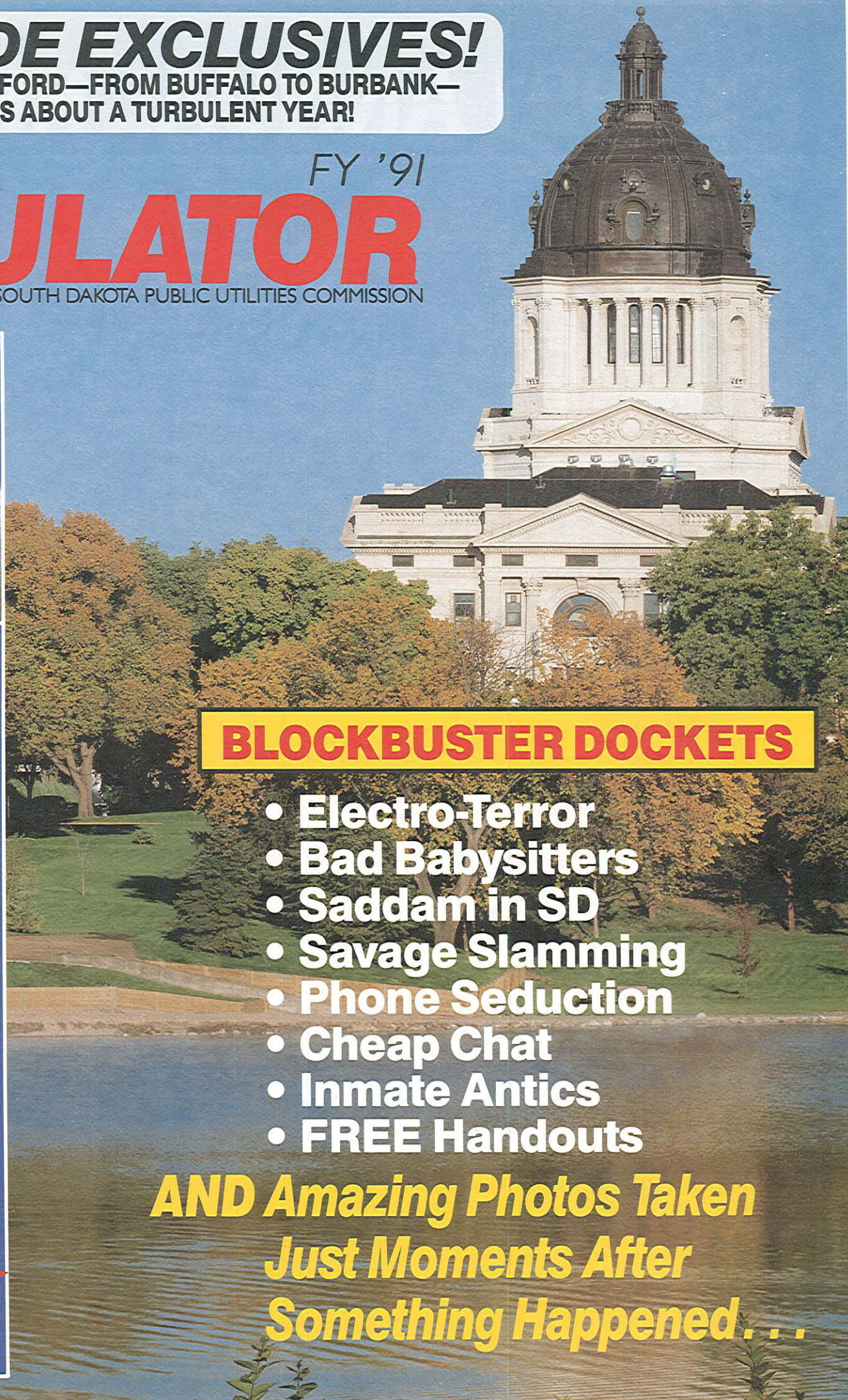
**NOW**—An Inside  
Look At Some  
Of The Most  
Controversial  
Staff Members  
In Our Capitol!

**PLUS  
EXCLUSIVE  
STUFF!**

## BLOCKBUSTER DOCKETS

- Electro-Terror
- Bad Babysitters
- Saddam in SD
- Savage Slamming
- Phone Seduction
- Cheap Chat
- Inmate Antics
- FREE Handouts

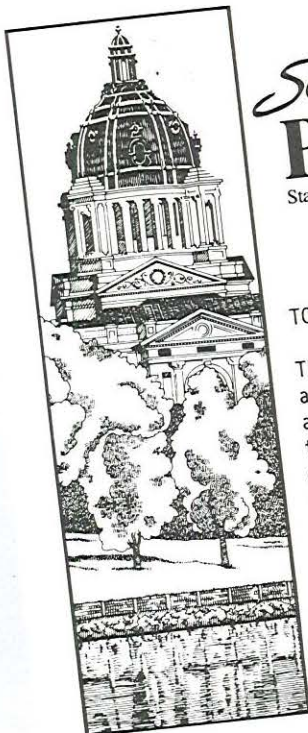
**AND Amazing Photos Taken  
Just Moments After  
Something Happened...**





**"ANYTHING BUT TYPICAL"**

# FY 1991 ANNUAL REPORT



**Jim Burg**  
Chairman  
**Ken Stofferahn**  
Vice-Chairman  
**Laska Schoenfelder**  
Commissioner

**Marshall Damgaard**  
Executive Director

**Rolayne L. Aits**  
**Edward R. Anderson**  
**Della Andre**  
**Harlan Best**  
**Martin C. Bettmann**  
**Sue Cichos**  
**Richard D. Coit**  
**Doug Eidahl**  
**Marlette Fischbach**  
**Lisa Forest**  
**Richard Gallup**  
**Lewis Hammond**  
**Dave Jacobson**  
**Shirleen Kennedy**  
**Bob Knadle**  
**Jim A. Konechne**  
**Jolene Nelson**  
**Gregory A. Rislov**  
**Mary Sieck**  
**Geoff Simon**  
**Stephanie Stocking**  
**Steven M. Wegman**



*South Dakota*

## Public Utilities Commission

State Capitol, Pierre, South Dakota 57501-5070

Telephone (605) 773-3201  
Fax (605) 773-3809

Consumer Complaints Hotline 1-800-332-1782  
Transportation/Warehouse Division (605) 773-5280

TO THE GOVERNOR, LEGISLATORS AND PEOPLE OF SOUTH DAKOTA:

There can be no doubt that the document you hold in your hands is anything but a typical annual report. Too often we've seen state agencies put hundreds of hours of work into the preparation of their annual report, only to have it tossed onto a shelf to collect dust because its contents were so drab that they numbed the senses of the reader. We think the information in our annual report is too important, and we're too proud of the job we've done to allow our accomplishments to be ignored.

We've obviously broken tradition with our FY 1991 annual report, not only in its tabloid-like appearance, but also in the manner in which we prepared the articles you'll find within. The Public Utilities Commission is an agency that deals with the public on a daily basis, and you'll find vignettes describing the plight of dozens of consumers we've tried to help during the year. There are some nightmarish but true stories about ordinary people who have been victimized by some of the more unscrupulous companies in the utilities business. And there are lessons to be learned from otherwise intelligent citizens who found themselves in trouble because they didn't know much about their utility service.

The job of the Public Utilities Commission is vitally important to the people of South Dakota. The telephone, electric and natural gas companies we regulate have revenues exceeding \$400 million per year. It's our job to make sure their customers are treated fairly. The PUC licenses grain storage elevators, grain dealers and private storage warehouse to make sure the investments of hard-working farmers of this state are protected. And we regulate the transportation industry to ensure that trucking services are as good in White Owl as in Watertown.

Some may call the PUC's FY '91 annual report irreverent or disrespectful, but that was not our intent. We simply wanted you to read it, and we believe you'll find our 1991 report not only entertaining, but also informative.

Respectfully submitted,

*Jim Burg*  
Jim Burg, Chairman  
SD Public Utilities Commission

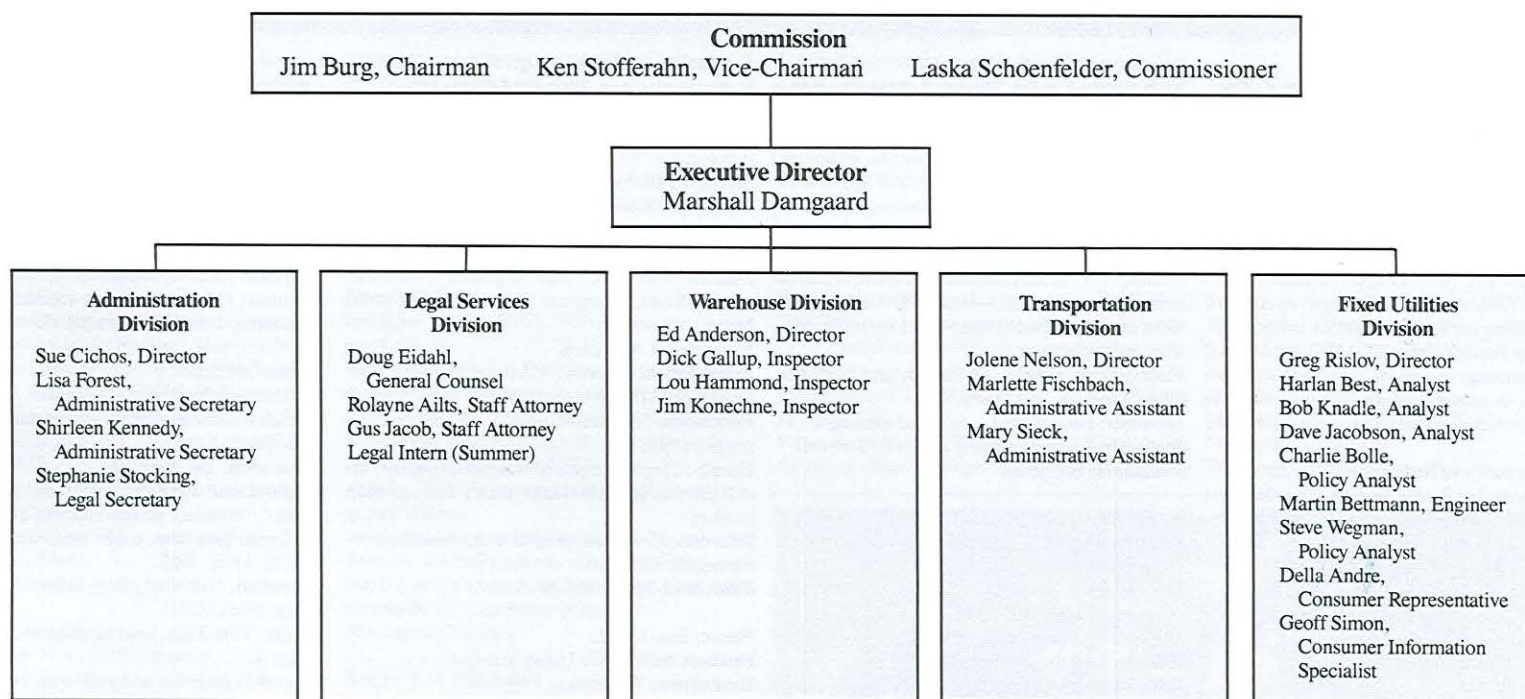
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One thousand copies of this document were printed at the cost of \$1.81 each.



# Public Utilities Commission Organizational Chart



## COMMISSIONER JIM BURG

**James A. Burg is the Chairman of the Public Utilities Commission.** His role as a public servant began in 1974 when he was elected to the House of Representatives from District 22. Jim was re-elected to the House four times, and then in 1984 he was elected to the South Dakota Senate. He was elected to the PUC in 1986, defeating incumbent Republican Jeff Solem by capturing 51 percent of the vote. Jim has been chairman of the PUC since 1989.

A 1963 graduate of South Dakota State University, Jim is also a past state 4-H president, a past board member of the South Dakota Chamber of Commerce and past board member and secretary-treasurer of the South Dakota Retailers Association.

He served in the South Dakota National Guard from 1963 until 1990 when he retired with the rank of Lt. Colonel. He is also an active member of the South Dakota Democratic Party. Jim and his wife, Bernice, are raising five children on their family farm just east of Wessington Springs.

He is actively involved in the National Association of Regulatory Utility Commissioners, and is the current chairman of NARUC's Administration Committee. As the leader of the group, Jim has been actively encouraging South Dakota's regulated utilities to support national education reform goals.

He says many of the nation's utility companies are blaming a decline in the effectiveness of the nation's schools for a corresponding decline in the quality of young people entering the job market. And even though South Dakota has a good education system, Jim believes if nothing is done about the problem, business and government will face a shortage of qualified employees in the near future.

"Even in South Dakota we've witnessed declines in the average SAT and ACT scores of high school students, which demonstrates that we're not immune to the problem. I think we must focus on adequately preparing our young people with the basic skills demanded by an increasingly complex and competitive world. We in the Public Utilities Commission, through the utilities we work with, need to be involved in education improvement and enhancement."

## COMMISSIONER KEN STOFFERAHN

**Commissioner Ken Stofferahn was re-elected to a third term** on the PUC during the 1991 fiscal year, winning the November election with 52 percent of the vote over Republican challenger Mary Wiese. He was first elected to the PUC in 1978, but it wasn't his first experience as a public servant. Ken was also a member of the West Central School Board in his hometown of Humboldt, and served a term in the South Dakota House of Representatives in 1975-76.

He received his bachelor's degree in Agriculture from South Dakota State University in 1957 and served in the Air National Guard from 1957-63. Ken is a member of the National Association of Regulatory Utility Commissioners, serving on NARUC's Committee on Electricity. He is also a board member of the National Regulatory Research Institute, which is based at Ohio State University. Ken and his wife, Diane, are the parents of four children.

Aside from his re-election to the PUC, probably the most important event of the 1991 fiscal year was a South Dakota Supreme Court decision that fully reinstated Ken as a voting member of the PUC. Following the 1988 general election which included a hotly contested referendum on a telephone deregulation bill approved by the 1988 Legislature, Northwestern Bell (now known as U S WEST Communications) filed a lawsuit against Ken over his outspoken opposition to the proposal. The company alleged that he was prejudiced against U S WEST and could no longer render an impartial decision. In September of 1989, Circuit Judge Steven Zinter of Pierre ruled that Commissioner Stofferahn should be disqualified from all future U S WEST cases involving deregulation, classification or determination of competitive status. But the Supreme Court unanimously overturned the judge's decision, fully restoring Ken as a Public Utilities Commissioner.

Ken was naturally delighted by the decision, but downplayed talk of who won or lost the landmark administrative law case.

"You can say that the consumers won," he said. "The South Dakota PUC has consistently ranked as one of the top six pro-consumer commissions in America. That's because the three commissioners have always had the freedom to think based on their life experiences."

## COMMISSIONER LASKA SCHOENFELDER

**Commissioner Laska Schoenfelder was born in Dupree,** graduated from high school in Lemmon, and later attended Methodist Hospital of Nursing at Dakota Wesleyan University in Mitchell. From 1973-82, she worked in Mitchell as the Davison County Register of Deeds. Laska has served state government as Public Information Specialist for the Office of Highway Safety and as Coordinator of the Executive Intern program. She and her husband, Mike, have raised five children on their farm near Mount Vernon.

Laska was elected to the Public Utilities Commission in 1988 on a pledge to bring a fair atmosphere to the PUC. As a member of the National Association of Regulatory Utility Commissioners, she was appointed to NARUC's Committee on Communications in March, 1991.

Laska feels fortunate to be part of a group on the cutting edge of so many telecommunications technology issues, and believes her position gives South Dakota a voice in the establishment of national telecommunications policy.

"It's so important that we have input into the development of national telecommunications priorities because our concerns are very different from those of the smaller, but more populous eastern states," she said. "A state-of-the-art communications network is vital in South Dakota where we have such vast distances to cover."

As a member of the Communications Committee, Laska helps formulate the NARUC position on the FCC's regulatory activities and proposed federal legislation. The committee also routinely makes recommendations concerning the implementation of new telecommunications technology and the accounting methods used to determine the costs of network modernization.

Laska's appointment gives her an opportunity to see that new communications technology is deployed in rural America.

"If we're to remain competitive in seeking economic development in South Dakota, it's essential that we offer companies the same communications services at the same prices as more urban states."



# Meet The PUC Staff

**Name:** Marshall Damgaard  
**Position with PUC:** Executive Director, Official caterer.  
**Hometown:** Born in Sioux Falls, raised on a farm near Britton.  
**Employment History:** Pea combiner for Jolly Green giant; playground supervisor in grade school; grapefruit picker on a kibbutz; bricklayer; media specialist for Turtle Mountain Community School in Belcourt, North Dakota; continuity director at KRDO in Colorado Springs; director of creativity during the Janklow Administration; support services director at the SDSM&T; president of Apple Advertising. Joined the PUC in June, 1989.  
**Education:** Britton High School, Northern State College, Georgetown University, Colorado State University.  
**Family:** Parents, two brothers and a sister.  
**Interests:** Restoring 2-cylinder John Deere tractors, planting trees and flowers, shooting target pistols, collecting dinosaurs, reading military history, eating frequently, driving fast at night.  
**Strength:** Parallel parking, three-point shot.  
**Weakness:** Color blindness, gets along with Democrats.

**Name:** Sue Cichos  
**Position with PUC:** Director of Administration.  
**Hometown:** Pierre  
**Employment History:** Operation Officer (including ATM deadbeat Court) for a bank. Joined the PUC in March, 1989.  
**Education:** Black Hills State University.  
**Family:** One husband, Mark, and one-year-old son, Kyle.  
**Interests:** Travel and all outdoor activities.  
**Strength:** Donut eating.  
**Weakness:** Baby up-chuck.

**Name:** Lisa Forest  
**Position with PUC:** Administrative Secretary, Computer De-bugger.  
**Hometown:** Kansas City, MO; Centerville, SD.  
**Employment History:** Pizza Shack manager; hospital clerk; state Bureau of Administration, Information Processing Services, joined PUC in November, 1989.  
**Education:** Centerville High School, Pierre Clerical School.  
**Family:** One husband, Dan, and two daughters, Melissa, 4, and Amanda, 3.  
**Interests:** Cooking, Crocheting, Volleyball, Keeping my family occupied and out of trouble, and continuing my education on the computer.  
**Strength:** Fluent in computerology.  
**Weakness:** Soap operas.

**Name:** Shirleen Kennedy  
**Position with PUC:** Administrative Secretary; Receptionist; Official Mail Opener.  
**Hometown:** Sioux Falls, Rapid City.  
**Employment History:** Receptionist for Governor Mickelson, GOED and Tourism; secretary to former House Speaker George Mickelson, House Majority Leader Joe Barnett and Senate Majority Leader Homer Harding; secretary/receptionist for Attorneys General Kermit Sande and Bill Janklow; computer centers at SDSM&T and USD; joined PUC in August, 1990.  
**Education:** Rapid City High, USD.  
**Family:** Two sons, Scott, 15, and Ryan, 12.  
**Interests:** Traveling, snow skiing, hiking, biking, watching movies.  
**Strength:** Disgustingly pleasant disposition.  
**Weakness:** Shopping malls, desserts.

**Name:** Stephanie Stocking  
**Hometown:** Born in Warren, Arkansas; raised in Texas and Hot Springs, Arkansas.  
**Position with PUC:** Legal Secretary.  
**Employment History:** Wendy's Old Fashioned Hamburgers; File Clerk for Funeral and Life Insurance Company; Secretary, Paste-up Artist and Manager of printing shop; administrative assistant for property management company and employment agency; South Dakota Department of Education and Cultural Affairs. Joined PUC in July, 1991.  
**Education:** Lakeside High School in Hot Springs; also studied nursing.  
**Family:** One husband, Michael, and two sons, Christopher, 4, and Travis, 2.  
**Interests:** Family time, crafts and reading.  
**Strength:** Southern accent with on/off switch.  
**Weakness:** Bad jokes.

**Name:** Dominica "Micki" Oaks  
**Position with PUC:** Former legal secretary.  
**Hometown:** Blunt  
**Employment History:** Secretary for a trucking company, a CPA firm, a law firm and the Public Utilities Commission (1969-72, 1974-80 and 1980-91. Left the PUC in June, 1991.  
**Education:** Blunt High School; National College of Business, Rapid City.  
**Family:** Husband, Ron, two step-children and four step-grandchildren.  
**Interests:** Sewing, quilting, gardening, fishing, boating and traveling.  
**Strength:** 100+ words per minute.  
**Weakness:** Broncos fan.

**Name:** Greg Rislov  
**Position with PUC:** Director of Fixed Utilities Division, Female Employee Weight Control Analyst.  
**Hometown:** Florence, SD.  
**Employment History:** Milked cows, herded cattle, sheared sheep, football and basketball referee. Joined the PUC in July, 1976.  
**Education:** Florence High School, Class of '72; B.S. in Accounting and Business Administration from USD in 1976, received MBA from USD in 1980.  
**Family:** Wife, Diane, and four children, Elissa, 12, Scott, 11, Connie, 7, and Tony 5.  
**Interests:** Fastpitch softball (three state championships), coaching Little League baseball, collecting baseball cards, raising kids.  
**Strength:** E-Mail Correspondence.  
**Weakness:** Blue sports cars.

**Name:** Harlan Best  
**Position with PUC:** Deputy Director, Fixed Utilities Division.  
**Hometown:** Born in Lake Preston, raised in Sioux Falls.  
**Employment History:** Joined PUC in October, 1975.

**Education:** SF Lincoln High School, USD (B.S. in Accounting and Business Administration).  
**Family:** Wife, Diane, one brother and one sister.  
**Interests:** Bowling and rhubarb (not necessarily in that order).  
**Strength:** Biceps and forearms.  
**Weakness:** Knees.

**Name:** Martin Bettmann  
**Position with PUC:** Staff Engineer, Office Furniture Mover, Computer Expert, Keeper of the Maps.  
**Hometown:** Aberdeen.  
**Employment History:** Civil engineering firm. Joined PUC in November, 1977.  
**Education:** Aberdeen Central., B.S. in Engineering from SDSU.  
**Family:** Single. Requisite number of parents are still alive as are three older sisters and one older brother.  
**Interests:** Computer programs and bowling.  
**Strength:** MS-DOS.  
**Weakness:** Mello Yellow.

**Name:** Bob Knadle  
**Position with PUC:** Utility Analyst.  
**Hometown:** Watertown.  
**Employment History:** Pumped gas, built grain bins, painter and plumber's apprentice. Joined PUC in 1980.  
**Education:** Watertown High School, B.S. in Commercial Economics from SDSU.  
**Family:** Wife, Barb, and two children, Kara 9, and Brian 8.  
**Interests:** Church, Coaching kids sports, softball, volleyball, hunting, fishing, camping and other forms of outdoor recreation.  
**Strength:** Baiting hooks.  
**Weakness:** Plaid shirts.

**Name:** Dave Jacobson  
**Position with PUC:** Utility Analyst.  
**Hometown:** Huron.  
**Employment History:** Construction worker since fourth grade. Joined PUC in 1984.  
**Education:** Huron High School, B.S. in Business Administration from USD.  
**Family:** Single. Father, mother, two sisters and one brother.  
**Interests:** Hunting, fishing and photography.  
**Strength:** Marksman.  
**Weakness:** The opposite sex.

**Name:** Della Andre  
**Position with PUC:** Consumer Affairs Specialist (complaints).  
**Hometown:** Bristol.  
**Employment History:** Universal Atlas Cement Company in NYC; played piano for a dance class; costume mistress at the Black Hills Playhouse; taught literature, drama and composition at Virginia Junior College in Minnesota; English and Spanish

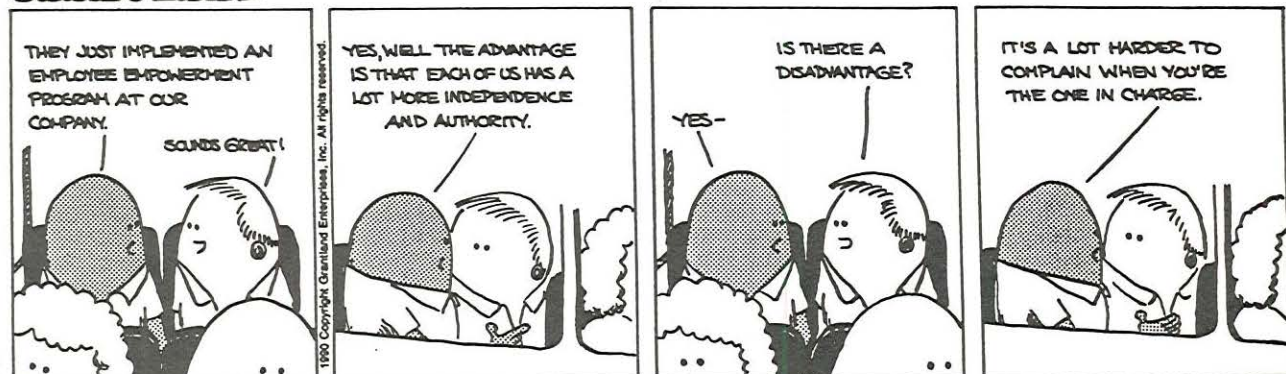
high school teacher in Ft. Pierre; South Dakota Legislative Research Council, Department of Education and Department of Social Services. Joined PUC in September, 1975.  
**Education:** Bristol High School, SDSU, Mankato Business College, Barbizon School of Modeling, B.A. and M.A. in English from USD.  
**Family:** Husband, Walt, and three grown boys, William, Craig and Rich.  
**Interests:** Theatre, music and good literature.  
**Strength:** Patience, patience and more patience.  
**Weakness:** Drives Camaro too slow.

**Name:** Geoff Simon  
**Position with PUC:** Consumer Information Specialist, Official Flasher (photographer), keeper of the Pool.  
**Hometown:** Lebanon, SD.  
**Employment History:** Paperboy, construction worker, custodian, groundskeeper, grain elevator employee, bartender, radio news director. Joined PUC in April, 1987.  
**Education:** Gettysburg High School, B.S. in Journalism from SDSU.  
**Family:** Wife, Beth, and two children, Blair, 7, and Blake, 4.  
**Interests:** Gardening and yard work, bowling, local government, sports fanatic.  
**Strength:** Stats, trivia.  
**Weakness:** Can't hit curve ball.

**Name:** Steve Wegman  
**Position with PUC:** Policy Analyst.  
**Hometown:** Sioux Falls.  
**Employment History:** Sold cucumbers door-to-door, delivered the Argus leader, mowed lawns. Later employed by the South Dakota Department of Transportation and the Office of Energy Policy. Joined PUC in March, 1990.  
**Education:** SF Washington High School, South Dakota State University.  
**Family:** One wife—Donna, and two daughters—Rachel, 7, and Adriane, 5.  
**Interests:** Gardening, camping, tinkering with high-tech toys and collecting.  
**Strength:** Electrical wiring.  
**Weakness:** Chili and hot salsa.

**Name:** Doug Eidahl  
**Position with PUC:** General Counsel.  
**Hometown:** Born in Webster, raised on farm northwest of Roslyn.  
**Employment History:** Custom combiner, styrofoam factory worker. Joined PUC in June, 1987.  
**Education:** B.S. in Criminal Justice Studies, M.P.A. and J.D. from USD.  
**Family:** Single, but looking. Two brothers and one sister.  
**Interests:** Boating, snow and water skiing, hunting, camping, fishing and other outdoor activities.  
**Strength:** Heavy Metal.  
**Weakness:** Gas gauge on his boat.

## GRANTLAND®





**Name:** Rich Coit  
**Position with PUC:** Former Staff Attorney.  
**Hometown:** Englevale, ND (pop. 25).  
**Employment History:** Worked for law firms in Mandan, ND, and Waterford, WI; South Dakota Assistant Attorney General in Appellate and Litigations Division. Joined PUC in August, 1989.  
**Education:** Verona High School (ND), B.A. in political science from NDSU, J.D. from USD.  
**Family:** Wife, Nancy, and two children, Lindsey, 3, and Michael, 1.  
**Interests:** Family, sports, sports and more sports.  
**Strength:** Understands North Dakotans.  
**Weakness:** Twins fan.

**Name:** Nancy Nelson  
**Position with PUC:** Former Staff Attorney.  
**Hometown:** Volga.  
**Employment History:** Waldenbooks, Community Cultural Center and Ag Heritage Museum in college; College speech teacher, worked for law firm in Spencer, IA; SD Department of Vocational Rehabilitation. Joined PUC in February, 1989.  
**Education:** B.S. and M.A. in Speech from SDSU, J.D. from USD.  
**Family:** Single, one brother and one sister, and a dog named Mike.  
**Interests:** Biking, gardening and reading.  
**Strength:** Coiffures.  
**Weakness:** Laughs too loud.

**Name:** Rolayne Ailts  
**Position with PUC:** Staff Attorney.  
**Hometown:** Flandreau.  
**Employment History:** Pulled weeds in bean fields; taught special education in Edgerton, MN and Brandon; law clerk for federal judge. Joined PUC in August, 1991.  
**Education:** B.A. in Elementary and Special Education from Augustana College, J.D. from USD.  
**Family:** Four brothers and two sisters.  
**Interests:** Reading, sewing, cooking, volunteer work.  
**Strength:** Fast driving.  
**Weakness:** Baking.

**Name:** Jolene Renee Lippert Sayer Nelson  
**Position with PUC:** Director of Transportation Division.  
**Hometown:** Pierre.  
**Employment History:** Joined PUC in 1976.  
**Education:** Riggs High School in Pierre.  
**Family:** Two sons, Eric, 16, and Chad, 12.  
**Interests:** Volleyball, water sports and music.  
**Strength:** Law Enforcement connections.  
**Weakness:** Jelly rolls.

**Name:** Marlette Fischbach  
**Position with PUC:** Staff Assistant.  
**Hometown:** Born in Aberdeen, raised on a farm near Warner.  
**Employment History:** Farmwife, truck dispatcher/secretary, career planning secretary. Joined PUC in August, 1990.  
**Education:** Warner High School.  
**Family:** Husband, Art, six children and eight grandchildren.  
**Interests:** Walking, watching basketball, enjoying family and friends.  
**Strength:** Football handicapping.  
**Weakness:** Chocolate.

**Name:** Mary Sieck  
**Position with PUC:** Administrative Assistant.  
**Hometown:** Born in Mobridge, raised in Gettysburg.  
**Employment History:** Worked at a drug store; South Dakota Emergency Medical Services, State Engineer's Office. Joined PUC in 1979.  
**Education:** Gettysburg High School, Watertown Secretarial School.  
**Family:** Single, one daughter Mandy, 4.  
**Interests:** Camping, biking, yardwork, crocheting, embroidery.  
**Strength:** Carpentry.  
**Weakness:** Anything with sugar.

**Name:** Ed Anderson  
**Position with PUC:** Director of Warehouse Division.  
**Hometown:** Custer.  
**Employment History:** Assistant restaurant manager, bartender, carpenter, concrete inspector, financial planner, road construction inspector, transportation planner, fringe benefit specialist. Joined PUC in January, 1990.  
**Education:** Custer High School, SDSU, B.S. in Economics from Black Hills State.  
**Family:** Wife, Shelly, and a dog named Jake.  
**Interests:** Racquetball, volleyball, hunting, golf and music.  
**Strength:** Spiking.  
**Weakness:** Bermuda shorts.

**Name:** Dick Gallup  
**Position with PUC:** Warehouse Inspector, Redfield.  
**Hometown:** Born in Redfield, raised near Athol.  
**Employment History:** Redfield Police Department, drove mail truck. Joined PUC in June, 1969.  
**Education:** Redfield High School, Law enforcement certification from USD.  
**Family:** Wife, Marjorie, three children and three grandchildren.  
**Interests:** City councilman since 1975, volunteer fireman, law enforcement, church activities, golf, hunting and relaxing at his Cottonwood Lake cabin.  
**Strength:** Parliamentary procedure.  
**Weakness:** Putting.

**Name:** Lou Hammond  
**Position with PUC:** Warehouse Inspector, Sioux Falls.  
**Hometown:** Groton.  
**Employment History:** Jailer and Deputy for Minnehaha County Sheriff's Department. Joined PUC in November, 1978.  
**Education:** Groton High School, Sacramento Junior College.  
**Family:** Wife, Jackie, and two children, Brad, 17, and Brooke, 10.  
**Interests:** Church activities, fixing cars and selling them, hunting, fishing, and golf.  
**Strength:** Carburetors.  
**Weakness:** Dirty fingernails.

**Name:** Jim Konechne  
**Position with PUC:** Warehouse Inspector, Pierre.  
**Hometown:** Black Hawk.  
**Employment History:** Operations manager for building supply company, accountant, operations manager for trucking company, welding engineer. Joined PUC in January, 1991.

**Education:** Black Hawk High School, A.S. in Welding Engineering from SDSM&T, Industrial Electronics certificate from Western Dakota Vo-Tech, B.S. in Business Administration and Accounting from Black Hills State University.  
**Family:** Single. Parents Don and Marj, and two brothers, John and Dan.  
**Interests:** Artificial genetic reproduction of beef cattle, amateur rodeoing, large game hunting safaris, architectural engineering and landscaping, softball and golf.  
**Strength:** Tight-fittin' jeans.  
**Weakness:** Chocolate milk.

**Name:** Charlie Bolle  
**Position with PUC:** Telecommunications Analyst.  
**Hometown:** Clarksburg, WV.  
**Employment History:** Budget analyst for NASA, USAF resource management officer, U.S. Army Communications comptroller, computer systems analyst, hospital financial analyst in Anchorage, utility analyst for Alaska PUC. Joined PUC in January, 1992.  
**Education:** Victory High School in Clarksburg, Fairmont State College in West Virginia, Air

University in Montgomery, Alabama.  
**Family:** Wife, Lynette, and three children, Tiffany 9, Justin 6, Lacey 4, and foster daughter Claire Hursey 17.  
**Interests:** Horses and hunting.  
**Strength:** BS.  
**Weakness:** Susceptible to frostbite.

**Name:** Gus Jacob  
**Position with PUC:** Staff Attorney.  
**Hometown:** De Smet.  
**Employment History:** Private legal practice, U.S. Army Circuit Judge and Chief Circuit Judge, instructor at West Point, the University of Maryland and the University of South Dakota. Joined PUC in January, 1992.  
**Education:** De Smet High School, B.S. in Political Science from SDSU, JD from USD, LLM from New York University, Military Law—Judge Advocate General's Corp, National Judicial College in Reno, Nevada.  
**Family:** Wife, three children.  
**Interests:** Civil War history, physical fitness.  
**Strength:** Reeboks.  
**Weakness:** Well-built gavel.



PUC employees occasionally disagree about various utility issues, but the dialogue does lead to the development of well reasoned recommendations for the commissioners to consider. In this photo Doug Eidahl (l) and Greg Rislov (r) are having a disagreement about which one of them will get the last piece of chicken at the annual PUC picnic.



## Staff Picnic Attracts Thousands

With a full-time staff of just 23 employees, the PUC is a pretty tight-knit group. Every summer, PUC employees and their families gather for a potluck picnic. They assembled for a group photo at the 1991 picnic in Pierre's Griffin Park.



For Year Ended June 30, 1991

# SD PUC FISCAL REPORT

PROGRAM	BUDGET	ACTUAL EXPENDITURES BY FUND GROUP		ENCUMBRANCES	BALANCE
		GENERAL	OTHER		
<b>ADMINISTRATION</b>					
Personal Services	\$208,631	\$208,370	\$ 0	\$ 0	\$ 261
Operating Expenses	41,824	27,039	0	14,783	2
Total Program	250,455	235,409	0	14,783	263
<b>TRANSPORTATION</b>					
Personal Services	183,312	182,057	0	0	1,255
Operating Expense	70,442	57,583	0	12,859	0
Total Program	253,754	239,640	0	12,859	1,255
<b>FIXED UTILITY</b>					
Personal Services	447,183	0	445,404	0	1,778
Operating Expense	284,794	0	215,772	68,981	41
Total Program	731,977	0	661,176	68,981	1,819
<b>SUBTOTAL</b>	1,236,186	475,049	661,176	96,623	3,337
<b>NON-APPROPRIATED PROGRAM</b>					
<b>FILING FEES</b>					
Operating Expense	375,000	0	209,967	0	165,033
<b>TOTAL ALL PROGRAMS</b>	<b>\$1,611,186</b>	<b>\$475,049</b>	<b>\$871,144</b>	<b>\$96,623</b>	<b>\$168,370</b>

## Statement of General Fund Revenue

	FY91
ICC Registration	\$ 48,590
MC-A Permit	200
MC-B Permit	4,600
MC-C Permit	4,200
Transfer/Leases	6,100
Identification Stamps	980,600
Cab Cards	561
Bus Permits	11,530
Non Storage Licenses	735
Federal Storage Licenses	1,050
Grain Storage Warehouse	3,570
Public Storage License	660
Truck Decals	1,316
Grain Dealers Licenses	5,055
<b>Total General Fund Revenue</b>	<b>\$1,068,767</b>

## Gross Receipts Tax Fund Revenues

	FY91
U S WEST Communications	\$164,602
Northwestern Public Service	132,999
Black Hills Power & Light	111,639
Northern State Power	83,067
Montana-Dakota Utilities	51,445
Minnegasco	48,445
Otter Tail Power Company	19,568
Iowa Public Service	15,064
AOS and Resellers	11,343
AT&T Communications	1,089
<b>Subtotal</b>	<b>639,261</b>
FY91 Interest Earned	66,956
WBIP Refund	172,079
<b>TOTAL REVENUE</b>	<b>\$878,296</b>

The Statement of General Fund Revenue represents the collections related to the issuance of licenses and permits in the Transportation and Warehouse Divisions. The Gross Receipts Tax Fund Revenue shows the amount of annual intrastate gross receipts tax paid by each regulated natural gas, electric and telephone company in South Dakota. This annual intrastate gross receipts tax, levied on the above listed companies, is authorized by SDCL 49-1A-3 and entirely and exclusively funds the Commission's Fixed Utility Division. This funding source appears as "other" funds under the Fixed Utilities in the Fiscal Report. All monies for the operation of the Commission are appropriated by the legislature.



FY '91

## COMPLAINTS SUMMARIES

## Electric Complaint Summary

Code Description	BHP	IPS	MDU	MUN	NSP	NWP	OTH	OTP	REC	Count
Billing	8	0	1	0	8	4	0	3	5	29
Boundary/Territory	1	0	0	1	0	0	0	0	3	5
Deposit	5	0	1	1	1	3	0	1	0	12
Disconnect Actual	7	0	0	1	4	4	2	3	10	31
Disconnect Pending	20	0	3	2	17	9	0	2	10	63
Meter	7	1	2	3	4	1	0	2	5	25
Other	3	0	2	0	3	2	0	1	1	12
Rate Increase	0	0	0	0	9	0	0	0	0	9
Service Improvement	3	0	0	0	4	1	0	0	4	12
Tariff/Rates	7	0	1	0	1	2	0	0	5	16
Want Service	5	0	0	0	2	2	0	0	2	11
Count	66	1	10	8	53	28	2	12	45	225

## Natural Gas Complaint Summary

Code Description	MDU	MGC	MWG	NWP	Count
Billing	12	3	0	2	17
Deposit	0	0	0	1	1
Disconnect Actual	5	5	1	1	12
Disconnect Pending	6	4	1	2	13
Meter	4	7	0	0	11
Rate Increase	0	4	0	0	4
Service Improvement	4	3	0	0	7
Tariff/Rates	0	12	0	1	13
Want Service	2	2	0	1	5
Count	33	40	2	8	83

## Telecommunications Complaint Summary

Code Description	AOS	ATT	IND	MCI	OTH	RTC	USS	USW	Count	
Billing	1	3	23	11	20	0	2	14	32	106
Boundary/Territory	0	0	0	3	0	0	5	0	7	15
Deposit	0	0	0	0	0	0	1	0	11	12
Disconnect Actual	0	1	0	1	0	0	2	0	25	29
Disconnect Pending	0	0	0	2	0	0	2	0	19	23
Other	0	0	4	6	7	5	0	3	11	36
Rate Increase	0	0	0	0	0	0	0	0	1	1
Service Improvement	0	0	5	8	1	2	3	2	41	62
Slamming	0	0	0	0	14	0	0	58	0	72
Tariff/Rates	1	1	1	10	0	1	1	0	32	47
Want Service	0	0	0	3	0	0	1	0	27	31
Count	2	5	33	44	42	8	17	77	206	434

## Company Identification

BHP—Black Hills Power & Light  
 IPS—Iowa Public Service  
 MDU—Montana-Dakota Utilities  
 MUN—Municipal electric  
 NSP—Northern States Power

NWP—Northwestern Public Service  
 OTH—Other electric  
 OTP—Otter Tail Power  
 REC—Rural Electric Cooperative

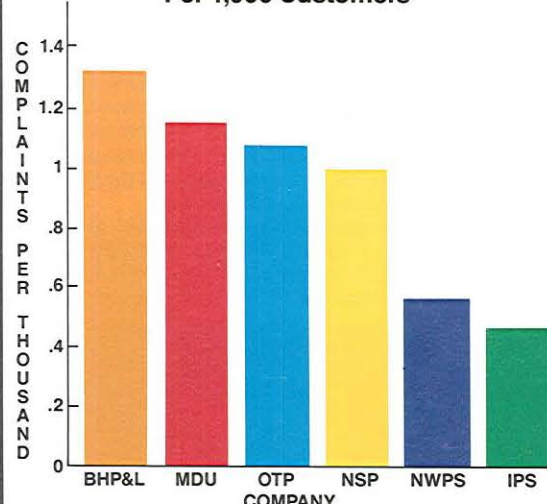
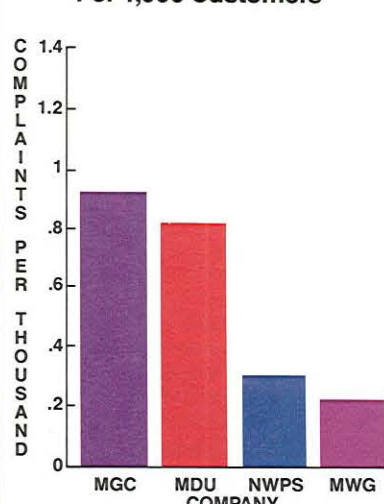
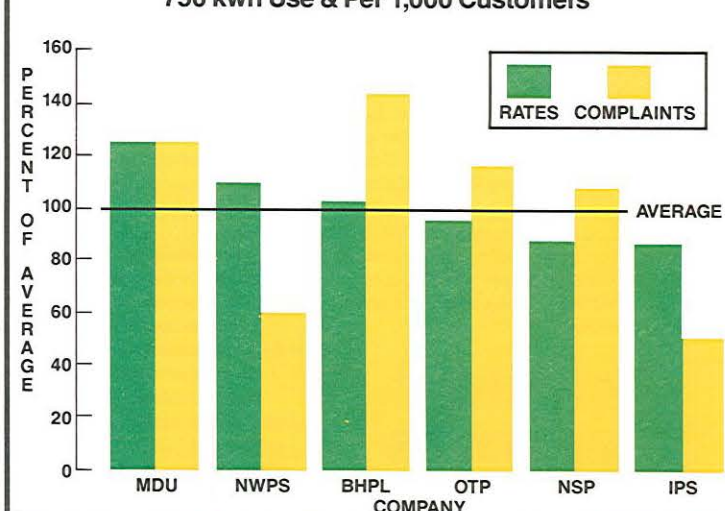
## Company Identification

MDU—Montana-Dakota Utilities  
 MGC—Minnegasco  
 MWG—Midwest Gas  
 NWP—Northwestern Public Service

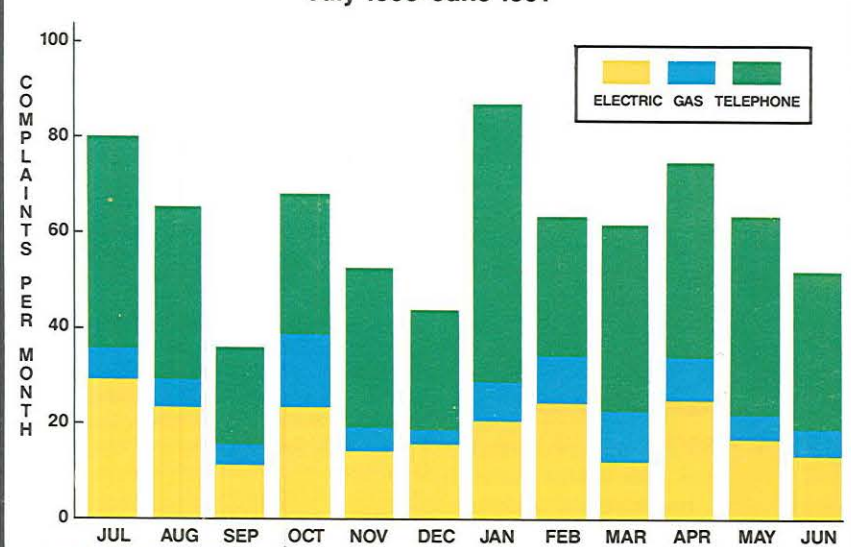
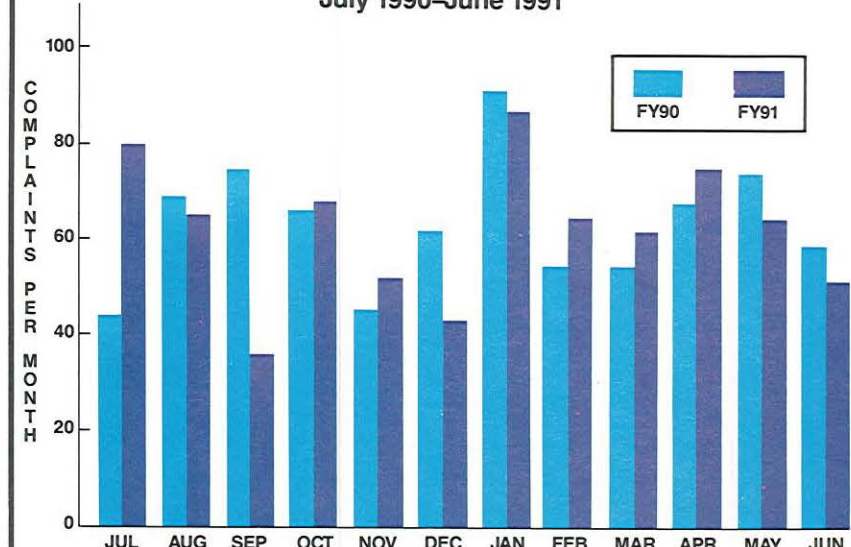
## Company Identification

AOS—Alternative Operator Service companies  
 ATT—American Telephone & Telegraph  
 IND—Independent telephone companies  
 MCI—MCI Communications

OTH—Other companies  
 RTC—Rural Telephone Cooperative  
 USS—US Sprint  
 USW—U S WEST Communications

Electric Complaints  
Per 1,000 CustomersNatural Gas Complaints  
Per 1,000 CustomersRate & Complaint Comparison  
750 kwh Use & Per 1,000 Customers

When one considers how likely utility customers are to complain about their company, one might expect that companies with the highest rates would have the most complaints, and companies with lower rates would have fewer complaints. This graph indicates that's not necessarily a correct assumption.

Consumer Complaints FY91  
July 1990–June 1991Total Consumer Complaints FY 91  
July 1990–June 1991



# THE LONG RUN

**History:** Williston Basin Interstate Pipeline Company (WBI) had its humble beginning in the summer of 1926. During that summer, Montana-Dakota Utilities Company (MDU) constructed an eight-inch natural gas pipeline from the Baker Gas Field in eastern Montana to its electric generation plant in Glendive, Montana in order to fuel the plant. During that same summer MDU acquired the existing gas distribution system in Glendive and the Baker Gas Field leases, wells and gathering system. In subsequent years MDU acquired numerous existing isolated gas distribution systems, various sources of supply (including company-owned production) and transmission facilities necessary to serve its distribution customers. Storage operations were undertaken in the Billy Creek Field in 1939, the Baker Field in 1946 and the Elk Basin Field in 1950 in order to increase winter season deliverability.

As the number of distribution points increased, transmission facilities were built to connect and integrate the entire system. Thus, the system grew more or less radially as opposed to a more normal transmission pipeline which runs from one part of the country to another. The transmission facilities did, however, assure availability of all gas supplies to all customers, and each state considered its portion of the system in rate proceedings.

## Creation of WBI:

On August 16, 1982, MDU and Williston jointly filed an application with the Federal Energy Regulatory Commission (FERC) for a certificate of convenience and necessity (Docket CP82-487-000), which would authorize WBI to acquire and operate certain natural gas pipeline facilities, and allow MDU to abandon the same facilities. The facilities would transport gas in the states of Montana, North Dakota, South Dakota and Wyoming, and WBI would be permitted to provide various sales, exchange, storage and transportation services. MDU felt the reorganization was necessary because the existing corporate structure was unable to generate sufficient earnings to finance new pipeline investment.

## Pipeline Purports Prudence

A procedural schedule was set and settlement conferences were initiated on April 3, 1984. A stipulation resulted from the proceedings and was signed by MDU, WBI, and three of the four states on June 15, 1984. The Montana Public Service Commission and the Montana Consumer Council said they could not support the agreement, but would not oppose it and would implement it if the FERC approved. This stipulation was rejected by the FERC because a number of large issues would have been resolved (resulting in a significant rate increase), without adequate hearings and a corresponding record. The parties immediately resumed settlement proceedings and on January 10, 1985, another stipulation was filed before the FERC. This settlement proposal was approved by a FERC order issued on February 13, 1985. The agreement addressed the issues neglected in the first settlement by scheduling separate proceedings to hear them and letting the stipulated rates take effect subject to refund. Williston officially opened for business and its tariffs became effective on January 1, 1985.

## WBI's Case History:

The issues which were separated from the initial CP82-487-000 settlement (considered to be Phase I) were labeled as "phases" of that proceeding and procedural schedules were established to hear them. Phase II of CP82-487-000 considers the issues of:

1. Rate base treatment of 1983 gas injections;

2. Rate of return on common equity and related taxes;
3. Cost allocation and rate design;
4. The proper transportation rate for moving storage gas (rate X-9);
5. The proper level of cost of service credits to rate X-9;
6. Proper rate levels of S-2/T-3 and S-3/T-4 service (transportation and storage rates).

### Phase III deals with:

1. The prudence of 3rd party gathering and compression charges;
2. Appropriateness of nitrogen injection charges;
3. The prudence of purchasing high priced gas from KN Energy;
4. The prudence of WBI purchasing gas instead of producing its own.
5. The prudence of WBI's purchasing gas after September of 1980 when it realized it would have trouble marketing the gas it had then.

Phase IV concerns a determination of the capacity of WBI's storage facilities.

Phase V deals with the propriety of WBI including take-or-pay buy out or "incentive" payments in its PGA.

Concurrent with these CP82-487 proceedings, WBI has also been active before the FERC with a number of other filings. In chronological order, the major filings are as follows:

- RP86-10-000 This general rate case application was filed in October of 1985 requesting an increase in rates of about \$15.5 million.
- RP87-115-000 This general rate case was filed by WBI in August of 1987 seeking an annual rate increase of about \$10.8 million.
- RP88-197 & RP88-236 These were separate filings by WBI, later consolidated into an application for open access transportation (section 311).
- RP89-34-000 This WBI rate case proceeding was filed in November of 1988. The filing requested an annual revenue increase of about \$4.7 million. This docket is also considering the rate design policy statement which was issued by the FERC in May of 1989.
- RP90-2-000 This docket seeks to determine the correct rate levels of WBI's rate S-2 which was previously allowed to be set at no charge in order to help WBI alleviate its take-or-pay problems.
- RP91-141-000 This is WBI's most recent rate case file on April 30, 1991. The filing purports to decrease sales, transportation and storage rates by \$365,000. Analysis of this case has been initiated by the state agencies.

—DAVE JACOBSON



**SDN GROUNDBREAKING** PUC Commissioners participated in groundbreaking ceremonies for the South Dakota Network June 28 in Sioux Falls. Pictured (l to r) are: Commissioners Schoenfelder, Stofferahn and Burg, Craig Osvog, Jerome Graff, Lanny Johnson, Jim Nielson and Doug Martin.

## PHONES TAPPED FOR GO-AHEAD

The Public Utilities Commission in December, 1990 approved construction of a telephone network that will allow more than 37,000 eastern South Dakota telephone customers to choose their 1+ intrastate (in-state) and interstate (out-of-state) long distance companies.

The South Dakota Network (SDN) will use a fiber optic cable to link 76 communities with a telephone switch in Sioux Falls. Various long distance companies will then carry calls from the switch to points throughout South Dakota, the United States and the world. Twelve independent and cooperative telephone companies will participate in the \$7.4 million project. Commissioners participated in ground breaking ceremonies for SDN held in Sioux Falls June 28, 1991.

The PUC's decision to approve SDN will create a second long distance monopoly in South Dakota, at least temporarily. U S WEST Communications now carries nearly all intrastate (in-state) long distance calls. The decision will require that all long distance calls originating and terminating in the 76 participating exchanges be carried on the SDN network, subject to review after a two-year period.

In reaching a decision, Commissioner Laska Schoenfelder agreed that construction of SDN was in the public interest and should be approved, but disagreed with the creation of a "temporary" monopoly. Schoenfelder felt that calls being carried into the participating exchanges (the terminating portion of the call) should be subject to competition.

Commissioner Ken Stofferahn, who made the motion to approve SDN, said the network represents "the first real evidence of independent competition to USWC in South Dakota."

## PUC Creates Monopoly

"It is ironic... that this Commission will have to create a monopoly, at least temporarily, to effectively compete with the existing one in order to bring the best possible service at the least possible cost to all people in South Dakota."

Stofferahn stressed that SDN, because it will be a monopoly, will be regulated by the PUC to assure that the public will receive fair and reasonable rates.

In addition to reviewing the status of SDN two years after it begins operation, the PUC will also require quarterly reports detailing the network's revenues and expenses, originating and terminating minutes of use and a list of all interexchange carriers serving the participating exchanges.

The 12 participating companies include Baltic Telecom Cooperative, Brookings Municipal Telephone, Interstate Telecommunications Cooperative of Clear Lake, James Valley Cooperative Telephone Company of Groton, McCook Cooperative Telephone Company based in Salem, Midstate Telephone Company of Kimball, Sanborn Telephone Cooperative of Woonsocket, Sioux Valley Telephone Company of Dell Rapids, Splitrock Telecom Cooperative of Garretson, Sully Buttes Telephone Cooperative of Highmore, Tri-County Mutual Telephone Company of Emery and Valley Telecommunications Coop Association of Herreid.



**DAVE JACOBSON**, one of several PUC employees with a blue collar background, has been a Utility Analyst since 1984. His expertise is frequently called upon to help resolve complaints from consumers all across South Dakota.



# Electricity Disconnected HOME STILL HAS POWER

High winter bills force utility companies to make difficult decisions. Some customers have a tough time paying their bills, and many find themselves on the list for disconnection. But no one wants to shut off the power in South Dakota's sub-zero temperatures. Montana-Dakota Utilities has managed to find a middle ground, limiting the consumer's power without shutting off service completely.

## Background:

On March 5, 1985, MDU filed an application with the PUC to initiate a residential Service Extender Program in South Dakota. A service extender limits the amount of electricity available to a residential customer at any given time. It's installed at the time when disconnection would normally occur. The extender resembles a collar and fits immediately behind the face of the meter. It limits the customer's consumption to 10 amps, enough to supply a furnace fan motor, a refrigerator and a few lights. When the capacity is exceeded, a breaker trips, stopping the flow of power. The breaker is easily reset, but the button cannot be held down to allow greater usage.

**Give 'em  
enough  
rope... &  
a real  
tight  
collar.**

The program "extends" the availability of service to a customer, providing an additional opportunity to make payment and avoid total disconnection. The PUC approved MDU's application on April 11, 1985, subject to the conditions of complying with the administrative rules and submitting an annual report regarding the program.

## The North Dakota Experience

When initially filed, the service extender application included the results of a research project conducted in North Dakota concerning the use of service extenders. The project was undertaken to determine the following:

- effectiveness of improving delinquent bill collection;
- cost of using service extenders as opposed to not using them;
- any administrative problems associated with the use of extenders;

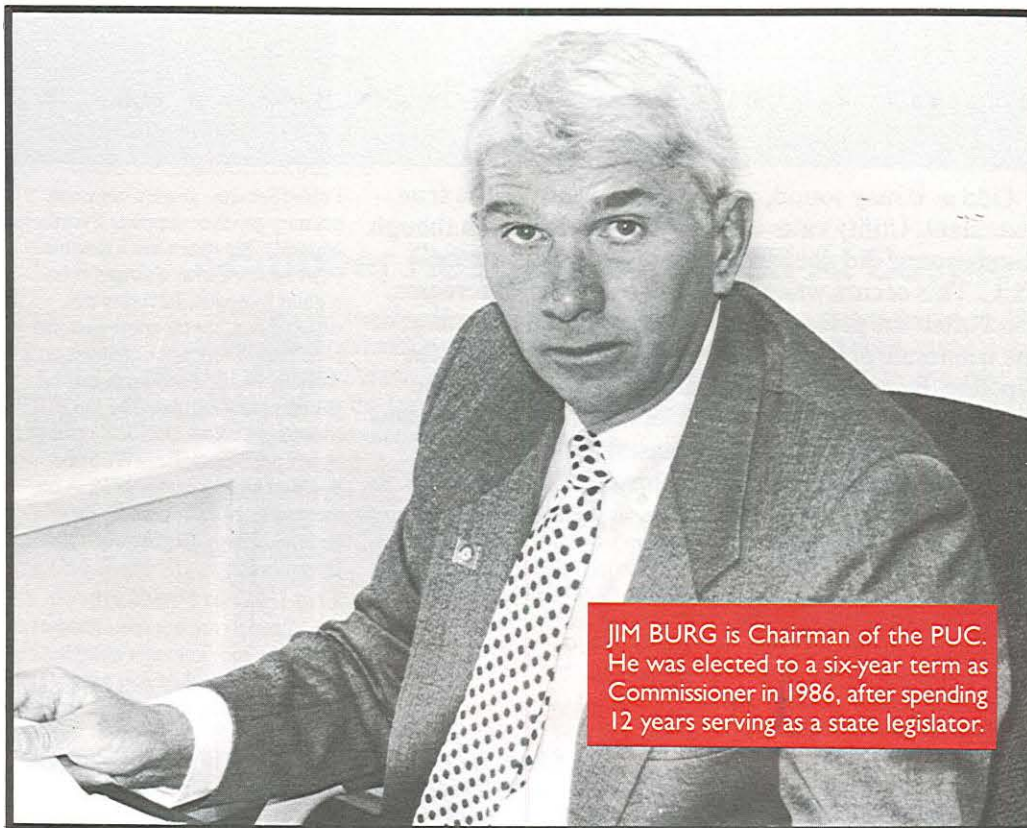
- public acceptance of the use of extenders.
- The study lasted two years and produced the following results:
- No significant administrative problems were observed and equipment costs were minimal (\$50 per extender).
  - Customers accepted the extenders as an alternative to total disconnection.
  - The percentage of customers making payment to avoid the extender was similar to those avoiding disconnection.
  - On average, the notice of intent to limit service brought about payment 16% sooner than notice of full disconnection.
  - About ¾ of the customers receiving extenders made payment in order to remove the extender and avoid disconnection.
  - Where extenders were installed and alternatively where total disconnection took place, most customers had full service restored in one or two days.

In October of 1984 the North Dakota Public Service Commission approved the service extender program on a permanent basis.



## The South Dakota Story:

Specifically, the South Dakota filing proposed the use of service extenders on delinquent residential accounts. The extenders would not be applied to space heating customers because the heating system would constantly trip the extender's breaker. Extenders would be installed at the time when total disconnection would normally take place. The proposal provided that a notice be delivered to the customer 10 days before an extender was installed. Payment in full or payment arrangements will



**JIM BURG** is Chairman of the PUC. He was elected to a six-year term as Commissioner in 1986, after spending 12 years serving as a state legislator.

avoid the installation of, or remove an extender already in place. Total disconnection can occur after the extender has been in place one week.

After MDU filed the service extender application, PUC Staff Engineer Martin Bettmann distributed a memo recommending that the extender plan be approved, but that extenders not be

allowed during the grace period for winter disconnects and medical emergencies. The commission approved MDU's service extender program, including language which addressed Mr. Bettmann's concerns and clarified the preemption of the PUC administrative rules over the extender program.

Very few extenders are actually installed compared to the number of disconnection notices sent out (72 for 2,073 notices). Of the 72 extenders installed, 51 customers avoided total disconnection by the use of extenders and the extra time allowed for payment. Sixteen of the 72 customers ultimately had their service disconnected while maintaining their location of residence. Also of interest from a working capital perspective is that the 2,073 notices represented \$192,399 worth of delinquent billings.

The results would indicate that service extenders are a viable alternative to previous policy, and can be beneficial to both company and customer.

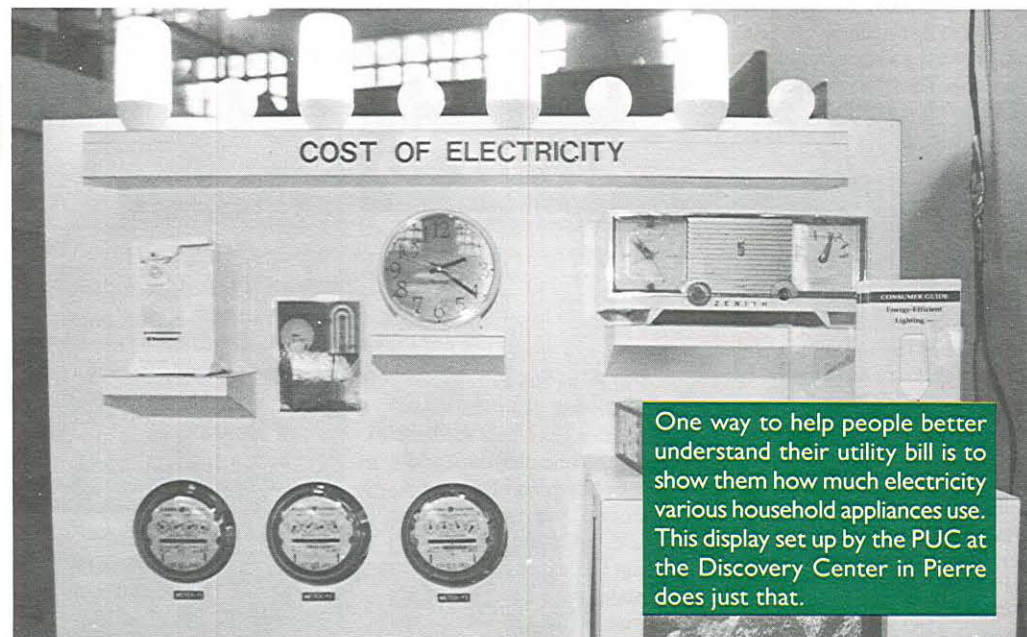
—DAVE JACOBSON

## The Program In Action

The order approving the application also specified that an annual report shall be submitted outlining the results of the program. Results from the first three years are as follows:

	No. of Notices Sent	Average Amount Owed	Average Elapsed Time <sup>1</sup>	No. of Extenders Installed	Paid after Extender Installed	Extender Removed No Payment <sup>2</sup>
1987	508	\$51,831	7.66	38	28	10
1988	744	\$68,770	7.53	16	11	5
1989	821	\$71,798	8.08	18	12	6

<sup>1</sup>Number of days elapsed between the date the notice to limit service was sent and payment or payment arrangements were made in order to avoid the installation of a service extender.  
<sup>2</sup>This total includes customers whose extender was removed and the account was disconnected, and customers who vacated the premise after the installation of a service extender.



One way to help people better understand their utility bill is to show them how much electricity various household appliances use. This display set up by the PUC at the Discovery Center in Pierre does just that.



## It Figures, Doesn't It?

# YOUR RATES GO UP... But Don't Increase!

Odd as it may sound, this headline represents a true statement. Utility rates can and do increase, even though the company did not file for a rate increase with the PUC. This occurs when a utility's cost of fuel increases, most often the price of coal for an electric power plant or the wholesale price of natural gas flowing through the pipeline. Because the utility has little control over the cost of its fuel, the Public Utilities Commission will allow these price increases (and decreases) to be passed through to the retail consumer through PGAs and FACs.

**PGA** Purchased Gas Adjustment Clause. A PGA is a tariffed rate which adjusts the base cost of gas (usually established during a formal rate case proceeding) to reflect the current cost of gas that the local distribution company pays to its wholesale supplier.

**FAC** Fuel Adjustment Clause. A FAC is a tariffed rate which adjusts a base rate for a particular class of electric service (usually established during a formal rate case proceeding), to reflect the current cost of fuel used in the generation of electricity.

### History, Theory and Practice:

PGAs and FACs or automatic adjustment clauses (AACs) have long been used as a means to increase efficiency in the regulation of natural gas and electric utilities. The PUC first assumed the regulation of gas and electric utilities in 1975. Contained in the law which granted the PUC jurisdiction over these utilities was a section which mandated that the PUC permit the companies to file AAC rate schedules.

Without AACs, the frequency of rate filings could drastically increase. The price which utilities pay for fuel used in electrical generation, or for the purchase of gas supply for sale to customers, can be volatile. If it were necessary for companies to file rate cases, or for the PUC to investigate every price change, the regulatory burden could be stifling. The Massachusetts Supreme Court stated in the case of *C.O.F.F.E.E. v. Department of Public Utilities*:

*Rate Proceedings have been notoriously slow as well as expensive. In times of inflation, dependence on lumbering rate proceedings to accommodate the rates to rapidly increasing costs would threaten utilities with unrecoverable expenses destructive of reasonable returns. Therefore, the demand arose to build into rates provisions by which increases in certain costs to the utilities (and to be fair, decreases as well) would, in accordance with the formula, be automatically passed on to the con-*

*sumer as fluctuations of the charges to them, without the burden and expense to the utilities - which would ultimately fall upon consumers - of instituting and carrying out separate rate proceedings to justify the varying charges.*

### South Dakota Law

Because AACs are filed individually by the companies in tariff form, they're not all the same. PGAs and FACs each have unique characteristics. PGA tariffs are based on the South Dakota law mandating their acceptance (SDCL 49-34A-25). The law states:

*Provided that in the event an agency of the United States authorizes or orders a change in rates that a supplier of gas at wholesale may charge a public utility selling at retail, said utility shall file a revised rate schedule containing provision for the automatic adjustment of charges in direct relation to the changes in the wholesale rates. The amended rate schedules shall be filed with the commission on or before the effective date of the change in wholesale rates. . .*

The timing and degree of change in a company's PGA is dependent on the wholesale supplier of the utility. Three of the gas utilities which the PUC regulates, Minnegasco, Midwest Gas and Northwestern

Public Service, share a common primary pipeline supplier (Northern Natural). Northern has a flexible PGA which allows changes at irregular intervals. Recently this supplier has, for the most part, implemented PGA price changes on a monthly basis. The fourth natural gas company regulated by the PUC, Montana-Dakota Utilities, is served by a pipeline supplier (Williston Basin) which operates its PGA on the quarterly basis used by the Federal Energy Regulatory Commission.

### The FAC in Practice

FAC tariffs are not specifically guided by restrictions within the statute allowing AACs. The tariffs all differ somewhat in their method of application. All, however, are applied on a monthly basis and use a historic segment of time in measuring the cost of fuel used in the generation of electricity. Generally the statistics (sales and fuel costs) for a period of time (usually three months) are used to calculate the amount of fuel costs to be recovered. This amount along with the imbalance in prior recoveries is divided into the projected sales for the upcoming month to arrive at the adjustment to be applied during that month. Imbalances occur because projected sales never precisely match actual sales.

Overall, the tariffs approved in 1975 have worked well and have remained substantially unchanged since their inception. The time, effort and expense which they have saved, although not precisely quantifiable, has been significant. Because of their effectiveness, no changes are contemplated at this time.

—DAVE JACOBSON

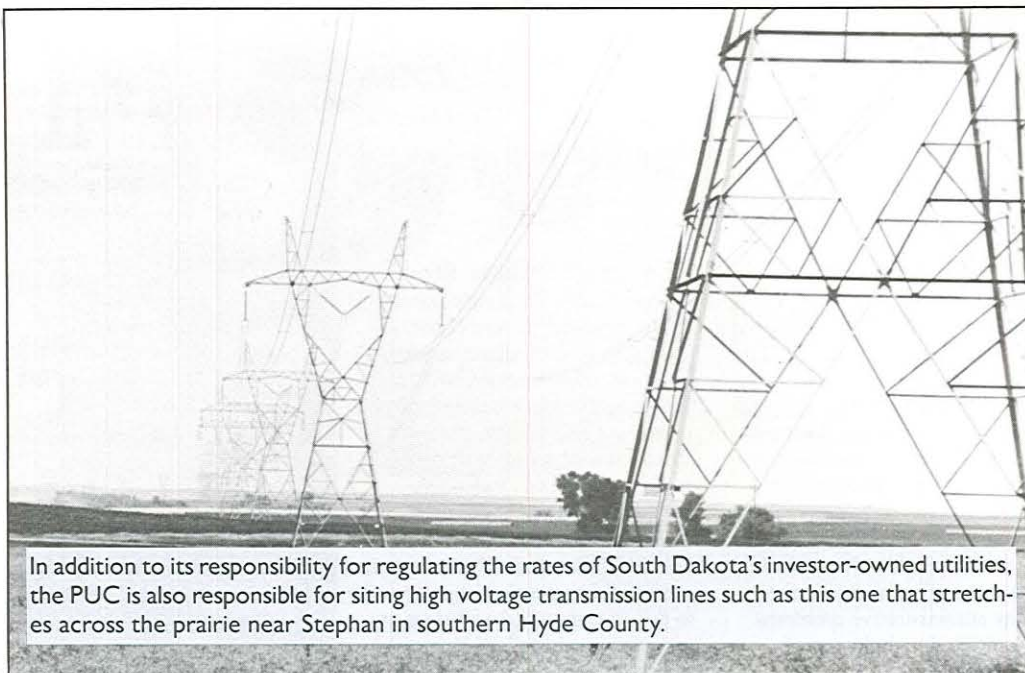


LASKA SCHOENFELDER served as vice-chairman of the PUC during the 1991 fiscal year. The western South Dakota native was elected to the commission in 1988.

### ERRATA DATA

## NWPS Expands

Voters in Groton, by a 4-to-1 margin, approved a natural gas franchise for Northwestern Public Service Company. The May 28, 1991 election cleared the way for NWPS' expansion project, which also will bring gas to Ferney, Verdon Bristol, Holmquist and Webster this year. In a separate project, the company will add Dimock, Ethan and Parkston to its distribution system. An election was held in Groton because city officials had expressed some concern about the impact of the gas franchise on the city's municipal electric revenues.



In addition to its responsibility for regulating the rates of South Dakota's investor-owned utilities, the PUC is also responsible for siting high voltage transmission lines such as this one that stretches across the prairie near Stephan in southern Hyde County.





# MONTANA-DAKOTA UTILITIES CO.

*A Division of MDU Resources Group, Inc.*

## Matching Service To Growth In The Black Hills

The 1980s were good for economic development in the Black Hills. For instance, Spearfish experienced an enviable growth rate of 32 percent to lead South Dakota's major cities in growth, and Rapid City expanded by 12 percent. New surface gold mines near Lead opened in the '80s and by the end of the first year of legalized gambling, Deadwood had added 1,000 jobs.

All of this meant new users of natural gas in the Black Hills. Montana-Dakota Utilities Co., which first brought natural gas to the area in 1928, has been busy matching natural gas service to growth. Currently the company has several major projects underway. These include main and service extensions in Spearfish and Rapid City along with rebuilding the distribution systems in other communities including Deadwood.

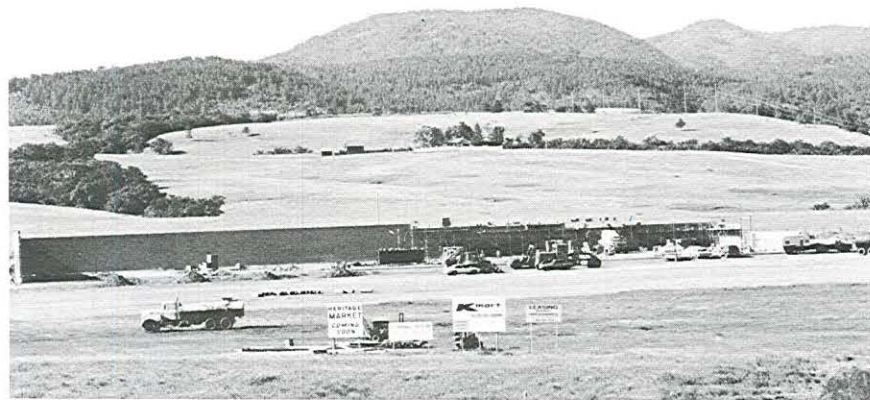
One of the biggest projects involves the extension of a 10-inch main line along Rapid

City's Sheridan Lake Road. Portions of this line have already been built with more planned for future years as growth in the area mandates. Eventually, the company hopes to loop this line around the southeastern subdivisions which are also served with natural gas.

**Limited, legalized gambling** added 1,000 new jobs in its first year in Deadwood. This, coupled with mining, logging and service industries in Lead and Spearfish, makes the northern Black Hills a center of activity.



From January 1990 through the spring of 1991, Montana-Dakota has built 731 new service lines in Rapid City and 61 service lines in Spearfish. With the booming economy, Montana-Dakota's gas distribution system is poised to grow along with the diversified economies of the Black Hills.



**A major building boom** has struck Spearfish, South Dakota. Construction projects in the past year have included this new K-Mart building and adjoining shopping mall along with a Days Inn Motel, Wal-Mart and a new Black Hills State University Sports Complex. Over \$15 million in building permits was approved in Spearfish between January 1 and November 30 of 1990.



**Gen Hutmacher** succeeded J.J. Williams in October 1990 as the manager of Montana-Dakota's Mobridge division. Hutmacher began with the utility in 1972 and formerly worked as the district manager in Mandan, North Dakota, from 1979 to 1990.

## Scrubber Reagent Changed At Coyote

This spring, the desulfurization system at the 400-megawatt Coyote Station near Beulah, North Dakota, underwent a major change. When the station was completed in 1981, it was equipped with a "dry scrubber," so named because soda ash was sprayed into the flue gas emissions to collect the sulfur. The sulfur was then filtered out like dust in a vacuum bag.

While the technology was appropriate at the time, any research involving soda ash in scrubbers largely stood still for 10 years while the technology improved dramatically for scrubbers which used lime. Because Coyote had been experiencing operation and maintenance problems with its existing scrubber, it became apparent that a switch to lime would save money and increase efficiency.

Site work for the conversion of the sulfur

dioxide removal system began in 1990. During its 1991 planned spring outage, Coyote was cut over to the new lime system. This method of sulfur removal uses a mixture of 80 percent fly ash and 20 percent lime. Fly ash is a waste product of coal combustion. The \$20 million investment is projected to save the partners \$3 million a year in operating expenses because the fly ash/lime mixture is much cheaper than soda ash and it is expected to cause fewer operating and maintenance problems.

Montana-Dakota is the operator and part-owner of the Coyote Station. Power from the Coyote Station goes into the Mid-Continent Area Power Pool which serves customers in central and eastern South Dakota.

## Natural Gas: A Clean Vehicle Fuel

In July 1991, Montana-Dakota Utilities Co. held a dedication ceremony for a compressed natural gas (CNG) refueling station in Rapid City. The refueling station allows the public a clean and economical alternative to using gasoline in motorized vehicles.

Montana-Dakota began converting its own vehicles to run on natural gas in 1981. Today this fuel powers over 200 of the company's 540 cars and trucks. And, during this time, these vehicles have traveled over 10 million miles.

With credentials like these, Montana-Dakota is uniquely qualified to assume the leadership role in assisting others to obtain the benefits of natural gas as a vehicle fuel. By opening refueling stations, such as the one in Rapid City, the company has taken

the first step toward developing an infrastructure to support natural gas in transportation.

Initially the company's CNG marketing efforts will target fleet vehicles. But, as refueling technology continues to improve and the network of refueling stations expands, Montana-Dakota will direct its efforts to the consumer market, as well. So far, 24 vehicles in Rapid City had been converted to CNG as of December 31, 1991, not including the Montana-Dakota vehicles.

Currently, MDU has refueling facilities in Bismarck, Dickinson, Minot and Williston, North Dakota; Billings and Glendive, Montana; and Sheridan, Wyoming. A station will also be built in Spearfish to fuel 14 school buses.

## Partners In Development

Encouraging economic development in South Dakota is a goal of Montana-Dakota Utilities Co., and in 1990 the company debuted two videotape presentations which promote the assets of Gettysburg and Lemmon. Writing, taping, narrating and editing the two economic development shows was performed by members of the corporate communications department of MDU Resources Group, Inc. Montana-Dakota is the energy utility division of MDU Resources.

In addition to these latest shows, Montana-Dakota has previously produced economic development shows for Spearfish, Rapid City and Mobridge. If a community were to hire a professional team to produce a show of similar quality, the price tag for the services would run in



**Economic development** in South Dakota has been boosted by the video shows sponsored by Montana-Dakota Utilities Co.

The \$25,000-\$50,000 range.

"Montana-Dakota has a substantial investment in each of the communities in which we serve," stated Joseph R. Maichel, president and chief executive officer of Montana-Dakota. "As such, it is in everyone's best interests if we can help these cities and towns grow and prosper."



CONSUMER CONSUMER GUIDE

Lower 1 Mad

Energy-Ef Lightin

Your Bill of Rights

The Fluore

as a South Dakota Telephone Customer

For More Info 1-800

SOUTH DAKOTA PUC

## Junket To Pierre REPS COME TOGETHER— URGED TO “GET DOWN”

The PUC's second annual Customer Representative Seminar drew 48 utility company employees from 19 different communities to the Capitol May 21.

The gathering brought together utility people, staff from the Governor's office, the Attorney General's office, the Governor's Office of Energy Policy and the PUC for an active give and take of interesting topics. The day began with a regular commission meeting to give participants a first hand view of how docketed cases are presented to the commissioners and voted on by them. The meeting was followed by lunch at the Ramkota RiverCentre. Chairman Burg addressed the group, setting the theme of serving the needs of consumers, a theme addressed from various viewpoints during the afternoon presentations.

Speakers included Ruth Hennehan from the Governor's Office who advised the group to “get to where the complainant is when he calls” and help him improve his situation. She said in many cases help is available, but the caller doesn't know where to begin or feels powerless to act.

Bart Hallberg from the Attorney General's Division of Consumer Affairs shared his experiences with credit card scams. “It can happen to you and you're all intelligent people,” he warned. Hallberg said his best advice was to keep your credit card number to yourself.

The assembly listened intently as LIEAP Director Abbie Rathbun outlined prospects for funding of the Low Income Energy Assistance Program for the 1991-92 heating season. She estimates funding will be about the same as last year, around \$6.5 million.

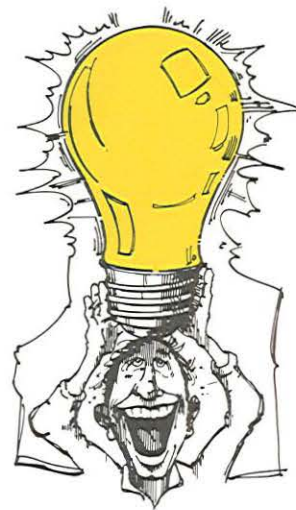
Ron Reed, Commissioner of the Governor's Office of Energy Policy stressed GOEP's three percent loan pool for new furnaces, insulation, energy efficient lighting and other energy saving improvements. He said the U.S. Department of Energy also has a program for leverage funding of weatherization projects, matching money supplied by another agency for such programs.

The group broke up into several panels later in the afternoon, and discussed topics such as E-911, slamming, 900-numbers, electromagnetic fields and other recent concerns.

Northwestern Public Service captured top honors among the investor-owned utilities by sending 14 employees to the seminar. Montana-Dakota Utilities was runner up with nine. In addition to the IOUs, employees of Golden West Telephone Cooperative and Midco Communications attended the meeting. —DELLA ANDRE



DELLA ANDRE, a former school teacher, is the PUC's principal complaint handler. If you contact the PUC with a problem about your utility company, Della is the person who will hear your complaint. She has been with the Commission since 1975.



## BROCHURE BLIZZARD

The PUC expanded its storehouse of helpful information during the 1991 fiscal year, printing three new brochures and reprinting five others.

The commission approved a contract with Creative Printing of Huron to create a similar design for all PUC brochures. The result can be seen in the examples provided with this article.

By far the most widely distributed of the new brochures has been “Energy-Efficient Lighting, the Compact Fluorescent Bulb.” The pinkish-colored brochure is a familiar site to residents of Lennox and Burke, where the PUC participated in compact fluorescent demonstration projects, (see related story, page 30) and to anyone who attended the spring home shows in Rapid City and Sioux Falls.

South Dakota utilities have joined in the PUC's effort to promote the energy efficient bulb, and joined in the second printing of the brochure. Originally, 5,000 copies of the brochure were printed in October, 1990, but that supply was already nearly exhausted by December. Because of its popularity, the PUC contacted utilities around the state to see if they would be interested in chipping in and picking up a few copies of their own. The result was a run of 25,000 more brochures off the presses.

The PUC reprinted a popular brochure entitled “Lower Phone Bills Made Easy,” which is aimed at clearing up some of the confusion about telephone service. Also reprinted during the year was a brochure that was originally produced in 1984. “Your Bill of Rights as a South Dakota Telephone Customer” explains many of the administrative rules governing telephone service policies, disconnections and deposits. Two other brochures were reprinted—“Pulling the Plug” explains the rights of electric and natural gas customers, and “Consumers and the

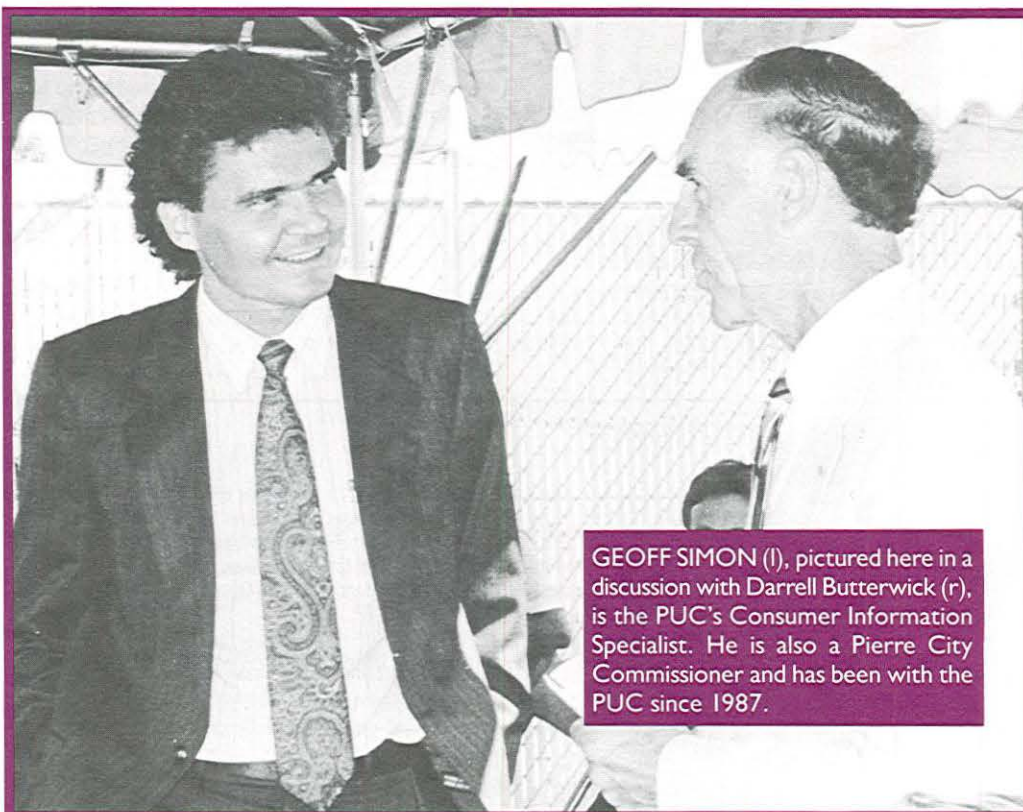
PUC” helps guide utility customers through the regulatory process with advice about filing complaints and providing input on issues pending before the PUC. The commission also reprinted a brochure about itself—“The South Dakota PUC, Regulation to Protect the Consumer” describes the PUC's 106-year history and explains the job of the PUC's three divisions.

“Rate Cases, What Do They Mean to Me?” is one of the newest PUC brochures. The purple brochure is aimed at clearing up some confusion about methods used by the commission to consider rate applications, and help consumers understand some of the more commonly used terms in rate case proceedings.

The other new brochure is entitled “Energy Efficient Appliances—Shop Around, Use Them Wisely.” As its name implies, the bright, yellow and black brochure is intended to give consumers advice about purchasing home appliances and using them more efficiently.

Nearing completion at the time this annual report was going to press were a couple other new brochures, one that will help consumers choose energy efficient heating and cooling systems and another that provides simple, low cost methods of saving energy. Other brochures due out during the 1992 fiscal year will give consumers some tips for using energy in a way that protects the environment, and another will describe new energy-efficient construction techniques being used in residential construction.

—GEOFF SIMON



GEOFF SIMON (l), pictured here in a discussion with Darrell Butterwick (r), is the PUC's Consumer Information Specialist. He is also a Pierre City Commissioner and has been with the PUC since 1987.





## Northwestern Public Service Company



R.A. Wilkens



A.D. Schmidt

### Wilkens Replaces Schmidt

One of the most notable changes for Northwestern Public Service Company in 1990 occurred on November 30, with the retirement of Albert D. Schmidt, who served as Northwestern's chief executive officer for more than 25 years. Directors elected President and Chief Operating Officer Robert A. Wilkens to succeed him.

Wilkens, a South Dakota State University graduate in electrical engineering, joined NWPS in 1953 as a dispatcher and engineer in the general office. The Company promoted him to Huron division engineer in 1955; to Huron electrical superintendent in 1958; to Huron division manager in 1959; and to assistant to the president in 1966. In 1969, the Board named Wilkens vice president-operations, and in 1980, they elected him president and chief operating officer.

Schmidt, chief executive officer of NWPS since 1965, retired on December 1, 1990, but retained his position as chairman of the Board of Directors. At the time of his retirement, Schmidt had worked for NWPS for more than 41 years, and the Company had depended on his vision and leadership for more than a quarter of a century.

An electrical engineering graduate of South Dakota School of Mines and Technology, Schmidt joined NWPS in 1949 as a cadet engineer. His rise to the top was swift: safety director and gas engineer in 1951; assistant superintendent of production in 1952; superintendent of gas properties in 1956; vice president-operations in 1958; president and CEO in 1965; and chairman and CEO in 1980.

Although there have been some changes in day-to-day management, Northwestern's basic philosophy has not changed. The Company retains its long-range corporate goals of providing quality service at affordable prices and increasing stockholder value.

### Economic Development

In 1989, NWPS invited economic development professionals from several cities in its service territory to pool money and talent for industrial recruitment. Aberdeen, Brookings, Huron, Madison, Mitchell, Redfield, Webster, and Yankton all joined forces in an organized program called the Ad Partnership.

Over the past three years, the group has expanded its cooperative efforts. In 1990, the Partnership commissioned research to identify specific advantages and disadvantages of east-central South Dakota and to list industries that could benefit by expanding or relocating in the area.

The study predicted growth in manufacturing employment and identified several distinct advantages for potential employers, including an exceptionally high measure of worker productivity. The research also generated a list of industries most compatible with Northwestern's service territory.

Using insight gained from the study, the Ad Partnership funded a telemarketing program to find businesses or industries interested in expanding or relocating to South Dakota.

The partnership hired an advertising agency to contact companies in the industries identified in the study and send qualified "leads" to NWPS for distribution among the eight communities involved in the Ad Partnership.

The program is proving effective, and results to date are better than the national average for telemarketing campaigns. As of December 31, the Company has received 154 leads generated from contacts with 4588 companies for a response rate of 3.4%.

### Service Extended To Nine Communities

Northwestern Public Service Company sought franchises and started construction in April 1991 to extend natural gas to customers in Ethan Verdon, Dimock, Parkston, Groton, Ferney, Bristol, Holmquist, and Webster.

Several times over the years, NWPS and its gas supplier, Northern Natural Gas, have studied the possibility of expanding into some of the smaller, more isolated communities in eastern and northern South Dakota.

Until this last year when the Company developed a more economical way to extend the gas lines, the expense of building the cross country pipelines would have forced gas rates too high to be competitive.

The new concept allowed NWPS to build gas transmission lines and sell them to the supplier. When Enron, the parent company for Northern Natural, approved the project, NWPS began Phase One of a two-step expansion program.

In preparation for the construction planned in Phase Two, the Company is starting to meet with the governing bodies of Estelline, Castlewood, Labolt, Altamont, Clear Lake, Milbank, and Big Stone City.

Current projections call for the construction to these cities to be completed in 1992.

To date, the response has been very positive. Communities say the availability of natural gas is a benefit when seeking to attract expanding or relocating businesses, and homeowners indicate they appreciate having gas as an option.



NWPS Dispatchers Back row—Jerry Breck, Dick Vandever, and Craig Johnson. Front row—Larry Malikowski, Gene Tagtow, Ron Timperley, and Vic Schaefer.

### Dispatchers Earn Award—Save Customers Money

In 1990, Northwestern dispatchers distinguished themselves and earned an award for their diligence in making hourly entries in the "Procedure to Optimize Economy Transactions" (POET).

The Midcontinent Area Power Pool (MAPP) presented a trophy to NWPS dispatchers in April 1990 when they exceeded to Pool's record for POET entries by completing three months without missing a single hourly entry. In fact, their no-miss record continued through September for a total of 5758 hours or 240 consecutive days.

Traditionally, MAPP participants estimate their power requirements a day or more in advance, and the dispatchers schedule purchases or sales of energy with other Pool members. The estimates, however, are not always the same as the actual hourly requirements, and a company may have an unexpected surplus or deficiency during any hour of the day.

In August 1978, MAPP introduced POET to take care of last-minute variations in energy requirements, and the program now represents about 2-3% of the total MAPP transactions. Every hour after receiving load and cost information from each company's dispatchers, POET recommends the optimum transactions to realize the greatest savings in the Pool. In 1990, one third of the energy sold by the Company was arranged through the POET program.

Fortunately for the Company and its customers, the dedication of Northwestern's dispatchers continues to this day. Still averaging 100% participation in POET, they shave the last few dollars and cents off the cost of electricity, and the NWPS passes those savings to customers.



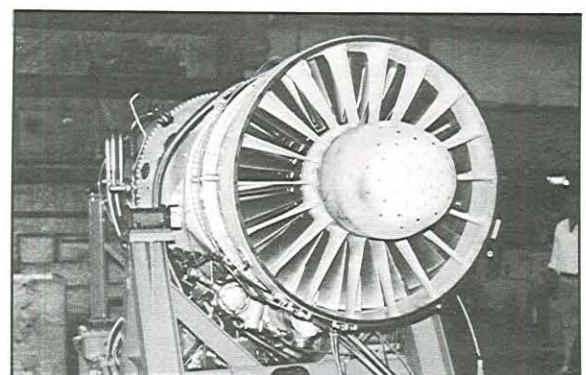
### Peaking Plant Investment Meets Generation Needs

Construction started in 1990 and continued into 1991 for Northwestern Public Service Company to install a generator and one of two turbines at the site of its existing combustion turbine electric generating plant near Huron, S.D. On July 16, 1991, the first turbine, rated at 18.6 megawatts (mw), went on line, and the Company plans to install a second unit, rated at 24.1 mw, in 1992.

Both turbines were used previously and have been rebuilt to new standards. The savings resulting from installing re-conditioned turbines instead of new units will allow the Company to increase generating capacity at the lowest cost per kilowatt of installed capacity.

NWPS needs to increase generating capacity to meet projected peak-load growth of approximately 1.3% a year. In keeping with corporate goals, the Company also wants to increase capacity at the lowest possible cost.

After studying conservation and load management programs, the Company considered contracting for generation from other utilities. Anticipated increases in the cost of purchased capacity made that option unattractive, so the Company decided to construct additional peaking capacity in the form of combustion turbines fueled primarily by natural gas. Part of the capacity will replace some of the older, less reliable diesel units.



The "jet" is actually a gas generator with a design derived from an aircraft engine. It produces high pressure, high temperature gas that exhausts into a power turbine. The power turbine converts the gas into rotating, mechanical energy which drives the electric generator. The jet, or gas generator, is about half of the turbine assembly.



# FOUR ELEVATORS COLLAPSE

In what appears to be a sign of the times, four grain dealers and/or grain warehouses licensed by the PUC closed their doors during the 1991 fiscal year.

Two of the grain dealers declared bankruptcy and the other two chose to voluntarily cease operations. Three of the four had outstanding liabilities to producers or other grain dealers for grain purchases when they closed. Fortunately, in all three cases there were sufficient grain inventories and/or bond proceeds to satisfy all outstanding liabilities. PUC Warehouse Division employees took an active role in identifying liabilities and supervising the liquidation of existing grain inventories.

Perhaps the most significant development of 1991 was the high number of acquisitions and mergers which took place in the grain warehouse/grain dealer area. By the final day of licensing on June 30, 1991, four purchases and five mergers involving a total of twelve facilities had been completed, and others were under consideration.

## A Predictable Phenomena

The events of the past year came as no surprise to the PUC. Most areas of the state have been suffering through moderate to severe drought conditions for the last several years. The corresponding decrease in crop production has put many elevators and grain dealers in a precarious financial position. With less grain entering the marketplace, competition among grain merchandisers has increased significantly. And, with drought causing declining yields, most elevators have seen a substantial decrease in grain storage, historically a stable source of income. Drought, competition, poor grain prices, changing federal programs and many other factors have forced owners and board members to make some difficult decisions about their future in this industry.

## Who Survives?

Merging with another entity may provide the answer for some of the ailing elevators. A merger with a financially sound firm can provide much needed capital for repairs, maintenance, facility upgrades and expansions. A merger may also provide cost savings to both facilities through consolidation of work forces, reduction in transportation costs and reductions of other direct costs of operating. Finally, a merger may expand market areas and provide the opportunity to add more products and services.

The same factors that prompt some to pursue mergers will force others to seek a buyer for their facility or simply close their doors. Some of those facilities will eventually be sold to producers looking for extra storage, others will never be used again and will serve only as silent reminders of a simpler and happier time.

Much of what is taking place can be chalked up to normal attrition in a capitalistic economy. Current trends in the industry seem to indicate an overabundance of grain storage facilities. There is some concern that a continuing trend of acquisitions, mergers and closings could lead to a situation where a few, very large firms control the majority of the grain traffic in the state. The world grain market is too large for any one player to dictate its direction, but domination of markets on a regional basis may be possible and could be a real threat to the country elevator and the producers it serves. Some industry professionals believe that evolving trends are irreversible and signal tough times ahead for small country elevators. Others contend that history has shown weather patterns, grain prices, storage levels and other factors affecting the industry to be cyclical in nature and will therefore be self correcting in time.

## PUC Response

The Public Utilities Commission recognizes the need to be able to react to the dynamic nature of this grain industry, and is continuing to improve its vision as a regulatory agency. During the 1991 fiscal year, changes were made to inspection procedures which will help the PUC to more closely track the day to day operations of grain dealers and grain warehouses. Additional training in accounting techniques was provided to inspectors to improve their ability to spot financial problems before they get out of hand. The PUC also added another member to its staff in Pierre who will serve in dual roles as accountant and inspector. This allowed division staff members to more closely scrutinize financial statements submitted with license applications, and to utilize a trend analysis approach for spotting potential problems. Additional training in accounting, grain futures transactions and inventory verification is planned.

The PUC also believes a need exists to better educate producers about the risks associated with various types of grain marketing

## Any Survivors?

tools being offered by elevators. Warehouse inspectors have seen a gradual increase in the use of Voluntary Credit Sale (VCS) contracts the past few years. VCS contracts are defined as any sale of grain which calls for the sale price to be paid more than thirty days after delivery or release of the grain for sale. Some VCS contracts are structured to allow the producer the opportunity to delay pricing his grain in hopes of catching a swing in the market. One type is designed specifically to delay the producer's payment until the following calendar year for income tax purposes. All provide the advantage of not being subject to statutory storage charges. Because title to the grain passes upon delivery, these contracts represent a voluntary extension of credit to the grain dealer. As such, they are not covered under either the grain warehouse or grain dealer bonds, subjecting the producer to potential losses.

Although many times seen as stereotypical antagonists, the PUC and some industry professionals have begun discussing the notion that cooperation, not confrontation, will be the key to effective regulation in the future. Both groups realize that they will probably never agree on every issue, but both also believe that the interests of South Dakota producers will be best served by working together to maintain a system of financially stable grain warehouses and grain dealers.

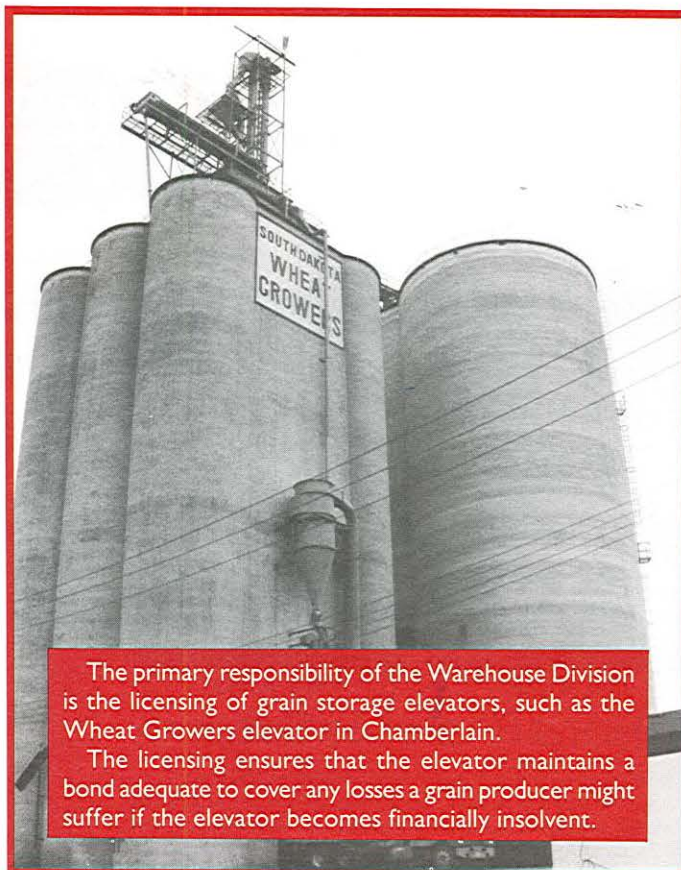
—ED ANDERSON

## Elevators Pass Go Some Stuck at 13th Floor

The PUC's Warehouse Division came through its busiest time of year with fewer problems than past years, according to Division Director Ed Anderson.

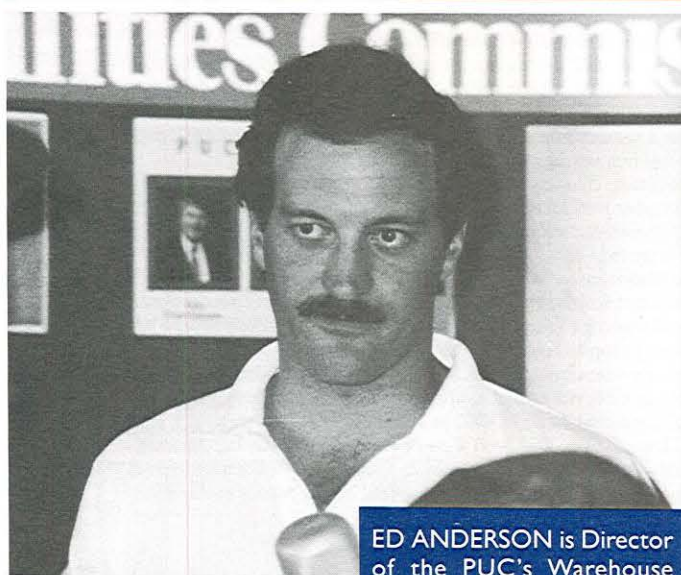
Every year about 500 grain elevators, grain dealers and public storage warehouses submit license applications to the PUC. And for the past several years many have had trouble meeting the July 1 deadline. But Anderson said this year, virtually every storage facility was able to complete the process on time. He said about 25 trucking companies with grain dealer licenses did not meet the deadline, but added that many of those routinely wait to apply shortly before they're ready to begin their operations.

Anderson credits the improvement to a more aggressive job by



The primary responsibility of the Warehouse Division is the licensing of grain storage elevators, such as the Wheat Growers elevator in Chamberlain.

The licensing ensures that the elevator maintains a bond adequate to cover any losses a grain producer might suffer if the elevator becomes financially insolvent.



ED ANDERSON is Director of the PUC's Warehouse Division. The Custer native has been employed by the PUC since 1990.

Because recent drought years have placed some operations under stress, Anderson said the review process was expanded in 1991 to include a trend analysis of historic financial data, and each applicant was required to provide the Commission with credit references.

The addition of another employee to the warehouse division also aided the review process. Jim Konechne, who joined the Commission in January, brought with him a solid background in accounting and agriculture. In addition to his duties in the office, Konechne also serves the PUC as the West River field inspector.

PUC staff of reminding managers of the upcoming deadline, and to the absence of bonding companies that had caused delays in the past.

Based upon a review of the applicant's financial statement, the PUC may approve or deny the license application, or may approve it subject to additional bonding and/or reporting requirements.

Anderson said the PUC analyzes the applicant's current financial statement, and also reviews prior years' statements. The financial performance of the business is compared to its past performance and to performance of the industry in general.



# Minnegasco®

A Division of Arkla, Inc.

## Minnegasco, Now A Division Of Arkla, Inc. Has South Dakota History Spanning 108 Years

Minnegasco provides natural gas service to more than 47,000 residential, commercial and industrial customers in 17 South Dakota communities. The company maintains regional headquarters in Sioux Falls and employs about 100 people in South Dakota. In addition to South Dakota, Minnegasco's distribution system serves Minnesota and Nebraska. Systemwide, it serves more than 670,000 customers in 235 communities. Minnegasco and its predecessor companies have been serving South Dakota since 1883.

The company became a division of Arkla in November of 1990 as a result of the merger between Arkla and Diversified Energies, Inc., Min-

negasco's former parent company. Arkla is a balanced, investor-owned energy concern that engages in natural gas transmission, distribution and production. Arkla's natural gas distribution operations are the third largest in the nation. Through three natural gas distribution companies, Arkla serves more than 2.6 million customers in 1,230 communities in the nine-state Mid-Continent area of South Dakota, Minnesota, Nebraska, Arkansas, Louisiana, Texas, Oklahoma, Kansas and Mississippi. Arkla is headquartered in Shreveport, Louisiana; and Little Rock, Arkansas. Minnegasco maintains its overall headquarters in Minneapolis.

## Service Plus® Plan Enhances Former Maxi® Policy

Through its Service Plus appliance repair plan, Minnegasco helps customers avoid most large, unexpected appliance repair bills. Service Plus was introduced in South Dakota in the fall of 1990 as an enhancement to the company's long-time Maxi Policy. For a small monthly fee, customers of Service Plus are covered against the cost of most

repairs—including labor and parts—on six major gas or electric appliances including furnaces/boilers, water heaters, ranges, dryers, space heaters and grills. Customers can buy optional coverages for refrigerators, central air conditioners, washers and dishwashers.

Service Mechanic Glen McMichael performs inspection on customer's furnace.



## First Of Its Kind In U.S. Service On Time Guarantee Program

Minnegasco does more than just "tell" customers it will have natural gas service lines installed to homes or commercial buildings when they need it. Under its new "Service on Time" guarantee program, it puts its money where its mouth is. Minnegasco pledges that it will have service installed on or before the date promised to the customer or it will pay the customer a \$100 U.S. Savings Bond.

The program, which is the first of its kind among natural gas distribution companies in the U.S., is part of Minnegasco's ongoing efforts to improve customer service. The program was implemented in June of 1991 throughout Minnegasco's three-state service area. William Grey, Director of Minnegasco's South Dakota operations, said that builders have to worry about getting prompt services and products from many subcontractors. "Minnegasco wants them to feel assured that when they give us sufficient notice and order gas service from us, they can depend on us to get the job done on time," Grey said.



Distribution Foreman Bill Keiser and Distribution Mechanic Bill Warren install a service line in Sioux Falls.



Customer Information Clerk II Deanna Wright visits with customer answering questions regarding their billing.

## Service Vision 2000: "Tuning In" To Customers To Serve Them Better

Through formal quarterly surveys of customers and other performance evaluation mechanisms, Minnegasco is working harder to find out more about its customers—their wants, needs and opinions—in order to improve quality of service and customer satisfaction. It's all part of Service Vision 2000, a companywide effort launched in 1990 that pledges Minnegasco's commitment to a vision that says: Minnegasco is committed to providing services that are superior in safety, reliability, customer satisfaction and value.

Through Service Vision 2000, Minnegasco's

fundamental goal is to be the kind of company that's easy to do business with, that is responsive to customers' needs, that provides one-stop, friendly, reliable service (without callbacks), and that schedules and performs service at the customers' convenience—guaranteed. Customers across the system are evaluating and rating Minnegasco on how it answers the telephones, handles customers' billing or payment inquiries, installs gas lines, makes repairs and other business functions. Improvement strategies based on these customer expectations are developed and implemented.



# SAY WHAT?

## Hearing Impaired Surcharge Increases

To meet the steady demand for telephone equipment and relay services, South Dakota's monthly surcharge for the hearing impaired has gone up a nickel.

The telephone bill surcharge, originally set at 10 cents when it was created by the 1989 Legislature, was increased to 15 cents on July 1.

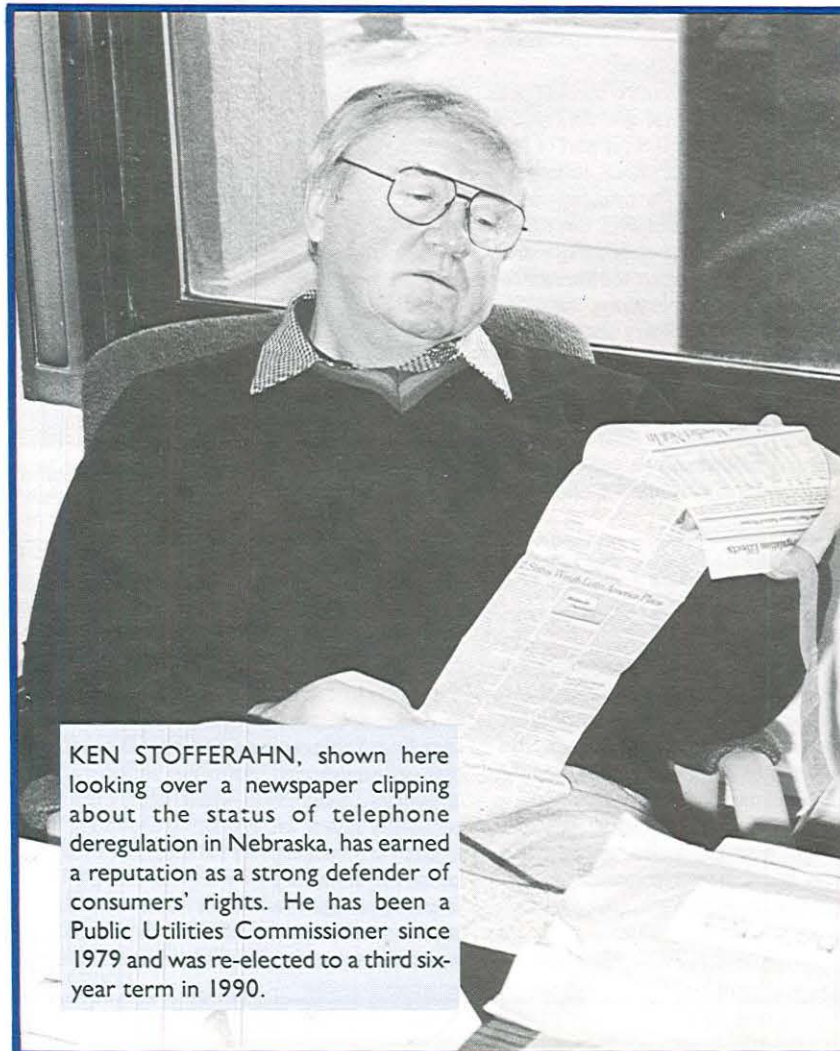
During the past fiscal year, a total of 65 telecommunication devices for the deaf (TDDs) were distributed to hearing impaired South Dakotans. Also provided were 76 ring signalers (lights that flash when the phone rings) and 55 volume amplifiers, according to figures provided by the South Dakota Department of Human Services. Despite the distribution efforts, DHS reported a waiting list of over 100 names at the time the 1991 Legislature enacted the five-cent per month increase in the surcharge.

The relay service employs operators who change typed messages to voice and vice versa, which allows communication between the hearing impaired consumer who has a TDD and members of the general public who do not. When the relay service began in 1989, demand for the service was estimated at 500 to 1,000 calls per month. That estimate proved to be considerably low, primarily because it was based on an 8:00 a.m. to 5:00 p.m., Monday through Friday schedule. The relay service began providing 24-hour a day, seven day a week service in July, 1989, and now averages more than 4,000 calls per month.



The Department of Human Services contracts with Communication Service for the Deaf to provide the services. More information can be obtained by calling 339-6464 in the Sioux Falls area, or 1-800-622-1770.

—JOHN ELLEFSON  
Dept. of Human Services



KEN STOFFERAHN, shown here looking over a newspaper clipping about the status of telephone deregulation in Nebraska, has earned a reputation as a strong defender of consumers' rights. He has been a Public Utilities Commissioner since 1979 and was re-elected to a third six-year term in 1990.

## Naughty Skinheads Bombard 'Burbs!

# SLAMMING!

There's a new word for stealing in the telecommunications industry: It's called **SLAMMING**, and the PUC has been bombarded with slamming complaints the past couple years.

Slamming is the unauthorized removal by a long distance telephone company of a customer from his regular or chosen long distance carrier. It amounts to stealing the other company's customers.

The PUC had no sooner closed the file on slamming complaints against MCI, which culminated nationally in a settlement agreement between AT&T and MCI, than it began hearing complaints about the same practices by U.S. Sprint.

In late 1988 and early 1989 the commission received about two slamming complaints per week involving MCI. The PUC's General Counsel wrote MCI's attorneys a letter about the slamming complaints we were receiving. The letter said that if the errors were not corrected, the PUC would seek to prohibit the company from doing business with South Dakota customers. MCI was granted a meeting with the commissioners and staff to discuss its telemarketing activities, which were the source of the slamming incidents.

## Slamming amounts to stealing.

By the time the meeting was held, MCI's telemarketing practices had caused problems for the company in several states, and resulted in a lawsuit filed by the company most frequently victimized by MCI slamming, AT&T.

On Dec. 13, 1990, an MCI representative, in final response to the SD Public Utilities Commission's complaint about slamming, listed four items agreed to by MCI and AT&T in settlement of their lawsuit in which AT&T complained of false advertising and customer theft:

- (1) A customer may initiate service as a response to telemarketing or other advertising by calling an 800 number;
- (2) An independent third party, perhaps an accounting firm, is to confirm the customer's switch from one carrier to another;
- (3) The customer will sign a letter

**No One  
Is Safe!**

authorizing the switch from one long distance company to another; and (4) The customer may call the long distance carrier of his choice to request service.

This was not the end of slamming incidents for South Dakota customers. No sooner had complaints against MCI stopped than complaints against US Sprint began, and the scenario was the same: A phone call out of the blue challenging the customer to rethink his long distance carrier choice, followed by a letter, "Welcome to US Sprint," or a letter from AT&T, "Why have you left us?" Well, Sprint was not to be outdone by MCI and registered twice as many slamming cases with the PUC as did MCI.

The commission shot a letter off to Sprint citing customer complaints and demanding that their practice of taking other carriers' customers stop. The commissioners and staff had a face-to-face meeting with Sprint representatives to learn what they did or did not require of their telemarketers. The same scenario: individual telemarketers were chastised on the first slamming complaint and fired on the second complaint. The telemarketing companies hired by Sprint that were most deceptive in their selling were ultimately, "fired." In fact, US Sprint avowed that it would not renew contracts with outside telemarketers, but do all marketing in-house, with stringent accountability.

US Sprint's claim that it had fired its worst telemarketers was believable—the complaints declined noticeably, and all that was left was the mopping up process of correcting slammings completed months ago.

Page 16 SOUTH DAKOTA PUBLIC UTILITIES COMMISSION

## A Tale of Two Slammings

**IT SHOULDN'T HAPPEN IN AMERICA** This complainant told of being bombarded with calls from a long distance carrier. "They joined me up and are now sending me bills." He had a \$125 bill at the time he called the PUC. "No matter how I resisted, I still got them." He called the carrier about the bill and was threatened with action by the carrier's collection department. He got his attorney working on the case. His total annoyance led him to exclaim, "I didn't think this could be tolerated here in America." He got calls from the carrier at 8:00 p.m. because of the bill. The customer was finally switched back to his chosen carrier. What happened to the bill we have never learned, but we have a copy of it as issued by the carrier's collection department. The complainant has since changed his listing to a non-published number. He obviously wants to discourage telemarketing.

**JUST LEAVE ME ALONE** Another complainant had been harassed by a long distance company for a year. She thought she had it stopped, but not so. The tough sell was still to be, "Oh, you want to change companies, you do, you do!" As soon as she had said "No" and hung up again, the marketer called right back. To correct this the long distance company had the woman's name removed from the telemarketing list for a year. Compare this with the response of a telemarketer who had asked a prospective customer what her phone calls were costing. "\$50 a month? You're crazy, lady!" came the reply.

—DELLA ANDRE





**Northern States Power Company**

## NSP-South Dakota Becomes A Business Unit

On January 1, 1991 NSP-South Dakota was separated from the NSP Minnesota Company as a "business unit." This was an internal change driven by the competitive need for NSP to move decision making closer to the customers and to assist in the clarification of jurisdictional accounting between States.

The immediate impact was to move NSP-South Dakota from a "cost center" operation to a "profit center" which implies responsibility for both expenses and revenue.

Future impacts include more local autonomy for decision making including the freedom to contract in South Dakota for services previously provided by the parent company in Minneapolis. Services are being systematically investigated and cost allocations are being analyzed in an effort to minimize costs.



NSP awarded a \$2500 grant to PenBuck Systems of Centerville. Shown in the picture above are (L to R) Keith Reif and Mary Jacobson of PenBuck, and Jim Wilcox, Business Operations Manager of NSP.

## Economic Development

A settlement agreement between NSP and the SD PUC staff regarding a general rate increase that was approved and became effective on Jan. 1, 1991 included collection in 1991 of \$50,000 from NSP rate payers for economic development. This amount was to be matched by the NSP corporation for a total of \$100,000 to support economic development in the NSP South Dakota service territory. The settlement agreement also called for PUC approval of specific plans for spending these economic development funds and a followup review of the outcome of the programs supported.

The specific plans were approved by the Commission in April of 1991. These plans called for contributing \$25,000 to the Minnehaha County Economic Development Association (MCEDA) for rural development, \$10,000 to \$15,000 for economic development outside of Minnehaha County and between \$60,000 and \$65,000 for three programs with the Sioux Falls Development Foundation. These three programs include the development of a computerized available building and site database, a tenant improvement program and a training fund.

Early results of these plans include the following: 1) Hiring of a full-time coordinator by MCEDA. 2) The procurement of a computer system for the Sioux Falls Development Foundation which includes the capability of producing color photo quality marketing brochures for promotion of empty buildings around Sioux Falls. 3) The support of four small businesses outside of Minnehaha County with grants. These include PenBuck Systems in Centerville, a maker of magnetic interior plastic storm windows, Terveen Enterprises in Emery, the bottler of a vitamin enriched drink for dogs and cats, D&E Enterprises in Forestburg, a maker of vinyl briefcases, and a grant to Marion to begin a revolving loan fund.

## Demand-Side-Management



Elmer Smolnisky, Maintenance Supervisor at Augustana College in Sioux Falls is shown with a "standby generator" that the college uses during hot summer afternoons to take advantage of a significant rate break.

NSP remains committed to minimizing production costs and delaying power plant construction by working to reduce customer demand. A number of programs approved and in place work toward these objectives.

The program with the most demand reduction impact is the customer owned generation program and the "energy controlled" rate that serves as an incentive to larger industrial customers encouraging their participation. The general concept is that rather than building a peaking plant, NSP can request customers to run their own generators to meet their demand locally. Many customers like hospitals or industries with critical processes already required standby generation for complete reliability. This program takes advantage of those existing generators and provides a

"win-win" economic incentive to the customer to encourage participation in the program.

A second and similar program (without generation) involves contracting with industrial firms to request them to voluntarily reduce their demand on "peak" days to a predetermined level. A rate incentive serves to motivate customers unable to purchase a generator yet able to reduce their demand for the few hours surrounding a "peak" demand period.

In 1990 2350 Kw of energy controlled standby generators were installed in the NSP service territory and 3000 Kw of peak control was achieved through contracts.

Other smaller but effective programs include rebates for retrofit or installation of energy efficient lighting, commercial air conditioner chillers and commercial refrigeration. Rebates and the reduced energy cost opportunities from these energy efficient technologies motivated our customers to contribute a total of 1200 Kw of rebate-related demand reduction in 1990.

The total coincident peak demand reduction achieved by DSM marketing efforts in 1990 was 6550 Kw.

## Combustion Turbine Notification of Intent

On January 8, 1991 NSP presented the South Dakota Public Utilities Commission with a letter of intent indicating that NSP was planning to file on about July 8, 1991 for a permit to construct up to 400 MW of combustion turbine power plants on the Pathfinder site East of Sioux Falls. From that letter the Commission has formed the required "Local Review Committee" consisting of community leaders from the school boards, city councils and county commissions of the affected area. This committee has met and is preparing an impact report.

Although the filing was delayed while the neighboring school districts of Brandon Valley and Sioux Falls negotiated a tax revenue sharing agreement, the filing is now expected to proceed.

An Environmental Impact Statement (EIS) will be prepared by a consultant hired by the Commission. NSP resource planning efforts continue and a final decision regarding siting is expected in the Fall of 1991. An in-service date of 1994 for some portion or all of the 400 MW is expected. A 200 MW facility will produce approximately \$1.4 million in annual property tax revenue for local government.



# HOUSE MOVERS ORCHESTRATE CONFAB

The Public Utilities Commission wrapped up its investigation of the rates utilities charge house movers to lift their lines with a pledge to try to clarify state law on the subject.

In the meantime the PUC will interpret the law (SDCL 49-32-3) to mean that utilities may not require a deposit from movers for dropping or lifting their lines if the average time required for the job is less than two man hours per line. Some had argued that the state law meant any moves under two hours per line should be free of charge to the house mover.

**Stymied by BHPL, the home was demolished.**

Commissioners decided not to adopt any rules and regulations covering house moving tariffs, but

agreed to orchestrate a discussion between utility representatives, house movers and PUC staff to draft compromise language for consideration by the 1992 Legislature.

The house moving docket was opened last fall in response to a complaint from Lyle and Debbie Erickson. They had planned to move an historic home out of downtown Rapid City, but were stymied when told by Black Hills Power and Light that it would cost more than \$20,000 to drop all the lines that the 44-foot high building would have to cross. The Ericksons were unable to meet a contractor's deadline, and the home was eventually demolished.

—DOUG EIDAH

## Is It Possible Suicide? TOO GOOD TO BE TRUE

What would you do if you were given a three-story house? Better yet, what would you do if you were given the house plus \$17,000? Keep the house and spend the money!

Well, such a proposal was actually made to a Rapid City couple. Lyle and Debbie Erickson were offered a historic 70-year-old home plus house moving costs of \$17,000. The home had been purchased by a company that wanted to use the space for an office building. The company offered the home to the Ericksons, plus the \$17,000 it would have to pay a wrecking crew to tear it down. If the house could be moved in time, the wrecking crew would not be called.

The Ericksons had hoped someday they'd be able to open a Bed and Breakfast, and this seemed like a once-in-a-lifetime stroke of luck for them. Or was it?

Unfortunately, it was not. The \$17,000 didn't come close to covering the expenses the family would face to move the house eight miles from downtown Rapid City to an area five miles south of town on Rushmore Road. The expenses: \$3,000 to one utility company to remove and reconnect 20 lines, \$14,000 plus or minus a few thou-

sand to another utility company for 41 lines, \$400 to the telephone company for disengaging and engaging lines, liability insurance, legal fees, the house moving bill and thousands of dollars for the land.

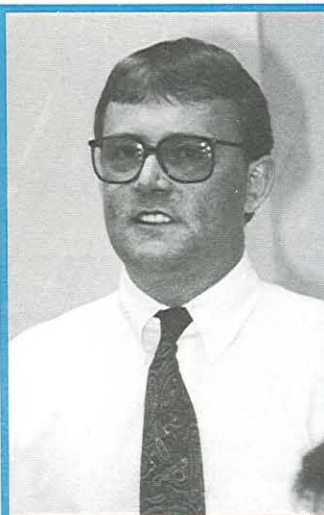
In the words of the Erickson's attorney, "This house move could be financial suicide." Needless to say, the Ericksons did not meet the deadline, and the house was demolished.

The family had the moral support of the State Historical Society, friends and people who were in the house moving business. All hope faded when they learned that the PUC could not order the utility companies to perform the work for less than cost, which would have meant that other customers would pick up the bill through their utility rates.

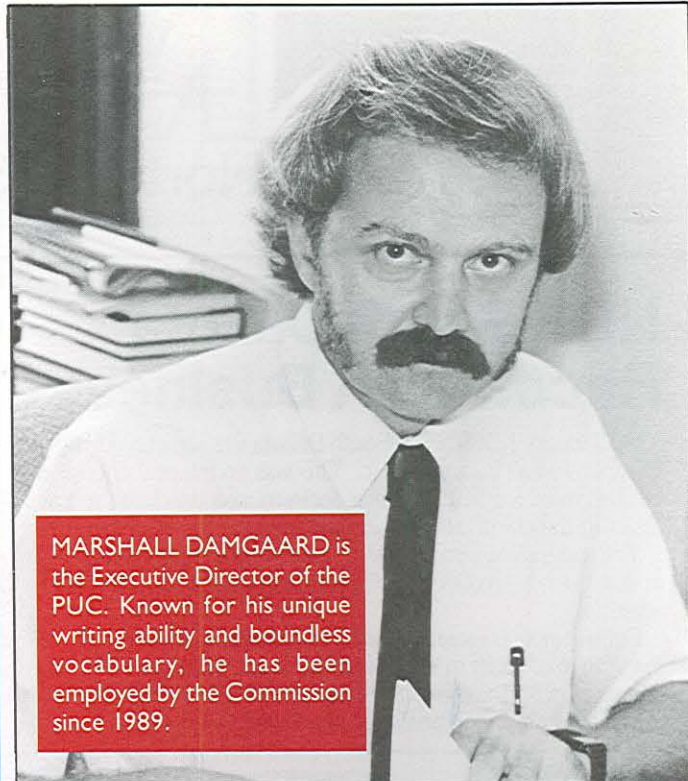
What the PUC did do was open a formal docket to investigate rulemaking and tariffs on house moving involving regulated utilities.

Now, how about it, would you like a free house and some money with "just a few strings attached?"

—DELLA ANDRE



DOUG EIDAH joined the PUC as a staff attorney in 1987 and now serves as the commission's general counsel. He is responsible for providing legal advice to the commissioners, and the language in all PUC orders.



MARSHALL DAMGAARD is the Executive Director of the PUC. Known for his unique writing ability and boundless vocabulary, he has been employed by the Commission since 1989.

## NSP Takes the Lead PATHFINDER RUNS POINT

Northern States Power Company (NSP) filed a Notice of Intent with the PUC in January, 1991, to apply for a permit to add 400 megawatts of electric peaking capacity at its Pathfinder site northeast of Sioux Falls.

The facility would consist of up to four 100-megawatt combustion turbine generators and associated facilities, including about 15 miles of natural gas pipeline.

NSP officials say their projections indicate the company will need the additional electricity the plants would generate as early as 1994.

In anticipation of this application, the PUC appointed a local review committee to study and prepare a report on the possible impacts the project may have on local services. State law requires that such a committee meet to size up any social and economic effects that may result from construction

of the proposed power plant and the natural gas pipeline that will serve it. Potential items impacted by the plant that the committee will consider include police and fire protection, transportation, housing, waste removal, education, health and recreation.

Committee members include NSP General Manager Angus Anson, Brandon Valley School Board President Bryan Bailey, Sioux Falls School Board President John Sorenson, Harrisburg School Board President Rick Fink, Minnehaha County Commission Chairman Tom Dempster, Lincoln County Commission Chairman Earl Helgeson, Brandon Mayor Dennis Kleinvachter

## PUC Powers Up!

and Sioux Falls Mayor Jack White.

At the direction of the Commission, PUC Staff has been working with the committee to help organize the group and act as a liaison between the committee and the PUC.

NSP's filing of the application will be the first of its kind under the South Dakota Energy Facility Permit Act, which was passed by the legislature in 1977. The PUC has issued permits for the construction of transmission lines under this act, but has never been asked for a permit to construct an energy conversion facility.

—MARTIN BETTMANN

## Handyman Freak of Nature!

"Pretty weird, but you get used to him. He's nice." That's what PUC co-workers say about Martin Bettmann, staff engineer, who has 3 hands! Martin declined comment, but his boss noted that "We get a lot for our money, like 50% more than from other staffers."





# USWEST<sup>®</sup>

## COMMUNICATIONS



### US West Reports Modernization Progress

Fifteen communities in South Dakota are getting the latest telecommunications technology in 1992 under an extensive modernization program by U S WEST Communications.

U S WEST is investing up to \$50 million to provide state-of-the-art telecommunications service to all of its South Dakota customers by the end of 1994 as part of an agreement with the South Dakota Public Utilities Commission.

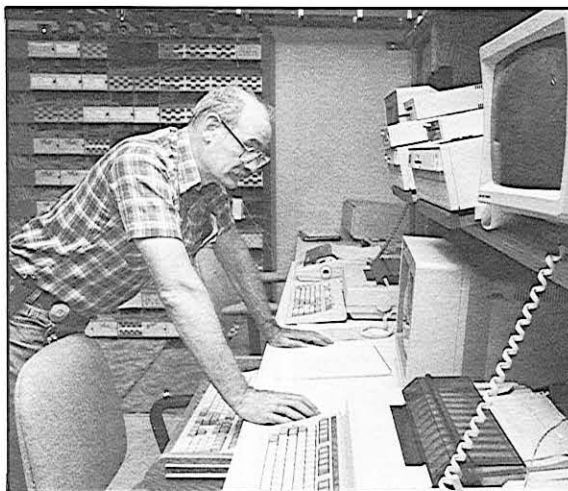
The modernization program involves replacing older switching equipment with the latest digital technology, extending to all customers served by U S WEST Communications "Information Age" services like Call Waiting, Call Forwarding and Three-Way Calling.

Also included in the modernization program is the expansion of U S WEST Communications' fiber optic network. Through 1991 the company had installed 2,000 miles of fiber optic cable, tiny strands of glass that carry calls on beams of light and allow customers to send information faster and with more accuracy. By the end of 1992, U S WEST Communications will have installed nearly 2,200 miles of glass fiber cable in South Dakota.

Switching systems in the following communities are scheduled for replacement in 1992: Bridgewater, Clark, DeSmet, Flandreau, Howard, Lake Andes, Lemmon, Miller, Murdo, Platte, Selby, Tabor, Wagner, Webster, and Wolsey. By the end of the year, 94 percent of U S WEST Communications customers in South Dakota will be served by computerized call switching systems.

"Telecommunications is much more than the telephone service South Dakotans grew up with," reported Jim Smiley, U S WEST Communications vice president. "It provides the information highways that carry voices, computer data, facsimile documents and video images across town, across the state, across the nation and around the world."

"Through the modernization program every town we serve in South Dakota will be as 'telecommunications high tech' as any



**Mobridge residents** are enjoying electronic telephone switching following the cutover to a new digital switch in 1991. U S WEST technician Larry Crawford is shown here checking his notes in preparation for the central office conversion. (Mobridge Tribune photo by Travis Svihovec)

town nationwide. At a time when the state is looking for ways to attract new businesses, encourage expansion of existing businesses and provide greater opportunities in education, a state-of-the-art telecommunications network benefits everyone."

Before the end of each year until the modernization program is completed in 1994, U S WEST will give the South Dakota Public Utilities Commission a progress report and announce the replacement schedule for the next year.



### Complaint Department

When customers of U S WEST Communications have problems with their service and contact the PUC for assistance, the PUC in turn contacts Colleen Sevold from U S WEST to try to resolve the complaint.

### Employee Contributions

The growth, vitality and longevity of charitable and educational institutions depends upon contributions from individuals and businesses. For this reason the U S WEST Foundation established a program that inspires giving at U S WEST Communications: a dollar-to-dollar match of monetary donations from employees and retirees, and matching contributions for employee volunteer time.

The U S WEST Foundation contributed \$30,736 to non-profit groups in South Dakota in 1991 through the matching gifts program. The Foundation provided \$23,370 in matching contributions for financial donations made by employees in the state and an additional \$7,366 in grants to match volunteer hours contributed by employees to non-profit groups.

To qualify for a match, a group must be identified as a non-profit organization under Internal Revenue Service Code Section 501C.

The financial contributions program provides a dollar-to-dollar match for contributions from \$25 to \$5,000. The employee volunteer grant program matches volunteer time of employees with cash contributions from the Foundation (at \$5 per hour for from 60 to 100 hours annually).

Universities, colleges, and schools received the greatest proportion of funds distributed through the matching gifts program last year. Largest recipients of matches in South Dakota were Dakota Wesleyan (\$3,500), St. Francis House (\$2,000), and Presentation Convent (\$2,000).

"This program is a direct reflection of the charitable desires of our employees because these donations go to the same place as their personal voluntary and financial giving," reported Diana Miller, program coordinator for U S WEST Communications in South Dakota.

### 900 Number Blocking

U S WEST Communications has expanded 976-call blocking in South Dakota to include blocking of 900 calls.

The blocking service, called Pay-Per-Call Restriction Service, has been available since December 1990 to residential and business customers in most communities served by U S WEST. There is no charge the first time it is ordered. A service order charge does apply for subsequent requests, e.g. a customer ordered the blocking service, and then had it removed.

Pay-Per-Call Restriction Service gives parents another tool to protect their children from access to programming that is inappropriate for them. It gives parents and businesses the option of controlling access to 900 and 976 services, without charge.

All 900 and 976 services are pay-per-call offerings that provide access to a variety of information, polling, entertainment and interactive talk services. Blocking prevents 1+900 and 1+976 dialing.

U S WEST Communications customers in South Dakota who want to order 900- and 976-blocking should call the company's business office at 1-800-447-1810 (for residential service) or 1-800-922-2491 (for business service).

### Rewarding A Job Well Done

Teachers who go beyond the call of duty, who make classroom subjects come alive for students, deserve special recognition.

That's the philosophy behind U S WEST's Outstanding Teacher Program. Part of a five-year \$26 million commitment to education begun in 1988 by the U S WEST Foundation, the program—called "Reaching Beyond Classroom Walls"—honors excellence among teachers at both elementary and secondary school levels.

Fourteen finalists, one from each state served by U S WEST Communications, are selected from those nominated by students, parents of students, colleagues, or others familiar with the teacher's work.

Each finalist in the 1992 Outstanding Teacher Program will receive a \$15,000 cash award to pursue projects to improve education in their communities.

Nancy Musegades, a teacher of academically gifted students in the Rapid City school district, represented South Dakota in the 1991 Outstanding Teacher Program. Sandra Krupa, Sisseton Middle School, and Scott Shephard, Watertown High School, were selected first and second runners-up respectively.

Nancy Musegades has been a teacher for 21 years. She taught children with learning disabilities for eleven years, was a primary classroom teacher for nine years, and has taught academically gifted students for the past year. Her passion has been to identify and motivate exceptional Native American students at the Rapid Valley Elementary School.

Previous South Dakota Outstanding Teacher finalists and

runners-up are:

1990 - Cheryl Theisz, East Elementary School, Spearfish (finalist). Donus Roberts, Watertown Senior High School; Wayne Lang, Rapid City Central High School; Marilyn Bates, Sturgis Brown High School (runners-up). 1989 - B. Jean Helmer, Belle Fourche High School (finalist). Ray Christensen, Edison Junior High School, Sioux Falls; Dorothy Nygaard, Jefferson Elementary School, Pierre; Rosemary Des Camps, Elm Valley School System, Frederick (runners-up).

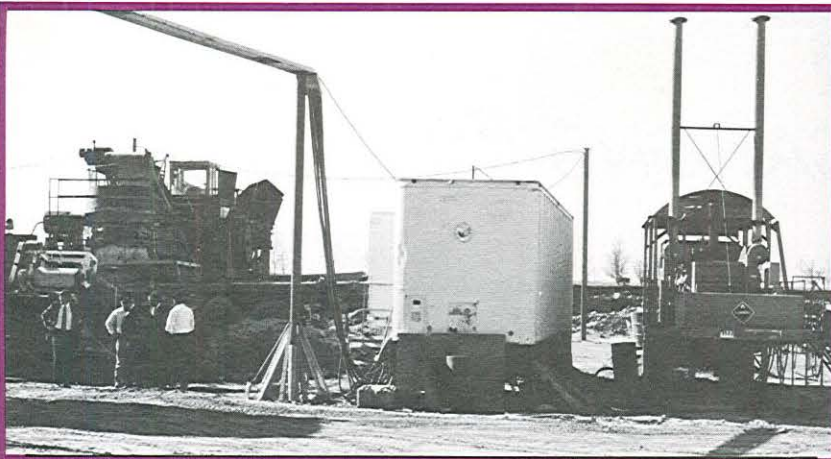
1988 - Marilee Degner, Meadowbrook Elementary School, Rapid City (finalist). Nancy Cutler, Groton Elementary School; Thomas Timmons, Douglas High School, Rapid City; Marilyn Schlekeway, Mobridge Senior High School (runners-up).

"Although only one teacher is chosen to represent South Dakota, we believe all of the teachers who were nominated are winners. They are all working toward bettering the future by concentrating on their students today," reported Jim Smiley, U S WEST Communications vice president in South Dakota.



Nancy Musegades





Myrl and Roy's Paving, located near Rowena, became the center of a dispute between Sioux Valley Empire Electric Association and Northern States Power Company. The quarry and rock crushing operation wanted permanent electric power at the site to replace the diesel generator, seen at the right of this photo. Transformers were housed in the trailer left of the generator, and on the left is one of the crushing machines on the site.

## Myrl & Roy Do The Hop Rock Is Steady

The Public Utilities Commission is occasionally called upon to settle boundary disputes between electric utilities. But one particular case during the 1991 fiscal year posed an interesting challenge—the customer in question owned a portable business.

In 1975 the Commission was given the authority to establish electric service boundaries and hear disputes over service rights to retail customers. During the past 15 years the PUC has had to decide many territory related matters. The most recent was a decision on the right to provide electric service to a quarry and rock crushing operation owned by Myrl and Roy's Paving, located about a mile west of Rowena.

Prior to the Spring of 1991, Myrl and Roy's Paving had been supplying the bulk of its own electric needs with a portable diesel generator. When the generator was needed at a different location, Myrl and Roy's Paving decided to seek permanent electric service at the quarry site.

The provision of electric service is normally a straightforward matter. The customer is required to take service from the utility company authorized to serve the area where the customer is located. But in this case the property was divided by the official electric service territory boundary. And the case was further complicated by the fact that the load was likely to shift from one side of the boundary to the other.

Evidence presented at the hearing showed that the existing electric load was almost evenly split with approximately 58 percent of the load in the assigned service area of Northern States Power Company (NSP) and 42 percent in the service

**The load will shift from one side of the boundary to the other.**

area of Sioux Valley Empire Electric Association, Inc. (SVEEA). Another issue raised in this matter was the permanence of the location of the electric load. Myrl and Roy's Paving and SVEEA alleged that in the future the rock crushing facility would be moved so that the majority of the electric load would be in the assigned service area of SVEEA.

When the customer contracted to have electric service provided by SVEEA, NSP protested and filed a complaint with the PUC. After hearing the case the Commission, in a split decision, decided that NSP should be allowed provide service to the entire load. This decision was subsequently appealed to the Circuit Court, Sixth Judicial Circuit. No decision had been made by the court at the time this report was printed.

—MARTIN BETTMANN

### ERRATA DATA

## Complaint Stats

January produced the highest number of complaints during the 1991 fiscal year with 87, with April second at 78. September produced the fewest with 36, followed by December with 43.

### ERRATA DATA

## That's About The Size Of It

The largest investor-owned electric company in South Dakota is Northern States Power Company with 54,500 customers. The smallest is Iowa Public Service Company with about 2,100.

### Phone Problems Lead To

# FBI Probe!

A South Dakota man trying to improve his business must be frustrated by changes in the telephone industry after going through an ordeal that eventually produced an FBI investigation.

The man, who owns an office products company, leased an 800 line from Dial-Net in order to generate more business. Business was generated alright, for several companies, all using the same 800 line and extension number. The line became so busy that the office products company was unable to receive calls. The man saw his 800 number advertised on television by several businesses, all apparently vying for the same line and time. What was he to do, when his company's catalogs, letterhead, cards, and mailing labels all had the same ever-busy and popular 800 number?

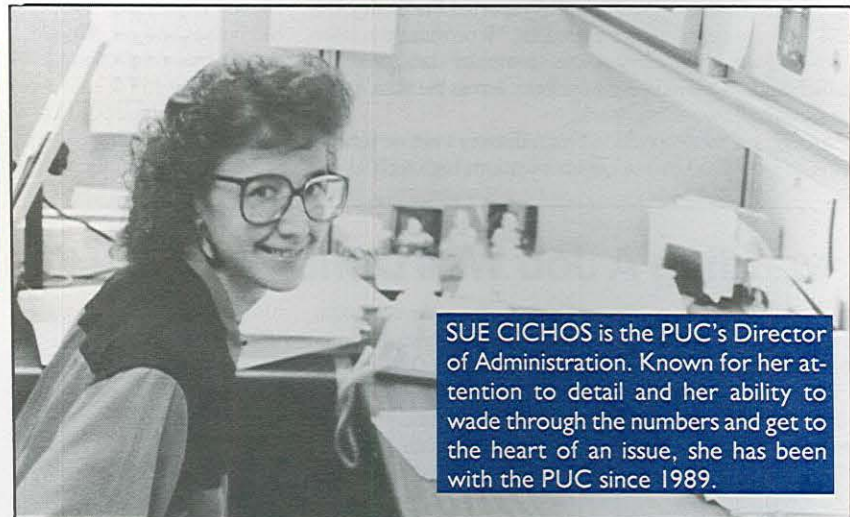
The businessman complained to Dial-Net about the problem of not receiving calls. The solution? Get a "flex line." This flex line proved to be a shared line also. It would be a different 800 number and, yes, the office products company's telephone number would have to be changed on all of its advertising. On this telephone system the bills were staggering! The total was five times his normal bill and the number of calls was five times greater. When the office products manager happened to work late the phone would ring twice, he would answer, there would be a click, and people could be heard speaking Spanish. What was happening?

**Change your ads, multiply your bill by 5, and *habla Espanol!***

Hackers around the country, particularly in New York City, were using the line and our businessman was receiving the bills. The calls passed back and forth from New York, North Carolina and the Dominican Republic. Dial Net tried blocking the East Coast traffic. This, however, proved too expensive to do. The bills the customer was receiving were a problem, too.

The company agreed to reduce the businessman's bill to the size of his actual usage, and when the PUC left the case, the Federal Bureau of Investigation was working on it.

—DELLA ANDRE



SUE CICHOS is the PUC's Director of Administration. Known for her attention to detail and her ability to wade through the numbers and get to the heart of an issue, she has been with the PUC since 1989.



JOLENE NELSON is Director of the PUC's Transportation Division. She has been a dedicated employee of the commission since 1976.



## IPS Electric

IPS Electric is a division of Iowa Public Service Company of Sioux City, Iowa.

IPS Electric serves 158,000 customers in 228 Iowa and five South Dakota communities (Fairview, Hudson, Alcester, Jefferson, and North Sioux City) and operates Neal 1, 2, 3 and 4 Generating Units located 14 miles south of Sioux City along the Missouri River.

The four Neal generating units have a combined net capacity of over a half million kilowatts.

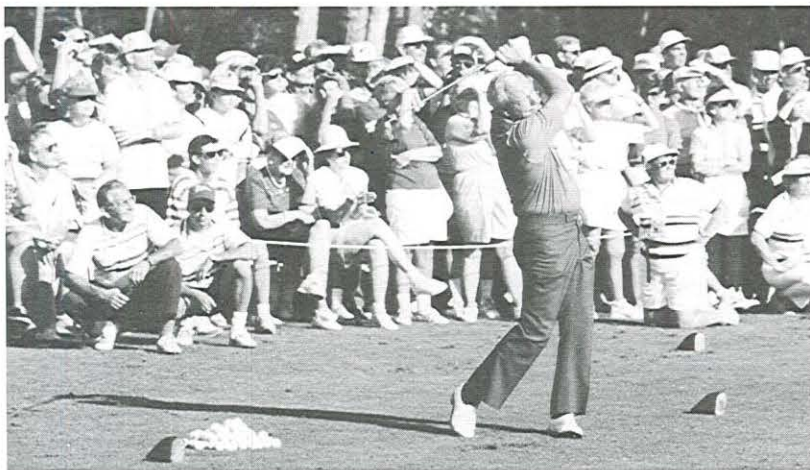
Negotiated coal and rail contracts, efficient operations and changes in tax laws have allowed IPS Electric to offer competitive electric rates. Low rates help encourage businesses to locate and expand in its service territory.

## Growing With South Dakota

The divisions of Iowa Public Service Company, IPS Electric and Midwest Gas, are committed to the growth and development of the communities they serve. Full-time company economic development specialists actively promote the benefits of locating in the Midwest to businesses around the world.

### Dakota Dunes

Midwest Resources Inc., the holding company for Iowa Public Service Company, has a commitment to economic development that is exemplified by one of South Dakota's most exciting economic development projects, the Dakota Dunes land development project in southeast South Dakota.



**Arnold Palmer tees off** at the grand opening of the Dakota Dunes golf club. The championship course, designed by Palmer's company, opened in the summer of 1991.

Dakota Dunes is a 2,000-acre master planned community where living and working environments complement one another. The community features an 18-hole golf course which opened this year with a celebration featuring Arnold Palmer, the course designer.

*"Throughout the past few years, the supporters of Dakota Dunes have worked hard to promote the economic benefits of the Siouxland region. Beef Products, Inc., along with First Financial Bank South Dakota, are the first two companies to recognize the economic potential in this area and take advantage of it."*

—Governor George S. Mickelson

As of August 15, 1991, two businesses have announced plans to locate at Dakota Dunes. The first, First Financial Bank South Dakota, moved into its building in June 1991. In August 1991, Beef Products, Inc., of Austin, Texas, announced plans to move its corporate headquarters.

## Midwest Gas

Midwest Gas is a division of Iowa Public Service Company of Sioux City, Iowa. Midwest Gas serves a total of 360,000 customers in Iowa, South Dakota, Nebraska and Minnesota. The company serves 8,400 customers in eight South Dakota communities (Canton, Beresford, Alcester, Yankton, Gayville, Elk Point, Jefferson and North Sioux City) with offices in Canton and Yankton.

Because of its size, Midwest Gas can accommodate the rapid changes going on in the natural gas business nationally, and economically work with pipeline suppliers and independent producers to provide gas service at costs that are among the lowest in the country.

## Gateway Business Park

The company's Gateway Business Park in North Sioux City, South Dakota, is another example of commitment to economic growth. The business park is currently occupied by several companies and has room available for others that want to locate or expand their operations in South Dakota.

## Customer Service Programs

"The Service People" of IPS Electric and Midwest Gas realize that service means more than simply delivering energy. In addition to providing safe and reliable utility service, IPS Electric and Midwest Gas offer customer service programs such as: **Bonus 12 and Total 12**—level payment plans designed to help customers budget their annual energy costs. Bonus 12 even pays interest on credit balances.

**Direct Check**—an automatic payment plan—customers' energy bills are automatically withdrawn from their checking accounts... making paying their IPS Electric and/or Midwest Gas bills more convenient.

**Gold Courtesy Service**—a program designed to help meet the special needs of customers age 62 or older.

**I Care**—funds from the I Care heating assistance fund help people pay heating bills when an emergency or crisis makes it impossible for them to afford to keep their heat on.

**Energy Education Programs**—speakers, pamphlets, films, videos, and books are made available to educate students about efficient and safe use of energy.

**Gatekeeper Program**—employees are trained to keep "an eye out" for signs of someone troubled and in need of assistance.

## Rock Valley Research Project

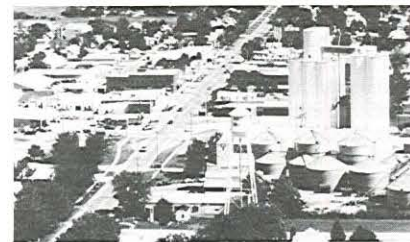
In the summer of 1990, IPS Electric and Midwest Gas launched the Rock Valley Energy Efficiency Research Project. The pilot project is distinguished by its comprehensive and community-wide approach to testing the effectiveness of carefully planned energy management efforts.

Over the three to five year duration of the project, utility customers will be offered programs such as: cash rebates,

interest-free financing, energy studies, blower door tests, billing analysis and feedback, appliance trade-ins, and maintenance coupons, to name a few. Streetlights will be redone, ball fields and parks will be relit. Workshops and seminars will be held to teach customers how to get the most out of their energy dollar and school programs will teach the importance of wise energy use to tomorrow's customers.

Electronic metering will carefully monitor energy usage. Baseline surveys documented "pre-project" attitudes. Interim program evaluations will assess the impact of various programs and allow for adjustments to be made. Final program evaluations will identify successful program elements.

By testing energy efficiency measures in one community, IPS Electric and Midwest Gas will seek to find the "best" way to promote energy efficiency. What happens in Rock Valley, Iowa, could truly benefit everyone.



**Rock Valley, Iowa.** What happens here could benefit everyone.



# PUC in the Kitchen DISSECTS PHONE PIE

The PUC's "Cost Allocation" dockets—the process of allocating U S WEST Communications' costs of providing its numerous services—is something like allocating the costs of apple pie baking.

To figure out exactly how much it costs to make an apple pie, many questions must be answered:

How much does it cost to grow the apples? How much does it cost to pick the apples? How much does it cost to process the apples into pie filling? How much does it cost to grow wheat? How much does it cost to harvest the wheat? How much does it cost to grind the wheat into flour? How much does it cost to make the flour and other ingredients into pie crust? How much does it cost to produce the electricity to heat the oven to bake the pie?

But even answering all these questions doesn't give one a true picture of the costs of baking apple pies. One must also consider that some of the pies are eaten by the baker, some are given to the poor and the rest are sold. Once the total cost of producing the pie is known, the baker must decide how to divide all of the costs, knowing that the same equipment is needed whether he produces 50 pies or only one pie. Did he buy the equipment because he wanted pie to eat, because he wanted pies to sell, or was he mainly interested in feeding the poor?

And what do these questions have to do with the PUC and U S WEST?

## Apples To Apples

During the 1991 fiscal year, the PUC carried out one of the mandates of the 1988 telephone deregulation bill. Section 11 of the bill (SDCL 49-34-4) directed the commission to "separate, assign and distribute a telecommunications company's revenues, investments and expenses among all services offered." That's something like determining how much it costs to bake a pie. The different ingredients in a pie, the people who make them, and the equipment used to bake the pie all cost a certain amount. Adding them together produces the total cost of making the pie.

The deregulation law divided telecommunications services into three categories—fully competitive, emerging competitive and non-competitive. So the job of the PUC was to identify all the various costs associated with each type of telecommunications services, and then allocating them to the services in each of the three categories. Naturally, the process is known as cost allocation.

### Where Do You Start?

Cost allocation, in general, refers to the process of assigning the costs of doing business among the various products and services offered by the business. It's normally accomplished by performance of an in-depth study to determine which product or service is responsible for causing each cost. In some cases it's hard to assign specific costs to certain services because

many services are supplied with common capital. This occurs when economies of scale are achieved through an application of advanced technologies. Many products or services utilize the same facilities, equipment, management and funding. And often, there is disagreement about how these common costs are to be allocated to the products or services.

On June 1, 1989, the Commission opened Docket F-3820 to investigate U S WEST Communications' (USWC) allocation of revenues, expenses and investment among all services offered. This cost allocation docket was opened to develop all of the administrative detail and timetables. However, it soon became obvious that the administrative burden would be lessened if there were separate dockets for each of the three categories. On September 22, 1989 the PUC opened three new dockets, F-3848, F-3849 and F-3850, to review non-competitive, emerging competitive, and fully competitive service categories, respectively. The PUC closed F-3820 on October 11, 1989.

### Why Do You Have to Cut the Pie?

Prior to divestiture, commonly known as the break-up of AT&T, the Bell system provided a full range of telecommunications services to its customers. Because of this, regulators and the company were able to establish rate levels and rate design on the basis of social welfare criteria as well as cost. To an extent, it was necessary to do so because of the lack of cost data.

After the break-up, cost information became necessary for several reasons. The biggest reason was the emergence of competition for some of the services. When a service becomes a target for competitors and is declared competitive, the costs related to providing that service must be identified and separated from the regulated, non-competitive services. This must be done to ensure that no cross-subsidization or predatory pricing occurs.



### Who Wants Pie?

While there could be disagreement over literally thousands of allocators, it seems logical that most of the disagreement would center in broad terms on the allocation of commonly used non-traffic sensitive plant—equipment with costs that don't vary based upon usage. This item is significant to both the captive local service customer and to the company which is trying to meet competition with some of its services. Competitors also share the concern that USWC not unfairly load its costs on the local service, captive customer in order to artificially lower long distance and specialized service rates. USWC, as any business should, would want to maintain maximum flexibility for profitable pricing of its services. To achieve this flexibility it would seem logical that USWC may wish to retain or increase the allocation of costs to the non-competitive group of services.

### The First Batch of Pies

All three dockets were directed at a comprehensive allocation of USWC's common and joint costs of serving its many customer classes. These dockets not only represented the PUC's first attempt to do so, but also gave the Commission a claim on being among the first few state agencies to conduct this type of investigation. The early stages of the proceeding were marked

with opinions about why the process would fail. The most often mentioned reasons for failure were cost, technical difficulty, and the ruinous effects of inherent bias and subjectivity. In spite of the pessimism, the Commission moved forward. And now the PUC can look back on an essentially completed docket that did indeed break new South Dakota regulatory ground.

On July 26, 1990, the PUC ordered parties to the dockets to file prehearing testimony and exhibits and established a date for hearing. The hearing was held on December 4, 1990, and upon its completion, settlement negotiations among the parties intensified. On April 9, a settlement agreement between USWC and the Staff was signed. The Commission on May 7, 1991, approved the settlement. The agreement represented a reasonable resolution of issues in the PUC's initial attempt to fairly allocate USWC's costs among its various services.

### Just How was the Pie Sliced?

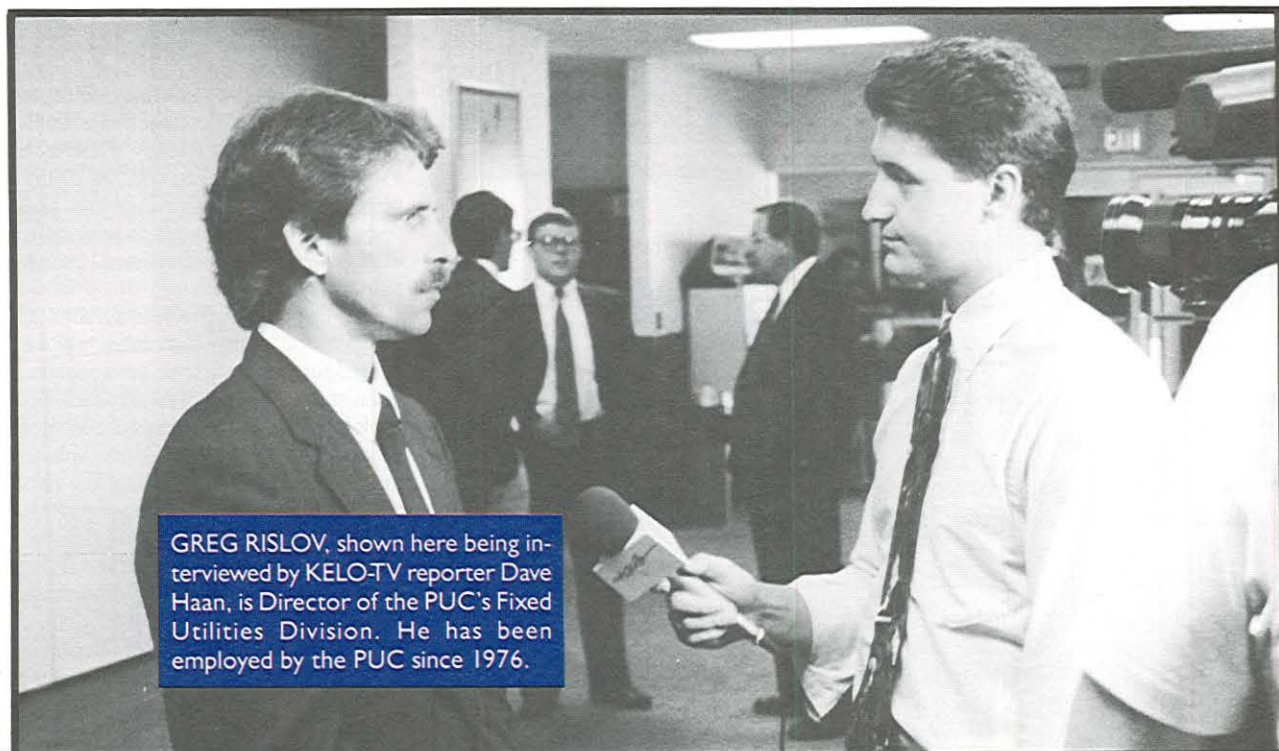
The settlement agreement resolved allocation issues in different ways. Some changes were agreed upon by the parties, some were negotiated but are still subject to disagreement and possible litigation, and others will require statistical study results in order to be fully addressed in subsequent dockets. The settlement does however, give the Commission a basis for proceeding in the statutorily mandated area of cost allocation.

### Why Should I Care About Cutting the Pie?

Accurate costing is essential if customers and competitors are to be treated fairly, and if the goals and benefits of competition are to be realized. The PUC has moved a giant step closer to developing the regulatory mechanism needed to move forward in the competitive telecommunications environment. Specific, detailed changes were made to complex accounting and statistical issues. These changes will now be incorporated into cost of service determinations, which in turn will become the basis for future rates charged by USWC for various services. The importance of rates is obvious to customers and competitors alike.

### Any More Pies in the Oven?

The allocation process mirrors the industry itself; review and change is continuous, and revisions will occur from time to time. Because this represents a first-time attempt at a comprehensive allocation, the process has not yet reached maturity. It should and can be expected that subsequent years and dockets will expand and refine the work begun. —GREG RISLOV



GREG RISLOV, shown here being interviewed by KELO-TV reporter Dave Haan, is Director of the PUC's Fixed Utilities Division. He has been employed by the PUC since 1976.





## Black Hills Power and Light Company

### BHP&L Celebrates 50<sup>TH</sup> Anniversary



Black Hills Power and Light Company turned 50 in 1991 and, to help recognize this historic event, the Company held Open Houses for its customers in each of the 13 communities served by the Company.

In the early days, each Black Hills town was served by a different small electric company. Rapid City Electric and Gas Light Company, organized in 1886, was among the first in the area. They charged \$1.50 a month for two light bulbs.

Others were Belt Light and Power Company; Black Hills Electric Light Company; Custer Electric Light, Heat and Power; Sturgis Light and Power; and the Black Hills Traction Company.

Through various mergers, buyouts, and consolidations, the field was narrowed to four companies, including Dakota Power Company, owned by a holding company that owned utilities in ten states, and the General Public Utilities, Inc., which controlled a large service territory in the Black Hills.

A 1935 act of Congress abolished the big electric holding companies and broke them into small geographical entities. J.B. French, manager of Dakota Power Company in Rapid City, joined other local investors to buy the power company and create a new corporation in August 1941.

The move consolidated four existing power companies into Black Hills



The Wyodak Power Plant is located across the highway from Wyodak Development Corporation's coal mine near Gillette, Wyoming.

### Wyodak Power Plant Purchased By Black Hills Power and Light And Pacific Power and Light

Low power costs and retention of a low-cost resource are among benefits from the purchase this week of the Wyodak Power Plant near Gillette by Black Hills Power and Light Company and Pacific Power and Light Company.

The 330 MW plant, located three miles east of Gillette, has been leased by the two utilities since it was completed in 1978. The purchase price is approximately \$212 million; Black Hills' share is 20 percent and Pacific Power's share is 80 percent.

According to company officials, purchasing the facility at this time will result in significant customer benefits over the remaining life of the Wyodak facility.

Customer benefits include: a lower cost of power than might be possible through renewal of the lease which would expire in 2003; and the retention of a reliable, low-cost resource, which assures both companies of a power-producing resource at a cost significantly lower than the cost of

replacing that power with other sources.

Since its completion in 1978, the Wyodak facility has been leased to Black Hills and Pacific by the Prudential Insurance Company of America, The Traveler's Insurance Company, Manufacturers Hanover Leasing Corporation, and Inspiration Leasing.

"Because of heavy construction budgets and the high cost of borrowed money during the late 1970's, leasing was a more prudent business decision than purchasing," explains Dan Landguth, Chairman, President and Chief Executive Officer of Black Hills Corporation.

Landguth also stated that, "For 13 years, Pacific's and Black Hills' customers have received benefits from the lease agreement. However, when the lease expires, we do not have any guarantee that a lease agreement would remain beneficial to our customers. Because of this, both companies felt it was in the best interest of our customers to purchase the plant at this time."



**Dan Landguth**  
President, Chairman of  
the Board, and Chief  
Executive Officer



**Ev Hoyt**  
President of Black  
Hills Power and Light  
Company

Power and Light Company. French was its president and remained in that job until 1957, when he became chairman. He retired in 1972. The company's power plant in Rapid City is named after French.

During the past 50 years, the utility has grown and expanded. One of the biggest jumps was the 1954 purchase from Homestake Mining Company of the Wyodak Coal Mine and the Kirk Power Plant near Lead.

Black Hills Power and Light, since 1986, has been a subsidiary of Black Hills Corporation, one of the few publicly held corporations that call South Dakota their home.

The other subsidiary is Wyodak Resources Development Corp., which operates the coal mine and owns Western Production Company, an oil and gas company with wells throughout northeast Wyoming. It recently developed oil wells in Fall River County.

With the recent retirement of Larry M. Owen, chairman and chief executive officer for the parent company, the utility has seen a recent changing of the guard. Daniel P. Landguth replaced Owen at the helm of Black Hills Corporation, and Everett Hoyt is the new president of the utility.

### Black Hills Power and Light Proposes Transmission Facilities In The Northern Black Hills

Black Hills Power and Light Company has applied to the South Dakota Public Utilities Commission for a permit to construct a 230,000 volt transmission facility in the northern Black Hills. The \$3.7 million project would consist of 18.8 miles of transmission line connecting the Lookout substation north of Spearfish to a new 230 kV/69 kV substation near the Kirk Power Plant near Lead. New substations related to the project at Spearfish and Kirk will cost an additional \$5 million. Eventually the transmission line would be built on from the Kirk Plant about 42 miles to the Osage Plant at Osage, Wyoming. It would then tie the whole BHP&L transmission system together and make it even more reliable.

The need for the proposed transmission facility, according to Everett Hoyt, President of BHP&L, is based on 1991 forecasted load levels. Studies show that an outage of Black Hills' Kirk generating station or the Spearfish transformer causes unacceptable voltage levels in the 69 kV transmission system serving the northern Black Hills area. The new facilities would allow BHP&L to continue to provide reliable transmission service not only to Black Hills' customers, but also to Butte Electric Cooperative's retail customers who are served from the transmission system. Without the proposed facilities the risk of serious electric service problems increases and could result in low voltage delivery of electric power and unacceptable periods of complete outage to the areas between Spearfish and Lead and, especially, the area in and around Lead.

Black Hills Power and Light Company had several routes studied by a consulting firm, and it was determined that the best route would be

one that takes the transmission line through a corridor east of Spearfish which would avoid Spearfish Canyon and the Spearfish Airport. After leaving the Lookout substation, the line would cross I-90 just west of the Holiday Inn. The route would miss residential, scenic, and historic areas and, except for the segment which crosses I-90, would not be visible from paved roads, only from rural roads. A consulting firm used by BHP&L made a study which indicated the proposed route would create a minimum impact upon the environment, meets most of the landowners' concerns to the extent as reasonably possible, and still fulfill the needs for a reliable transmission line.

BHP&L proposes that the line would mostly be on wood H-frame structures with approximately 3 miles of the line double circuited with an existing 69 kV line. In the area where the line crosses I-90, it would be constructed on single steel poles to minimize visual impact. Each structure would carry both a 69 kV and a 230 kV transmission line.

The Public Utilities Commission scheduled two public input hearings to discuss construction of the transmission line. One of the public hearings was scheduled for Wednesday, May 8, at 11:00 a.m., in the Public Meeting Room at Kenny's Restaurant at the Deadwood Gulch Resort on Highway 85 South between Deadwood and Lead. The second public hearing was scheduled the same day at 7:00 p.m. in Room 1 at Jones Hall on the Black Hills State University campus at Spearfish. Representatives of BHP&L provided input in support of construction of the 230 kV line and the public had an opportunity to present their views and comments on the project.



# 900# Scandal/Dial-A-Pope? PLEASURE SEEKER'S NIGHTMARE

There are Americans today getting rich from 900 numbers or "pay-per-call" services, as they are called. But to regulators, the arrival of the 900 number has brought nothing but headaches.

Pay-per-call services allow users to obtain information or entertainment, to espouse a cause, to meet someone or to win a sweepstakes. There's a 900 number to call for news, weather and sports information, and now it's possible to dial a 900 number to hear the Pope. One company even offers a catalog of 900 numbers.

The 900 number is advertised on television, in junk mail, on postcards, in newspapers and magazines. Pay-per-call services are used by all types of people, but there have been problems. Thousands of customers across the country have complained about high telephone bills they received resulting from a call to a 900 number.

The PUC received its first 900 number complaint more than two years ago, and continues to average one or two complaints every week. Many complaints involve children who dialed a 900 number without their parent's permission. Several local phone companies have offered a solution to this problem—free blocking of 900 numbers at the customer's request.

To further reduce the number of complaints resulting from unexpected or unauthorized 900 charges, the Federal Communications Commission (FCC) has adopted new rules governing the provision of pay-per-call services. One of the rules requires that the provider of the service play a message at the beginning of the call. The message must include the price of the call, the name of the information provider and a description of the product or service to be provided. The message will be required on all pay-per-call programs except those with total charges of \$2.00 or less.

The FCC rules also require that consumers have an opportunity to hang up, without charge, after receiving the disclosure information. The FCC has also required that telephone companies provide free blocking of 900 services where it is technically feasible, and has forbidden disconnection of local service for failure to pay a 900 number bill.

One other rule bans automated pay-per-call services. Some companies have adopted the practice of initiating calls that will be billed to the receiving party unless that person takes some action, such as

pushing "0" to indicate they will not accept the charges. In some cases, customers were billed when a call was answered by an answering machine or where the consumer hung up before pushing "0".

## Info providers engaging in illegal activities.

Several other federal agencies have been involved in enforcement actions against "unfair and deceptive practices," including the Federal Trade Commission, the U.S. Postal Service and the Department of Justice. An FCC fact sheet states that "Both the FTC and the Postal Service have been successful in obtaining injunctive relief against information providers found to be engaging in illegal activities. . . . State enforcement agencies also may have jurisdiction to prosecute information providers that violate deceptive practices and state lottery laws. At least one state has informed interexchange carriers that they face potential liability as billing agents."

The South Dakota PUC received six 900 number complaints in 1988, six in 1989, 21 in 1990 and 90 in 1991. The FCC reports that 22.8% of of the complaints it received concerned deceptive information about rates, 16.6% complained that the rates are too high, 11.9% were from customers denying they made the calls, 11.4% were failures to deliver the product and 8.3% complained about service quality.

These classifications of complaints given by the FCC can be attested to by the South Dakota PUC. Several people reported hearing "What, speak louder," or repetitious nonsense, or were asked to redial the number. Then they were subjected to the same

*You have a right to hang-up!*

routine, and another request to hang up and redial. These all appear to be tactics designed to cause the customer's bill to mount, increasing the information provider's income.

## Congress to the Rescue

Congressional action is germinating in some would-be sponsors of bills to "get the scam artists out of the '900' phone business." Congressman Bart Gordon of Tennessee is sponsoring HR 328. Gordon's bill would give the FCC the authority and responsibility to oversee the industry and provide state regulators with more information about pay-per-call services.

## D.C. Posse Corrals Phone Porn.

According to *FCC Week*, Senator John McCain, R-Arizona, has introduced "The 900 Services Consumer Protection Act of 1991," addressing "cost disclosure, the choice of blocking access to 900 services, and regulating advertising targeted toward children." This bill, S. 471, authorizes the FCC to require the 900 service provider to broadcast a preamble including the cost of the call, a description of the service to be provided and an announcement of the time involved in each 900 service transaction if the duration of the call is not at the discretion of the caller. A "grace" period would allow callers to get off the line before they have incurred charges. Blocking would be made available

to curtail charges for calls made by uninformed adults or unsupervised children.

Other bills being considered, according to *Telecommunications Reports*, are HR 2330, pending before the House Commerce Committee, and S 1166, which is before the Senate Commerce Communications Subcommittee. Senator Daniel K. Inouye and five co-sponsors are promoting S 1166, a companion to HR 2330. "This bill," Sen. Inouye told his committee, "recognizes that most of the burden for solving these 900 problems rests with those who are causing the problems—the information providers." Provisions of the bill include the preamble, the "kill message," and banning of 900 services aimed at children under the age of 16, as well as the usual blocking where technically feasible and itemization on bills to include the names and addresses of numbers called.

Because the South Dakota Commission has received several complaints about the advertisement of 800 numbers luring people to seek credit or job information, only to

an "800" number, one is not looking for an increased telephone bill.

## New Policies are Coming!

On May 20, 1991, Doug Trabaris, an MCI attorney, informed the PUC that MCI Communications Corp. would no longer handle billing for adult 900 calls. Billing for those calls will go to a third party billing company.

Indeed, the June 1991 *Info Text* added that on June 1, 1991, it would start assigning all 900 adult programs to a special prefix, 1-900-745-XXXX, so consumers "can more readily identify such services and avoid calling them." The company will move all the 900 adult programs to the special prefix by August 1, 1991.

Telephere states that it has never billed for services "in violation of the FCC's dial-a-porn restrictions." AT&T claims it stopped billing for adult phone services in 1987 when its Premium Billing Guidelines were adopted.

On June 11, 1991, Staff Attorney Nancy Nelson distributed draft copies of proposed rules providing for information service access blocking, no disconnection of service because of 900 number bills, and filing tariffs on information service complaint policies.

On July 16, 1991, Commissioner Schoenfelder testified on behalf of the Committee on Communications of the National Association of Regulatory Utility Commissioners (NARUC) before the U.S. Senate Committee on Commerce, Science, and Transportation, sharing the NARUC's position on audiotext regulation in S. 1166 and S. 471. Commissioner Schoenfelder explained that NARUC generally supports efforts to eliminate consumer confusion over the provision of 900 services, and opposes any actions that limit the flexibility of individual state utility commissions to regulate 900 services.

—GEOFF SIMON and DELLA ANDRE

## ERRATA DATA

# Peak Demand

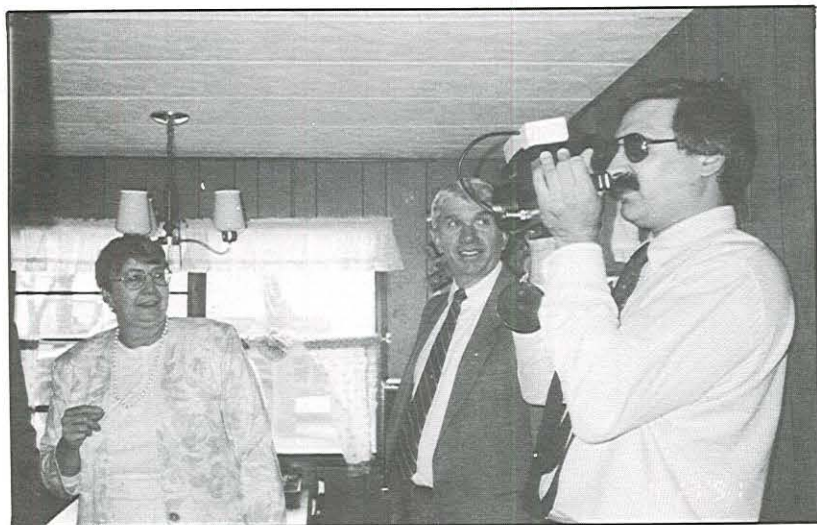
The load on the nation's electrical system usually reaches its peak during the late afternoon or early evening hours. Some electric companies also experience a peak during the morning hours, between 7:00 and 8:00 a.m. To meet the heavy demand, electric

utilities often must use backup generating equipment that is not energy efficient, resulting in a higher overall cost of power. By conserving energy during these peak periods, consumers can help reduce the cost of electricity.



# OTTER TAIL

## Power Company



(Left to right) Ceedy Mewszel, manager of Otter Tail's Energy Management Programs, PUC chairman Jim Burg, and PUC staffer Steve Wegman using Otter Tail's infrared camera to pinpoint problem areas in a residence at Wilnot, SD.

## Energy Conservation Program

Otter Tail Power Company is continuing its efforts to delay building new power plants by promoting the wise use of electricity. Energy Conservation programs have been incorporated throughout our service territory. Our customers are given rebates for purchasing high energy-efficient air conditioners and for installing lamps and ballasts that use less wattage but do not reduce lighting levels. Otter Tail works with organizations and communities by actually installing measures for its customers. House Therapy, administered by the Community Action Program (CAP) agencies, is targeted at our customers in the low-income range. This project, that focuses on reducing heat loss and conserving energy, received national recognition as a model project. A mini-House Therapy is available to customers in all income ranges through the joint community and utility programs. A rebate is offered to Otter Tail's residential, commercial and industrial customers as an incentive to purchase higher energy-efficient air conditioners. Additional programs will be offered in the future as we continue to research new projects that will conserve energy and save our environment.

## Shared Risk Loan Pools

Strengthening our role in economic development is the most significant enhancement of Otter Tail Power Company's service to South Dakotans during 1991.

Two distinct new programs—implemented by a new full-time consultant in addition to the efforts of all of our South Dakota employees—are now in effect.

One is that we will encourage and participate in loan pools to share the risk of loaning money to new businesses in communities we serve. The plan was established in late 1988 and was put into action in 1989. It is designed primarily for manufacturing operations that will create additional jobs in a community.

Nine loan pools are now formalized and are in the process of making shared-risk loans to prospective businesses. We have committed ourselves to loan pools in DeSmet, Elkton, Lake Norden, Clear Lake, Oldham, Lake Preston, Milbank, Wilnot and Castlewood.

Our commitment is for \$50,000-\$100,000 in each pool. Sisseton business leaders are considering a loan pool, and we have agreed to become a partner if it becomes established. One requisite we have to our joining a loan pool is that there be strong local leadership. We don't mind being a catalyst, but we avoid forcing this concept on communities before they are ready.

Before leaving the subject of loan pools, we would like to emphasize the multiplying effect of shared-risk pools. Not only do our dollars join with the partners in the pool, but the total pool dollars are often joined by funds from another source, such as the State of South Dakota Revolving Loan Fund. Thus, when we risk

\$50,000, it becomes part of a \$100,000 or even \$300,000 risk shared by others. Sometimes grant funds are also available to further enhance the package to a prospective employer without increasing risk to the lenders.

Otter Tail's commitment to the loan pools is \$700,000, while the total loan pool available is \$1,750,000.

## Commercial Development Partnerships

We call the second part of our increased economic development commitment our "Commercial Development Partnership Program." It is designed to help new retail businesses become established, primarily in small communities. It consists of two months of free electricity and a waiver of an advance deposit.

As the name implies, our partnership program also requires a commitment from the community. We ask that the city provide incentives comparable to the ones we offer. Abated taxes or credits for water, sewer, and refuse collection would qualify.

As time goes on Otter Tail's Commercial Development Partnership Program may assist more individual businesses than our loan pool program simply because many of the 55 communities we serve in South Dakota lack the financial muscle to create a full-fledged loan pool.

## Tax Benefits of Investor-Owned Utilities

Much attention is given to the profit-making function of an investor-owned utility. However, our function as a taxpayer has a greater impact on our rates.

As a whole, Otter Tail Power Company earned \$1.99 per share in 1990, which was a record year. Of that \$1.99 earned, \$1.56 was passed on to shareholders to become taxable income to them.

## Property Taxes Paid in South Dakota

We deplore, resist, and work to reduce all costs that become part of our customers' rates. Our success has resulted in our being recognized as a national leader for rate stability. The National Association of Regulatory Utility Commissioners studies have consistently placed Otter Tail at or near the top in rate stability and productivity improvement.

We are at the same time proud of our tax-paying function in America's free-enterprise society. While the federal income tax is typically the largest tax bill we have, property tax assessments by South Dakota taxing authorities for 1990 were \$2,228,936.

Let's look at that tax bill in terms of people. At year-end 1990 we served 8,259 residential customers in South Dakota, which means that our South Dakota property tax bill for 1990 worked out to \$277 per residential customer of our company.

According to demographers, each customer represents between 2 and 3 citizens. We believe it is fair to say that for each South Dakotan who uses our electricity, we pay about \$105 in property taxes in South Dakota.

## Big Stone Plant Assessments Are Our Largest

Of course, our South Dakota rates do not reflect nearly that much property tax. The reason is that Big Stone Plant, near Milbank, is assessed most of the taxes we pay, and the rates that provide for the tax assessments are collected from all of our customers in all three states we serve.

Our 1990 liability for county, school, village and city, township, and other property taxes is \$1,691,326 in Grant County, where Big Stone Plant is located.

Taxes paid to other counties are substantial, but not in the same league with Grant. The 1990 liability in Kingsbury County is \$169,111 and \$108,050 in Roberts County. Eight other counties receive tax monies in lesser amounts from Otter Tail.



## Many South Dakotans Ignore Phone Money-Saver!

A local calling plan offered by U S WEST Communications can save telephone customers \$4.00 to \$7.20 per month, but fewer than one in six of the company's customers have signed up for the service.

The savings are associated with a service known as Budget Pac, and it is available in all U S WEST telephone exchanges served by electronic switching equipment. But despite an estimate that two-thirds of the company's customers would save money with Budget Pac, only 14 percent of the residential customers have signed up for the plan, according to PUC Chairman Jim Burg.

"With Budget Pac every local telephone call is timed just like a long distance call, except at a

much lower rate. The plan is perfect for customers who make only a moderate number of local calls," he said.

Local calls placed between 9:00 a.m. and 9:00 p.m. Monday through Friday cost five cents for the first minute and one cent for each additional minute. Local calls made at all other times will cost half that amount, or 2½ cents for the first minute and ½ cent for each additional minute. An important thing to keep in mind is that incoming local calls cost nothing.

Below is a list of communities served by U S WEST Communications where measured service (Budget Pac) is available. In addition to those listed, communities where measured service became available in 1991 include Alcester, Britton, Burke, Canton, Elk Point, Gregory, Marion, Milbank, Mobridge, South Shore, Summit, Tripp and Willow Lake.

Exchange - Rate Group	Flat	Measured	Percent	Service Became Available
Aberdeen - E	10,103	1,941	16.1	Aug 85
Arlington - C	856	61	6.7	Apr 88
Belle Fourche - C	2,178	104	4.6	Dec 90
Black Hawk - G	2,314	97	4.0	Nov 88
Bowdle - C	281	59	17.4	Aug 85
Canistota - A	351	17	4.6	Mar 91
Centerville - C	592	15	2.5	Nov 89
Chamberlain - C	1,180	67	5.4	Mar 90
Cresbard - E	155	25	13.4	Aug 85
Deadwood - E	1,359	26	1.9	May 90
Doland - C	218	30	12.1	Aug 85
Ellsworth AFB - G	3,061	309	9.2	Aug 86
Eureka - C	551	159	22.4	Aug 85
Florence - E	300	2	0.7	Dec 90
Frederick - E	272	41	13.1	Aug 85
Ft. Pierre - E	741	42	5.4	Aug 87
Gettysburg/Lebanon - C	736	183	19.9	Aug 85
Harrisburg - I	623	15	2.4	Dec 88
Hecla - A	270	24	8.2	Aug 85
Hermosa - G	455	20	4.2	May 89
Hill City - G	742	146	16.4	Dec 86
Hudson - C	217	6	2.7	Jan 88
Huron - E	5,169	901	14.8	Jan 86
Ipswich - C	473	89	15.8	Aug 85
Lead - E	1,829	73	3.8	Mar 89
Madison - E	2,935	220	7.0	Oct 89
Mellette - E	369	65	15.0	Aug 85
Mitchell - E	5,524	690	11.1	Sep 87
Oldham/Ramona - C	415	2	0.5	Dec 90
Parkston - C	1,133	5	0.4	Dec 90
Pierre - E	4,177	1,187	22.1	Aug 85
Presho - A	368	4	1.1	May 91
Rapid City - G	21,691	4,441	17.0	Aug 85
Redfield - C	1,975	74	3.6	Apr 91
Reliance - C	285	5	1.7	May 91
Roscoe - C	216	42	16.3	Aug 85
Salem - C	632	32	4.8	Apr 91
Sioux Falls - I	33,784	8,445	20.0	Aug 85
Sisseton - C	1,411	26	1.8	Dec 89
Spearfish - E	4,084	120	2.9	Nov 88
Sturgis - C	3,195	48	1.5	May 90
Tea - I	577	42	6.8	Nov 86
Vermillion - C	3,421	100	2.8	Nov 89
Viborg - C	474	7	1.5	Dec 89
Watertown - E	6,600	1,641	19.9	Mar 86
Wessington Springs - A	784	18	2.2	Aug 86
Whitewood - E	398	7	1.7	Jul 89
Winner - C	2,188	11	0.5	Nov 90
Yankton - E	5,306	876	14.2	Jan 86

Exchanges are divided into five rate groups based upon the number of terminals (phone numbers) that could be called by subscribers without a long distance charge. The five basic rate groups are:

Rate Group	Terminals	*Flat Rate	Potential Annual Savings
A	1 - 1,000	\$12.00	\$48.00
C	1,001 - 5,000	\$12.70	\$56.40
E	5,001 - 20,000	\$13.50	\$66.00
G	20,001 - 45,000	\$14.70	\$80.40
I	45,001 - 60,000	\$15.20	\$86.40

\*Rates for customers living outside the base rate area, which is usually the city limits, will be \$3.00 higher. If measured service is not available in the exchange, the rate will be \$1.00 lower.

The monthly rate for Budget Pac is just \$8.00, compared to flat rates that vary from \$12.00 - \$15.20 depending upon the size of the community involved. Built into that \$8.00 rate is \$2.50 worth (about two hours) of local calling. If the \$2.50 is exceeded, customers pay for each local call based on the five cent/one cent rate.

"What it boils down to is that telephone customers on the Budget Pac rate will have between \$6.50 and \$9.70 worth of local calling before their monthly bill equals the flat rate, and that's a lot of calls," Burg said. "I've heard of Budget Pac customers who made over 100 local calls a month, but still saved money compared to the flat rate."

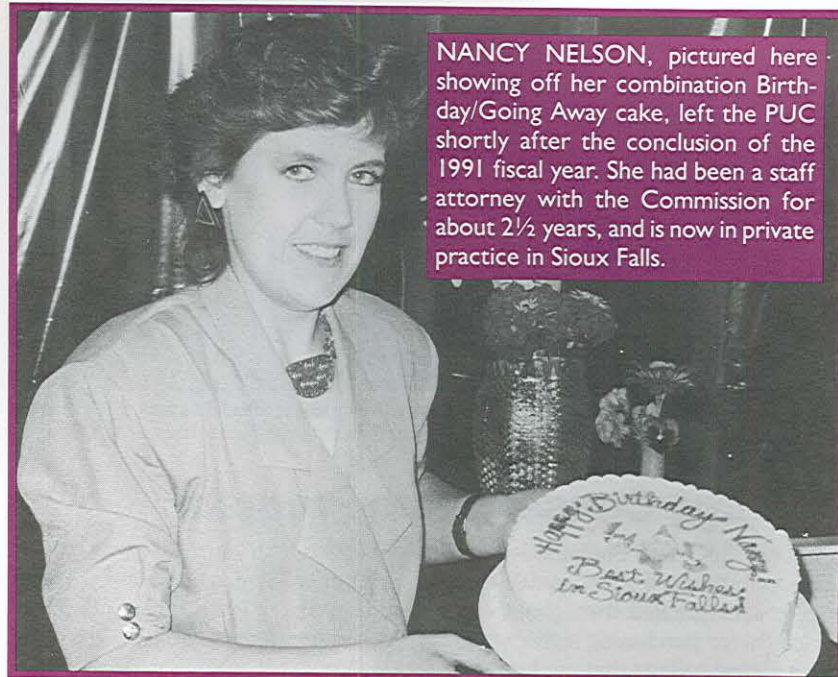
At the end of the fiscal year on June 30, 1991, the city of Eureka had the highest percentage of

customers subscribing to Budget Pac with 22.4 percent or 159 of the community's 710 residential customers. Pierre was close behind with 22.1 percent of that city's 5,364 residential lines signed up for the plan. Measured service has been available in both communities since August, 1985.

The percentage of customers subscribing to the plan is lower in communities recently converted to electronic switching, and higher in exchanges where the Budget Pac plan has been available for several years.

Customers who think the plan may save them money should contact U S WEST's customer service number 1-800-227-8494.

—GEOFF SIMON



NANCY NELSON, pictured here showing off her combination Birthday/Going Away cake, left the PUC shortly after the conclusion of the 1991 fiscal year. She had been a staff attorney with the Commission for about 2½ years, and is now in private practice in Sioux Falls.

## BRIGHT SPOT

The Public Utilities Commission is encouraging South Dakota's investor-owned utility companies to get involved in the economic development efforts of the communities they serve.

During the 1991 fiscal year, the PUC concluded a six-month investigation of the role of regulated utilities in economic development by issuing an order that encouraged utility company participation. The order said the Commission would consider utility company proposals on a case-by-case basis.

The decision was first put to the test by Northern States Power Company (NSP). As part of a settlement of an NSP rate case, the PUC approved a ratepayer expenditure of up to \$50,000 for economic development activities. The amount must be matched by an equal contribution from the company's shareholders.

Specifically, NSP contributed \$25,000 toward start up of the Minnehaha County Economic Development Association. In addition, NSP allocated up to \$65,000 for Sioux Falls Development Foundation activities that include establishment of an available buildings data base, a tenant improvement program and a fund to help prospective businesses train new employees. The company also set aside up to \$15,000 for an economic assistance program and \$2,000 for special events.

Altogether, 40 utility companies, municipal governments and promotional agencies participated in the PUC's investigation. The study showed that most utilities are actively involved in economic development.

Incentive rates are now offered by many companies to provide financial assistance to a new or expanding business at a time when that business is most susceptible to financial failure.

Some utilities have made direct contributions to local efforts. Otter Tail Power, for example, has made sizeable contributions to loan pools in nine South Dakota communities. Minnegasco offers a grant of up to \$1,500 to assist communities in developing a factual description of the city and its assets in booklet/brochure format and a slide program or videotape. Some companies contributed land or capital to the development of industrial parks or spec buildings. Others have donated funds for improvements in a community's infrastructure—NSP cited fire halls and libraries as examples.

Some companies offer business education and/or counseling services to help develop leadership skills within a community, and to help communities formulate strategic plans for their development. Northwestern Public Service offers a business counseling service that uses a computer to develop three-year cash flow and profit/loss statements. Likewise, Otter Tail Power offers the services of a professional development consultant to work with the cities it serves.

There are also some unique programs. Northwestern Public Service has an advertising partnership program in which communities contribute to a pool that allows them to place ads in major national publications that they couldn't otherwise afford. Otter Tail has a commercial development partnership program which offers a new business two months of free electricity, providing the city or another utility matches it with a benefit of equal value.

—GEOFF SIMON



# Got Gas Problems?

What began as a routine rate case near the end of the 1989 fiscal year was to become one of the PUC's more controversial issues of the 1991 fiscal year.

Minnegasco filed an application with the PUC in June, 1989, seeking a rate increase of \$1,613,500, or 5.4 percent. The case was ultimately settled in November, 1989, granting Minnegasco a \$1,115,000 increase, or about 3.7 percent annually. It was thought at the time to be a very modest increase, considering that the case incorporated Minnegasco's installation of the AccuRead automatic meter reading system, extensive renovations in the company's distribution system, and was the company's first increase in six years. But the case included one other not-so-subtle change.

vided in the minimum bill, customers were already paying what amounted to a customer charge of about \$4.25. So approval of the \$8.00 and \$15.00 customer charges seemed to be a reasonable first step closer to "cost based rates." However, promoting consumer acceptance of the change proved to be another matter entirely.

The PUC held its February 13, 1990 meeting in Sioux Falls, at which several citizens appeared to protest the customer charge. At that meeting, the PUC voted to reduce the commercial customer charge from \$15.00 to \$10.00.

During the weeks that followed, the PUC received more inquiries and complaints. The commission scheduled a public listening meeting in Sioux Falls March 14, 1990 to hear from consumers. It was attended by 86 people. A letter explaining the change was also mailed to the 400 customers who had complained to the PUC. The letter asked for further comments from the complainants.

At the October 9, 1990 PUC meeting, Commissioner Ken Stofferahn made a motion to effectively eliminate the customer charge for residential and commercial customers. He said in his 12 years of service at the PUC, he had never witnessed such a complete lack of customer acceptance of a change in rates. Stofferahn's motion prevailed on a 2-1 vote, with Commissioner Laska Schoenfelder dissenting. She said every governing body has had to make some unpopular decisions, and the "public deserves a Commission with the courage to make well-documented, well-reasoned decisions, and then stick by them."

The company and PUC ultimately worked out an agreement, subsequently approved by the commission, that allowed Minnegasco to keep the customer charge as a line item on the bill, but restored it to the level at which it existed prior to the rate case—\$4.25.

Minnegasco petitioned for a rehearing, which was held March 6, 1991. But the PUC reaffirmed its earlier decision, again on a 2-1 vote, stating that by "keeping the rates at the previous minimum bill level, the public's anger, frustration and lack of acceptance of the changes appear to be diffused."

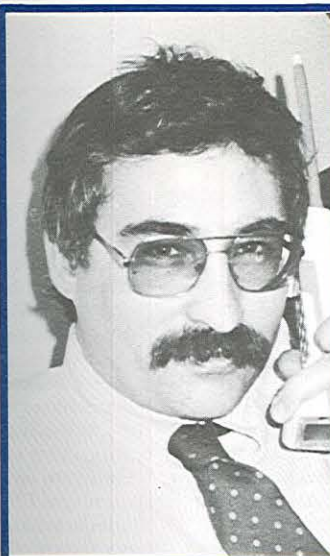
—GEOFF SIMON

## The Rate Case That Wouldn't DIE.

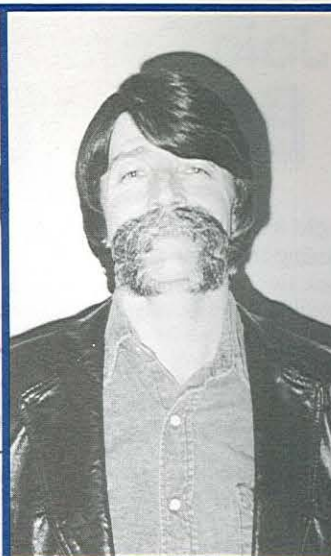
The settlement agreement implemented a new monthly "customer charge" instead of a previous line item referred to as a minimum bill. The minimum bill for residential customers had been \$6.49 and included a small amount (500 cubic feet) of natural gas. The new customer charge was set at \$8.00 for residential customers and provided no gas. The settlement also created a commercial class of customers. It meant about 4,150 businesses found themselves paying a \$15.00 monthly customer charge.

The complaints soon began, some alleging that the PUC has "ALLOWED the gas company to ADD this unconstitutional charge!!!" Many of Minnegasco's residential customers perceived the customer charge as a brand new item that added \$8.00 a month or \$96.00 a year to their bill.

The change was intended to move customers closer to the actual cost of providing their natural gas service. Minnegasco demonstrated in the rate case proceeding that its cost of serving a residential customer averaged \$13.00 a month, regardless of whether that customer used any natural gas. The actual cost of providing service to its commercial customers was shown to be about \$37.00. Subtracting the cost of the 500 cubic feet of gas pro-



STEVE WEGMAN, a long-time employee of the Office of Energy Policy, joined the PUC as a Policy Analyst in 1990. Steve's aversion to a tidy office remains legendary within state government.



CHARLIE BOLLE is a recent PUC immigrant, joining the commission in January, 1992 as a telecommunications analyst. He's probably the only staff member who considers South Dakota winters mild. Charlie spent the past 24 winters in Alaska.



BOB KNADLE is a Utility Analyst in the PUC's Fixed Utilities Division. He is also a part-time school crossing guard and has been with the PUC since 1980.

## Punch In, Turn On, Byte Down!

The PUC's goal of putting a personal computer on the desk of every Commissioner and employee was achieved during the 1991 fiscal year.

The computer has become an indispensable tool in the everyday activities of the Commission. Computers are used daily to keep track of docketed cases, consumer complaints, mailing lists, inter-state and intra-state truck registrations, grain storage and grain dealer licensing. Computers also perform a multitude of other more commonplace activities such as word processing and financial analysis. These routine tasks are completed much more efficiently than ever before. Computers also allow for more precise tracking and accounting of the daily activities at the PUC.

Computers are also an important means of timely communication among employees at the PUC. The local area network (LAN) and electronic mail system utilized by the

Commission is the same system used by all agencies of state government. The system allows employees to send electronic mail messages not only between and among the commissioners and the staff, but also between the Commission and the employees of other state government agencies. Messages that may have once taken a day's worth of telephone tag to deliver can now be sent over the computer network directly and accurately to the receiving party's computer. The system will even notify the user automatically that the other party received the message.

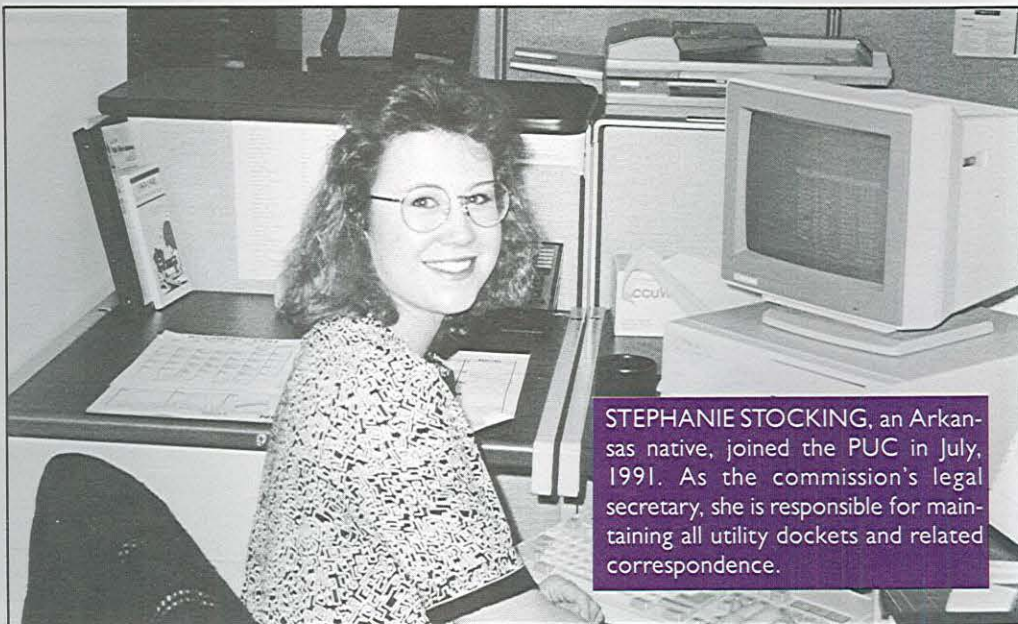
Commonly used brands of software at the PUC include Displaywrite 4 and Word Perfect for word processing; Q&A for word processing and database purposes; and VP Planner

## PUC wired to the MAX!

and Lotus 1-2-3 for spreadsheets and graphs.

Upgrades in computer hardware at the PUC have increased the processing capacity threefold and the data storage and program capacity by a factor of six over the past fiscal year. The system should adequately serve the Commission's basic needs for the next two to three years. However, new programs and services such as the SD Geographic Information System, computer image processing and an electronic bulletin board could require an expansion of the system.

—MARTIN BETTMANN



STEPHANIE STOCKING, an Arkansas native, joined the PUC in July, 1991. As the commission's legal secretary, she is responsible for maintaining all utility dockets and related correspondence.



# Six Interns Join Commission Staff Rookies Bring Youth & Experience To PUC

**A half dozen new faces brought a fresh perspective to the staff of the Public Utilities Commission during the summer of 1991.**

Six interns with backgrounds in business, law, accounting and engineering were hired for the summer. Five of the six were college students, but the sixth brought with him more than 40 years of business experience.

**Lyle Brady** of Pierre, who has two children, two grandchildren and two great grandchildren, was without a doubt the senior member of the intern staff. Lyle, who was born in Blunt 69 years ago and is a lifetime resident of Hughes County, kept busy going over the books of livestock and grain truckers.

Lyle admits he's a bit mature to be considered an intern, recently retiring after operating a men's clothing store in Pierre for 35 years. The part-time golfer, gardener and fisherman once mentioned in a conversation with Commissioner Ken Stofferahn that he was interested in finding some part-time work. And the rest, as they say, is history.

Two legal interns provided a helping hand to the PUC's three full-time attorneys, drafting legal documents, conducting legal research and working on administrative rules and proposed legislation.

**Jim Schultz**, a "cheese-head" from Stevens Point, Wisconsin, quickly earned a reputation as the comedian among the summer interns. Jim, who grew up with seven brothers and sisters,

jokes that his interests in life are "power, glory and coffee breaks with Commissioner Schoenfelder," and that his goal in life is to "become a federal judge and wreak havoc on the judiciary."

But his first day on the job was no joking matter. Jim put it this way: "While preparing to leave Pierre to attend a three-day session of hearings in Sioux Falls, I abetted in breaking the side door and shattering the rear side window on a nearly new Lumina van." Good news though, the van's warranty covered the damage.

Jim graduated from Viterbo College in La Crosse, Wisconsin, and will receive his law degree from the University of South Dakota in May, 1992.

Also expected to be a spring graduate of the USD Law School is **Vaughn Beck**, a 24-year-old from Artas, South Dakota. Vaughn grew up on the family farm and attended high school in Herreid, so it's no surprise that he enjoys outdoor activities like hunting, fishing and horseback riding. He holds a bachelor's degree in economics and political science from USD.

Despite the heavy burden placed upon him by the PUC legal staff, Vaughn found time to carve out a niche at the PUC as the office Romeo. He plans to stay in South Dakota to practice law after graduation, and he should fit right in with

other members of the legal profession—he enjoys playing golf.

Another intern with a farming background is **Carla Eidahl**, the younger sister of PUC General Counsel Doug Eidahl. Five of the six interns were crammed into a small room in the basement of the Capitol, so to head off trouble in these cramped quarters, Carla became the self-proclaimed supervisor of the legal interns. Her first love is shopping, but she also enjoys boating, skiing and cycling.

Carla grew up in Roslyn and is studying accounting at USD. She expects to join Jim and Vaughn in graduation ceremonies next May, and hopes to eventually become a CPA. Carla worked in the PUC's transportation division, auditing bills of lading for Class B grain and livestock carriers.

The other transportation intern was **Kara Donovan**, a 19-year-old pre-pharmacy student at Black Hills State University in Spearfish. Kara was comfortable as the youngest of the 1991 interns—she's also the youngest of 12 children in the Donovan family. She took great delight in flaunting her youth, saying she was surprised to learn she could have fun with the PUC gang, "considering our age differences." Her roots are in central South Dakota, growing up in Midland, graduating from Gettysburg High School, and now calling Pierre her home.

Last but not least among the interns was **Jon Lonneman**, another farm boy and a native of

Adrian, Minnesota, who plans to graduate from South Dakota State University in the spring of 1992 with a double major in Mechanical Engineering and Electronic Engineering Technology.

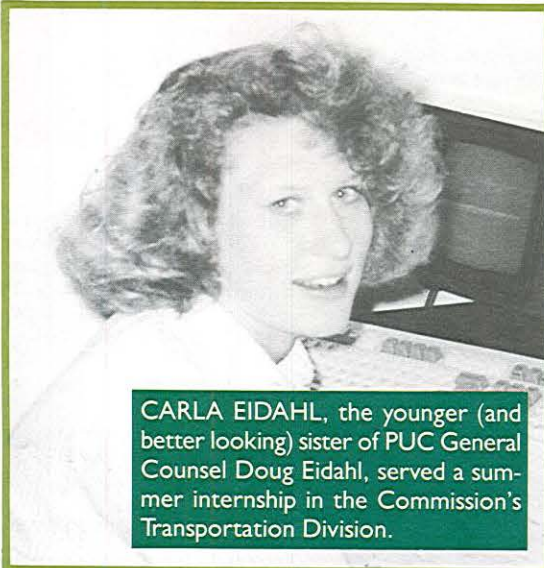
Jon worked under the tutelage of Steve Wegman, whose cluttered office has become legend in state government. The office magicians did manage to clear enough space to squeeze in a desk for Jon, and he was kept busy with energy conservation surveys and writing brochures about energy efficiency.

Jon will look for work in the manufacturing industry after graduation, but also has plans to obtain an advanced degree and enter the teaching or consulting profession.

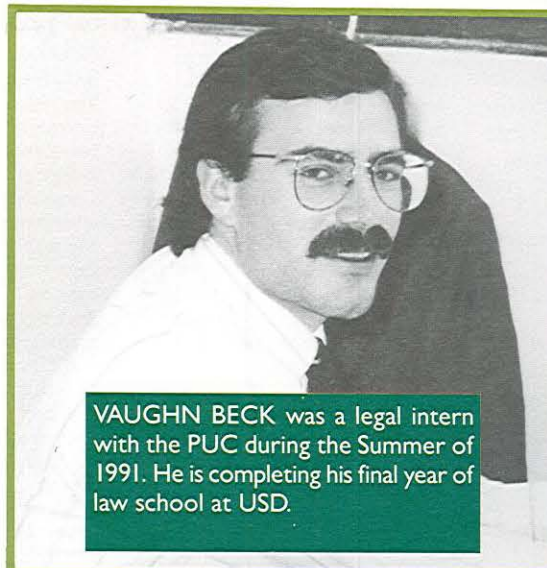
PUC Chairman Jim Burg was impressed by the abilities of the summer interns, and appreciated the fresh outlook they brought to the Commission. "We got a new perspective on current views about the PUC and regulation in general, especially the views of the academic world," he said.

"The other bonus the interns gave us was the opportunity to work on special projects that we wouldn't normally have been able to do. We were able to devote more time to our 'pro-active' outreach activities to better educate consumers and improve the overall effectiveness of the Commission," Burg added.

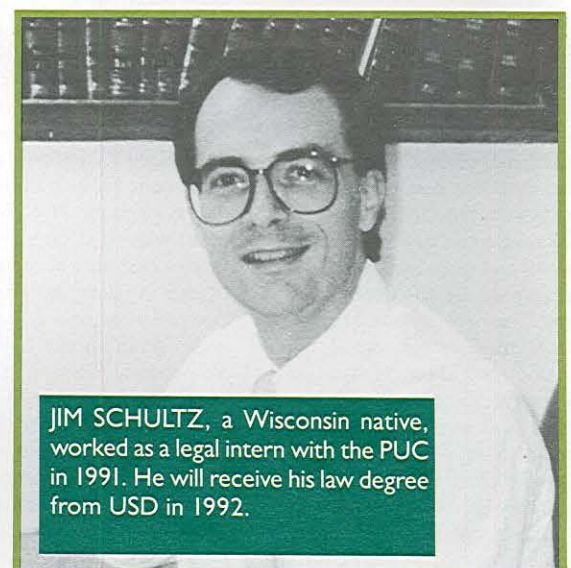
—GEOFF SIMON



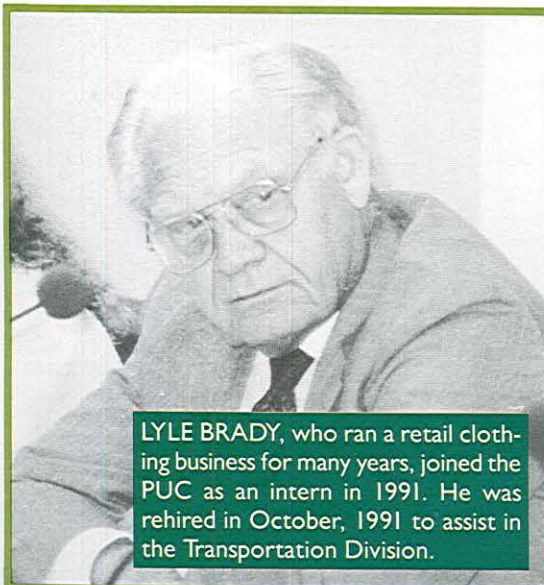
**CARLA EIDAH**, the younger (and better looking) sister of PUC General Counsel Doug Eidahl, served a summer internship in the Commission's Transportation Division.



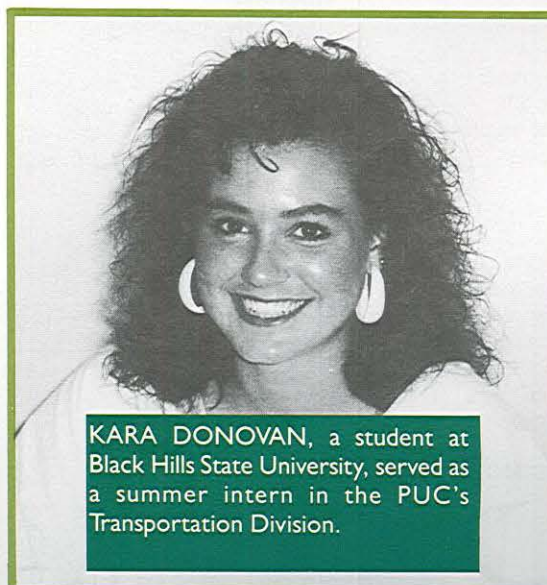
**VAUGHN BECK** was a legal intern with the PUC during the Summer of 1991. He is completing his final year of law school at USD.



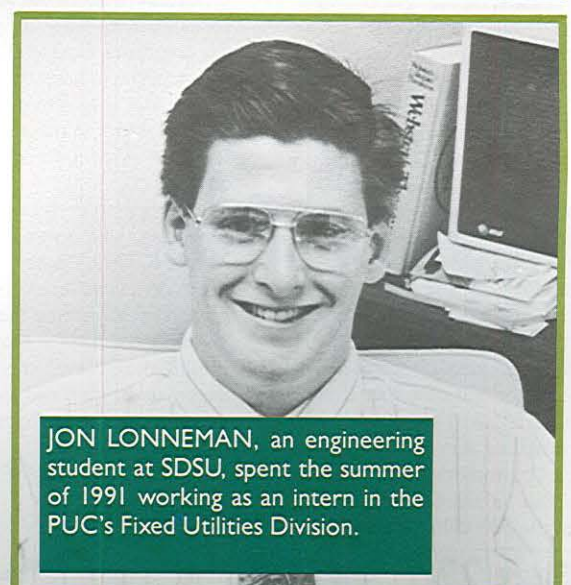
**JIM SCHULTZ**, a Wisconsin native, worked as a legal intern with the PUC in 1991. He will receive his law degree from USD in 1992.



**LYLE BRADY**, who ran a retail clothing business for many years, joined the PUC as an intern in 1991. He was rehired in October, 1991 to assist in the Transportation Division.



**KARA DONOVAN**, a student at Black Hills State University, served as a summer intern in the PUC's Transportation Division.



**JON LONNEMAN**, an engineering student at SDSU, spent the summer of 1991 working as an intern in the PUC's Fixed Utilities Division.



## They let their fingers do the walking! CELLular CONvenience

Inmate phone systems solve many problems for jailers, the biggest of which is saving time, according to Minnehaha County Sheriff Les Hawkey.

Many of the consumers who complained to the PUC about calls from the jail (see "Stir Crazy" page 31) found it hard to comprehend why Hawkey would want a separate phone system for inmates in the cell block. Some of them, knowing that the sheriff's office received a commission on the operator assisted calls, even accused the jail of gouging the

public. But Hawkey said inmate phone systems offer tremendous advantages to jailers who previously had to supervise inmates while they placed phone calls. Upon request, the sheriff provided the PUC with a list of the system's advantages:

## Freedoms denied, phoning is OK

call the public defender free, but the public defender wanted the system as it is.

**3) We can block phone numbers:** If a person does not want to be bothered by an inmate, we can block their phone number and the inmate can't dial that number.

**4) Income to the county.** We generate about \$36,000 yearly, and this money goes into a jail improvement account to be used to purchase communications equipment and expendable items for the jail.

**5) Printout of calls:** We can get a printout of numbers called from each phone and thus avoid calls such as suspect calling a victim. In cases of security, we can determine who a particular inmate called.

**6) Calls are limited to 15 minutes:** All inmates can have access to phone calls.

**7) Freedom to call:** With this phone system, inmates have unlimited access to their attorneys, family, clergy and friends.

Minnehaha County's first experience with an inmate phone system was obviously a bad one. But the county has since replaced U.S. Operators with a company called Silverado Communications, based in Englewood, Colorado. Silverado also operates inmate phone systems in several other South Dakota counties including Brown, Codington and Hughes Counties. —GEOFF SIMON



A woman called to ask if it was okay to eat vegetables from her garden after it was contaminated by PCB-laden oil that spilled from a transformer struck by lightning. She was assured that the spill was minor, that the site was cleaned up and the vegetables were fine.

An appliance dealer moved his business and changed its name, but kept the same phone number. His yellow page advertising incorporated the name change, but he was later informed that he would have to pay \$9.00 to have his white page listing changed.

An apartment owner asked how he could eliminate all the minimum bills he gets each month when apartments are vacant.

A rural electric customer called to complain that her neighbors were paying less for the same service. She had been classified as a rural customer, while the neighbors down the road were considered residential.

An electric customer accidentally severed an underground line. Rather than involve his insurance company and possibly drive up his premiums, he preferred to pay the repair charge himself. He contacted the PUC to question the 13-hour labor charge of \$700.

A man called to complain that he could make a local call from Rapid City to Keystone and from Hill City to Keystone, but it was a long distance call from Hermosa to Keystone even though it's a shorter distance.

A college student complained that his new furnace and water heater were not working because the gas company was not sending any gas through the line. The company said improper installation was to blame.

A woman whose ex-husband was to pay her natural gas bill, found his bill tacked onto hers. And she was also being billed by her attorney each time the gas company called him.

A rural electric customer complained that she was caught off guard by a disconnection after 10 years of good credit. She said she would speak to the board of directors about its notification policies.

## THIS IS WAR!

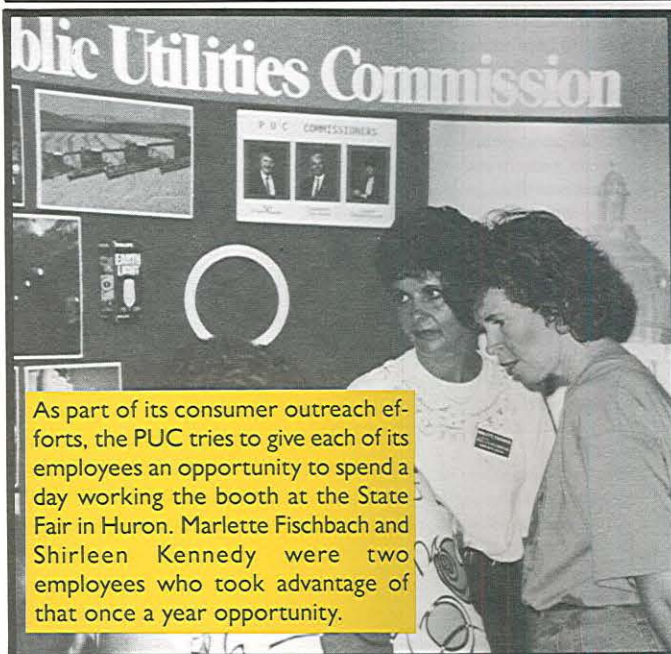
The Public Utilities Commission received four complaints about harassing telephone calls while allied forces waged war against Saddam Hussein's forces in Iraq and Kuwait—complaints that the PUC normally doesn't receive.

All four customers contacted U S WEST Communications to request the company tap their lines and trace the calls to identify the harassing caller. U S WEST officials explained that they were unable to accommodate these worried and annoyed customers because the company's surveillance equipment was tied up in the war effort.

The PUC's explanation to the customers helped alleviate urgency of their requests, for they were further told that if they believed they were in a life threatening situation, the company could reroute some of its equipment for use on behalf of the customer.

All of the telephone harassment victims readily understood the problem and told the PUC they would call only if their situations worsened. With the war's end, complaints of annoyance via the telephone ceased.

—DELLA ANDRE



As part of its consumer outreach efforts, the PUC tries to give each of its employees an opportunity to spend a day working the booth at the State Fair in Huron. Marlette Fischbach and Shirleen Kennedy were two employees who took advantage of that once a year opportunity.

## NCN Rejected Who's Zoomin' Who?

Based on doubts about its managerial capability, the PUC rejected the application of National Communications Network, Inc. (NCN) of Gilbert, Arizona, to provide telecommunications service in South Dakota.

The company proposed to resell MCI service to South Dakotans through a multi-level distribution network, compensating its distributors based on the volume of sales they generated and the number of additional distributors they were able to recruit.

"I'm troubled not just by NCN's marketing practices, but by the number of contradictory statements we heard during the hearing in this case," said Commissioner Laska Schoenfelder, who made the motion to deny the company's application.

On several occasions during the hearing, PUC Staff refuted the accuracy of claims made by NCN



about its operations in other states.

"When the commission has to question the credibility of NCN's witnesses, I really have to wonder how trustworthy this company will be in treating its South Dakota customers," Schoenfelder said.

The PUC's decision to deny the NCN application was unanimous. It was the first time a reseller's request for certification has been rejected in South Dakota.

—GEOFF SIMON



The PUC, as part of an effort to make itself more accessible to the public, frequently "takes its show on the road." In this example, a Commission hearing was held at the Holiday Inn in Mitchell.



## For 12 Grand She'll Be Your Friend "HI! MY NAME IS CANDY."

Obsessive or compulsive behavior is usually associated with drinking, eating or gambling. But in the case of a South Dakota man, it was his obsession with 900 fantasy talk lines that produced a \$12,000 phone bill.

The 900 number has become commonplace in today's society. In the words of Commissioner Laska Schoenfelder, 900 numbers can be used to "gather information about everything from hard rock to Jose Canseco and sex to Santa Claus." But unlike 800 numbers which are toll free, 900 numbers have charges that may vary from 50 cents per call to \$25 per minute.

The man in this case ran up large bills to 900 fantasy numbers from any telephone to which he had access. Several telephone services were disconnected beginning with his home phone, continuing with a new service he had set up in another residence, and ending with unauthorized calls made on phones of employers. With his family away he entertained himself by dialing 900 numbers and any other numbers to which he was referred by the 900 number service.

The man was committed to a psychiatric hospital and later served time in jail for actions at his employers' businesses, but his wife remained responsible for the \$12,000 bill because it was incurred on the family's home phone. The PUC's staff attorney and consumer representative spent many hours working on this case, which involved three long distance companies. While the wife, prior to contacting the PUC, had made several payments on the bill in hopes of retaining her phone service, the bills were eventually forgiven by the long distance companies.

Because of this case, the PUC staff was able to clarify the manner in which special cases will be handled. Sometimes an agency must come between the world of business and profit and the private world of individuals who need professional help.

Many local companies (including U S WEST Communications) now offer free blocking of 900 calls, which prevents anyone from completing a call to a 900 number. When an individual complains to the PUC about unexpected charges for calls to a 900 number, long distance companies like AT&T, MCI and Sprint

*The dream  
can turn  
into a  
nightmare!*



will usually grant first time forgiveness of the entire amount. And in most cases, the complainant will also choose to have 900 blocking installed.

—GEOFF SIMON and  
DELLA ANDRE



As part of a project to demonstrate the energy efficiency of compact fluorescent light bulbs, PUC commissioners and staff handed out one free bulb to every household in Lennox and Burke during the 1991 fiscal year. In this photo, Lennox resident Stan Beecher receives his free bulb from Commissioner Ken Stofferahn. Also pictured are (l to r) Jim Halpin from NSP and Steve Wegman from the PUC. Behind Halpin is Roger Haugo, president of the Valley Exchange Bank, which hosted the light bulb distribution.

(photo courtesy of Lennox Independent)

## Huge Appetite Reduces PUC To Handouts

Residents of Lennox and Burke received a free compact fluorescent light bulb as part of an effort by the Public Utilities Commission to promote the energy-efficiency of the lights.

The bulbs, which retail for \$12.00 to \$25.00, are similar to incandescent bulbs, but they use 75 percent less energy and last ten times as long as ordinary bulbs. Every household in Lennox and Burke was entitled to receive one free bulb; about 1,000 bulbs were passed out in Lennox and 640 in Burke. A similar handout was held in Sisseton in September.

In addition to the PUC, participants in the Lennox and Burke demonstration projects included Northern States Power Company, the Valley Exchange Bank of Lennox, the Lennox Independent, the Burke Municipal Power Company, the Western Area Power Administration and the Burke Gazette. Organizations planning

to assist with the Sisseton demonstration included Otter Tail Power Company, the Northeast South Dakota Community Action Program and the Sisseton Courier.

PUC Chairman Jim Burg said compact fluorescents haven't really caught on with consumers because they cost more than ordinary bulbs. But he said consumers will save money in the long run.

The PUC has a brochure that describes the compact fluorescent bulb, its energy saving potential and provides a formula consumers can use to figure out how much money they can save. Copies can be obtained by calling the PUC's consumer hotline, 1-800-332-1-PUC.

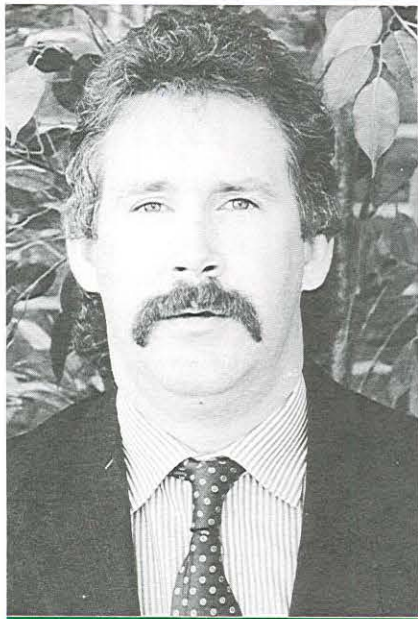


Public Utilities Commissioners handed out 640 compact fluorescent light bulbs to residents of Burke on March 7, 1991, part of a project designed to acquaint consumers with the energy efficiency of the lights. Pictured are (l to r): Raymond Roggow, Mayor of Burke; Commissioners Jim Burg, Ken Stofferahn and Laska Schoenfelder; and Burke resident Lillian Suiter.

(photo courtesy of the Burke Gazette)



LOU HAMMOND has been an inspector for the PUC's Warehouse and Transportation Divisions since 1978.



JIM KONECHNE, a western South Dakota native, is an inspector in the PUC's Warehouse Division. One of the newer staff members, he joined the PUC in January, 1991.



# Computer Bug Hauls Victims To Texas and Back!

It's bad enough that a loved one should have to spend time in jail, but when it costs a small fortune for a phone call with the inmate, the situation is bound to get heated.

Strange but true, one such customer received a bill for \$1,844.68 for accepting collect calls from the Minnehaha County Jail. The source of this unusual problem was a company called U.S. Operators (USO), based in Dallas, Texas. The Minnehaha County Sheriff's office had contracted with USO to provide pay phones in the cellblock. But a problem developed when a computer programming error caused local calls to be billed at long distance rates. Although the calls originated and terminated in Sioux Falls, they were hauled all the way to Texas and back to Sioux Falls.

Altogether, nearly 700 Sioux Falls telephone customers unknowingly ran up high bills when they accepted collect calls from jail inmates between May and August, 1989. The PUC heard from more than 40 of those customers affected, and not surprisingly, the 40 with the highest bills. The total amount of overcharges on 3,841 calls was \$16,303.60.

## Stir Crazy In Sioux Falls!

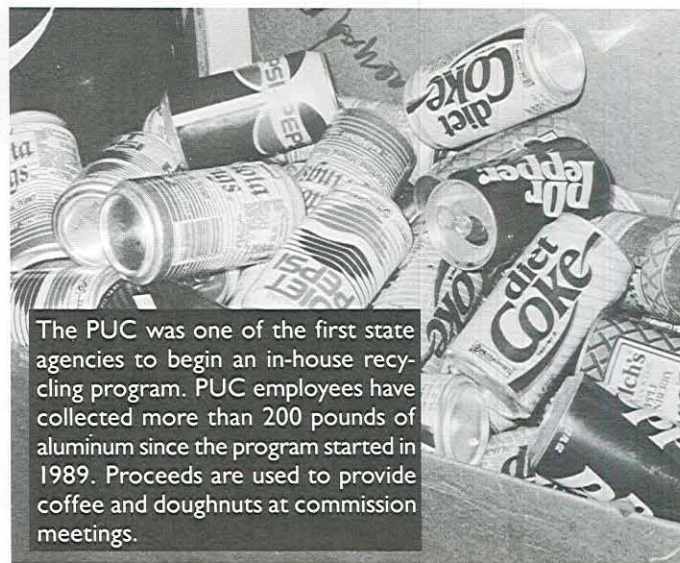
The first of the complaints came from a puzzled customer on July 18, 1989. A bill of \$6.00 for an 11-minute local call seemed a little steep. It was—it should have been a flat \$1.50 plus tax for the operator-assisted call. By the time the magnitude of the problem became apparent, computer records of the overbillings had been erased, leaving only a microfilm copy of the calls. USO was able to provide officials of U S WEST Communications with

a computer printout of the calls, but because a quick computer search and update was impossible, employees of U S WEST had only one option. They had to perform a time-consuming manual comparison of their computer record of the customers' calls with the computer printout provided by USO to identify the affected customers and give them the appropriate credit.

The process of identifying the overbilled accounts began, and after several months of work, it was completed in the fall of 1990. By the time letters went out to the affected customers, about a dozen were returned because the customer had moved. Further effort was made to locate the last few customers, and finally in March, 1991, U S WEST informed the PUC that all adjustments had been made.

On March 26, 1991, the PUC staff provided the final report to the Commission in this docket. All complaints against USO had been resolved and all overcharges corrected. Docket F-3847 was closed without further proceedings on April 29, 1991.

—DELLA ANDRE



The PUC was one of the first state agencies to begin an in-house recycling program. PUC employees have collected more than 200 pounds of aluminum since the program started in 1989. Proceeds are used to provide coffee and doughnuts at commission meetings.

## Vigilant Granddaughter Lays Bill to Rest DIAL "H" FOR HEREAFTER

An elderly woman in a nursing home paid for two telephone services for five years, and could have paid for many more years, had her granddaughter not discovered the error.

After settling Grandma in the nursing home, the granddaughter sat down to sort out her grandmother's business affairs. To her amazement the telephone bills showed billing for two services rather than one.

Grandpa's telephone service ever disconnected? For whose service was the grandmother paying?

Because the telephone company said it would reimburse the grandmother only \$200 for five years of a \$20.00 per month payment, the granddaughter called the Public Utilities Commission. PUC rules allow for a dollar for dollar reimbursement for errors that can be traced and documented back to a particular date.

The PUC and the telephone company worked together to resolve the case. In July, 1991, the granddaughter called to thank the PUC for helping to recover her grandmother's \$1,139.05 in overpayments.

—DELLA ANDRE

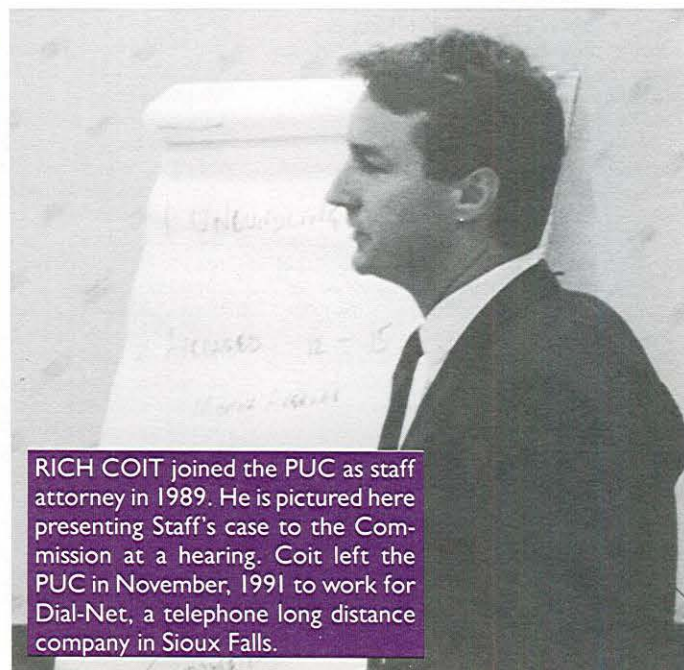
## Grampa's Listed Nobody's Home!

The investigation revealed that the woman's grandfather lived in the same nursing home years ago. The grandmother, still in the couple's own home, paid for her service and that of her husband as well. But when Grandpa died five years ago, Grandma continued to pay for the two services. Was



The PUC frequently makes an effort to combine its official business with educational tours and other activities. In the example pictured above, commissioners and staff served as phone volunteers for South Dakota Public Television during its fundraising drive. They used the opportunity to promote the use of energy-efficient compact fluorescent light bulbs.

At the center of the photo is SDPTV's Todd David Epp. Staff members in the back row are (l to r) Nancy Nelson, Geoff Simon, Shirleen Kennedy and Steve Wegman. In the front row are Commissioners Ken Stofferahn, Laska Schoenfelder and Jim Burg.



RICH COIT joined the PUC as staff attorney in 1989. He is pictured here presenting Staff's case to the Commission at a hearing. Coit left the PUC in November, 1991 to work for Dial-Net, a telephone long distance company in Sioux Falls.



# Everybody Knows this is Node-where!

Some rural Big Stone City telephone customers have discovered just what is meant by the old expression "fall through the cracks."

The problem—Big Stone City is located within South Dakota's borders, but is actually an exchange of U S WEST Communications of Minnesota.

And because its service comes from the Minnesota company, the Big Stone City exchange is also part of the Minnesota LATA.

LATAs, or Local Access and Transport Areas, were created by the breakup of AT&T in 1984. LATA boundaries closely follow state lines, but they're not exact. The result is that some families find themselves living in a "node"—a piece of one state that's part of another state's LATA.

(Milbank) South Dakota exchange. The families decried having to do all of their calling from a Minnesota LATA into a South Dakota LATA, not to mention from one USWC exchange to another, creating huge monthly telephone bills.

Their request for a LATA boundary change was forwarded to Federal Judge Harold Greene, who in turn remanded the application to the South Dakota and Minnesota PUCs for consideration prior to acting on the families' request. Accordingly, the matter became docketed in South Dakota as TC91-059.

On July 18, 1991, the South Dakota PUC issued its order approving the boundary change, promptly propelling the case into the Minnesota Commission's jurisdiction for approval. The Minnesota Commission approved the change and forwarded the application to Judge Greene's Court in Washington, D.C. for final approval.

The two families saw completion of the construction work November 7, 1991, over a mile of new line to implement the LATA boundary change. And finally, all of their calls to the Milbank exchange are local calls.

—DELLA ANDRE

## Trapped in an Acronym!

The complaint came from two Big Stone City families who live about a quarter of a mile from the boundary of the Milbank telephone exchange. Because they live so close to Milbank, they naturally conduct most of their business there, and they make a lot of phone calls. The families petitioned the PUC for a change in the LATA and exchange boundary in order to become customers of the

## Quality of Life Is Great! Quality Service? NOT!

The notion of "getting away from it all to a home in the country" may seem like a panacea to some people, but when the real costs of bringing utility service to the property are known, the dream can turn into a nightmare.

The costs of extending utility lines commonly exceed \$1,000 and can sometimes amount to tens of thousands of dollars. Extending telephone lines is less expensive than natural gas or electric line extensions, but the 1991 fiscal year still produced 15 telephone line extension complaints.

Although several of the line extension requests are still pending, other inquiries or complaints were successfully resolved. Among these favorable resolutions:

1. A rural Redfield man was moving to a farm which had been in the family since 1884, but he learned that it did not have telephone service. His uncle had a telephone in the 1970s, but because he didn't continue service, the equipment became obsolete. U S WEST Communications requested \$1,400 to bring the service over a mile. But guess what! Despite standing water from heavy rains, the customer decided to do the work himself and get service for \$35.00.

Two others doing their own work on their own property were a man living north of St. Onge, and a couple living on the east end of Spearfish who volunteered their services and saved themselves \$624.

2. A man who, for 15 years, owned what is now the location of a new development, will get service free rather than for \$300 because he

had phone service there before. This scenario is echoed by a request for service five miles west of Ft. Pierre, a location that had been previously served.

3. Occasionally PUC involvement prompts the telephone company to review its line extension quotation and find, lo and behold, that there are facilities closer to the customer than the company had first thought. This scenario brought a quotation down from \$2,500 to \$936. However it did little good in this particular case. The company discovered that the family lived in another telephone company's territory!
4. A family's complaint brought a re-evaluation of the company's stance that a second service into a rural residence should be billed as a second line at 48 cents per foot. The complainant was able to convince the company that the second line would actually serve a separate family, and should consequently be considered a new service, which is billed at half price or 24 cents per foot.
5. Several cases have been resolved when the customer discovered that the neighbors are also new to the development and without phone service. In such cases the cost of telephone service is divided among the members of the neighborhood.

—DELLA ANDRE



## 60 Years Ago at the PUC

- The PUC's biggest responsibility was regulating the freight rates of railroads and trucking companies.
- The Chicago and North Western Railway Company operated daily passenger trains between Rapid City and the cities of the northern Black Hills, including Sturgis, Whitewood, Deadwood, Belle Fourche, Newell and intermediate points.
- The PUC (Railroad Commission) approved a request by Central West Public Service Company for an increase in telephone rates in Irene. The increase, the first since 1917 for Irene's 402 subscribers, raised residential one party rates from \$1.25 per month to \$1.75 per month.
- The Fleischmann Malting Company operated elevators in Alcester, Argonne, Canova, Centerville, Esmond, Hurley, Monroe and Wakonda.
- One of the largest elevators in South Dakota was located in Winner. It had a capacity of 94,000 bushels and was owned by the Rosebud Grain Company.
- Each of the three members of the Board of Railroad Commissioners received an annual salary of \$4,500.
- The PUC issued 1,040 licenses to elevators, warehouses and mills, of which 676 were bonded warehouses.
- The PUC received annual reports of 660 telephone companies, representing data from over 800 plants and exchanges. Today, there are 31 companies, serving 257 exchanges.

## "We're not in Kansas anymore, Toto."

House moving also means moving utility lines, and after no complaints for several years, 1991 produced three cases in one year.

Most notable during the year was the Erickson case, discussed on page 18 of this report. The three-story Rapid City home was finally demolished rather than moved. But a Lead man did move his 35-foot house from Lead to Terry Peak, a distance of three miles.

The first quotation, \$12,000, given by the utility company for moving the lines proved unmanageable for the customer. His call to the PUC brought more minds to bear on the problem. Although \$12,000 of labor and equipment could conceivably be utilized, it was, after all, an estimate. A deposit of \$12,000 brought a return of \$4,000 to the customer because the job went smoothly and efficiently. It took a day and a half, rather than the three or four days provided for in the original estimate.

The customer assured the PUC at the conclusion of the move that he would be interested in promoting legislation or rulemaking to limit utility companies' charges for raising or moving lines to accommodate house moves.



SHIRLEEN KENNEDY became the PUC's Administrative Secretary in 1990. She is also widely regarded as the best receptionist in all of state government.



MARY SIECK is an Administrative Assistant for the PUC's Warehouse and Transportation Divisions. A native of central South Dakota, Mary has been with the PUC since 1979.



MARLETTE FISCHBACH is a Staff Assistant in the PUC's Transportation Division. She joined the Commission in 1990.



LISA FOREST is one of the PUC's foremost computer experts. She joined the PUC as Administrative Secretary in 1989.





**A man who was paying** a monthly fee for an inside wire maintenance plan was charged nearly \$50 for rerouting his inside wire. The fee was waived after investigation revealed that the original installation subjected the wire to external hazards.

**A customer of** a rural electric cooperative that was impacted by the removal of missiles in western South Dakota was concerned about the impending rate increase. Because he was close to the territory of another utility, he wondered about the possibility of obtaining service from that company.

**A customer who** plans to build near the border of two utilities discovered that electric service from one would cost \$4,000 less than from the second utility. However, his property is on the second utility's side of the territorial boundary and that company refused to give him up without a trade.

**A woman called** to inform the PUC that an overnight guest in her home apparently made a call to a 900 number sometime during the night. She does not intend to pay the bill for \$41.

**A customer of** a company that provides both telephone and cable television service had both of them disconnected. She was upset to learn that the company's policy required that she pay both bills before she could get either service restored.

**A man indebted** to the telephone company called the PUC regarding his unsuccessful attempt to obtain telephone service for his 14-year-old twins who were living with their mother.

**A family with** financial problems resulting from the father's compulsive gambling called the PUC to try to resolve the problems they've encountered in getting gas service.

**A man taking** care of his elderly parents' bills was appalled to learn what they were paying to lease their telephones. He figures they've paid more than \$2,000 for two old rotary phones, calling it "unconscionable pirateering."

**A woman received** an urgent message on her answering

machine to call a 900 number. Because she had two family members in the Persian Gulf, she immediately made the call. But to her disgust, she heard a sales pitch offering a trip to Hawaii if she bought something. She informed the PUC that she will not pay the \$19.95 bill for the call.

**A customer of** a rural electric complained that allowing the utility company to check their own meters was akin to letting the fox guard the henhouse. He was mailed a copy of the meter testing rules.

**A man called** to complain about the highest natural gas bill he'd ever received. The company blamed the bitter cold and a few extra days in his billing cycle.

**A pregnant woman** with a disabled husband called in January to say the electric company was about to disconnect her service. She said she was trying to sell something to raise money. The company said her last payment was made in August.

**An electric customer** complained about high bills. After discussing the situation with the company, the woman understood that several guests during the holidays, an electric water heater, two waterbed heaters and two automobile engine block heaters can use a lot of electricity.

**A man complained** that his phone number mistakenly appeared in a yellow pages ad for an all-night cafe. To make matters worse, the family has a son in Saudi Arabia and the 3:00 a.m. calls set their hearts to pounding.

**A man who complained** about an estimated electric bill, also commented that his utility company did not own a "thumper" to compact the dirt used in filling trenches for underground lines.

**Upon returning** to South Dakota, a woman discovered that calls made during her stay in a Texas hospital were carried by an alternate operator service company. She called the PUC to discuss her right to dispute the charges.

**A family with** a good payment history called to complain that they had been disconnected for failing to pay a \$400 bill resulting from calls to their son who had been called up and was about to be shipped to Saudi Arabia. Their service was reconnected when a \$100 payment was received.

**A man with** a helicopter landing pad called to express his concerns about the utility company's placement of poles in his area.

**A family severed** a gas line when they were building a fence in their backyard, and called the PUC to complain about a \$250 repair bill.

They said repair crews were only on the scene for one hour.

**A state senator** intervened on behalf of a church that was paying a \$300 monthly demand charge. He wondered if there was some way to rewire the three air conditioning units so they wouldn't come on at the same time.

**A man called** to inquire about his options after learning that his eight-year-old daughter had made \$91 worth of calls to a 900 number.

**A man whose** malfunctioning electric meter was replaced called to question the company's plans to back bill him for 6,800 kilowatt hours.

**An unfortunate man** was double "slammed," first by Sprint and then by MCI. "Slamming" is the term used to describe an unauthorized change of the customer's preferred 1+ long distance company.

**A woman was** backbilled \$200 when the natural gas company learned its remote meter reading equipment was not working properly. She was somewhat pacified when she learned that the bill covered the previous 12 months, when the company could have charged her for nearly two years of underbilling.

**A man planning** to move was disappointed to learn that he would no longer be part of the telephone exchange where most of his family members lived, and all future phone calls would be long distance.

**A woman who** claimed to have a receipt for a cash payment complained that her natural gas service was disconnected. She said her husband had missed a day's work (and a day's pay) for want of a hot shower. She said his co-workers don't want to stand next to him when he "stinks."

**A man who** travels frequently called the PUC to complain about several non-working pay phones he'd encountered. He commented that considering what the state spends to promote tourism, the pay phones should work better.

**A woman who** operates a kiln in her home wondered how others who did the same avoided the utility company's demand charge. She learned that the sign in her front yard advertising her work was probably the main reason.

**A South Dakota man** complained that he had been overbilled for calls made on a trip to Texas. The alternate operator service company reimbursed him \$90 for uncompleted calls and the difference between its rates and AT&T's rates.

## Things Go Bump— Family Flees Electro-Terror! GREMLINS ATTACK HOME

**A fluorescent light bulb held in mid-air emitted light, a compass dial spun wildly and a family suffered mysterious illnesses. All are events reported at a rural home east of Pierre in 1989.**

Seven state offices, three electric utility companies and numerous experts spent two years tracking mysterious electro-magnetic fields in the James Lappe home near Harrold, South Dakota.

The relationship between the serving utility company, Ree Electric Cooperative, and the Lappes soured because the family was not satisfied with the company's response to their complaints about billing practices and high electrical usage.

formal complaint with the Public Utilities Commission alleging that Ree Electric had not been providing them with adequate electrical service.

The subsequent investigation produced reports from experts at the South Dakota School of Mines and Technology, South Dakota State University and the PUC staff. All concluded that there were "no unusual electro-magnetic fields in the house."

A hearing into the case produced a PUC decision to isolate and test the suspected culprit—the primary underground electric line connected with the transformer next to the home. To accomplish this it was necessary to find an independent party willing and able to do the testing, a party agreed upon by all players. The PUC chose Northwestern Public Service Company to perform the line test, but the Lappes refused to allow the test to be performed. Failure of the farm family to agree to testing by the independent entity resulted in a closed docket.

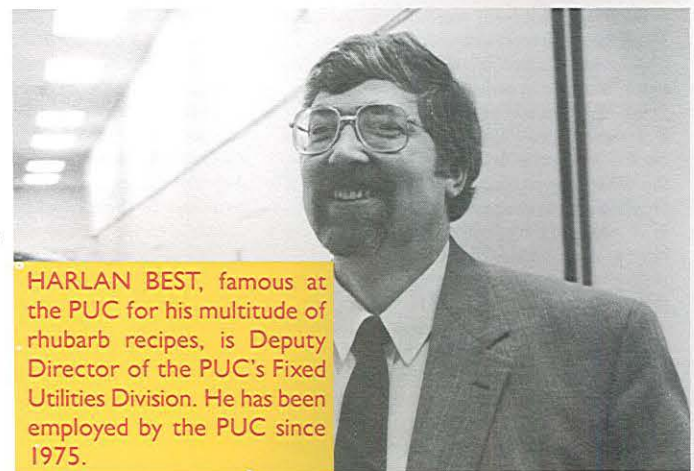
The family's home remains vacant to this day.

—DELLA ANDRE

## Family and dog suffer from strange effects of magnetism!

Invisible magnetic fields were also blamed for health problems of family members and their dog. The demise of the dog and the strange effects of a suspected high degree of magnetism brought the family to the conclusion that they could not live in their house until the utility company did something.

James and Peggy Lappe filed a



**HARLAN BEST**, famous at the PUC for his multitude of rhubarb recipes, is Deputy Director of the PUC's Fixed Utilities Division. He has been employed by the PUC since 1975.



**DICK GALLUP**, shown here presenting testimony at a PUC hearing, has the longest tenure of any PUC employee. He has worked as an inspector in the Transportation and Warehouse Divisions since 1969.



# The Babysitter Did It!

What do a county jail, telephone harassment and the Persian Gulf War have in common? In the case of Ft. Pierre customer, they combined to produce a \$1,200 PHONE BILL.

The family complained to U S WEST Communications that they had received many mysterious phone calls at their home. When the customer answered, the caller would immediately hang up. Ordinarily USWC would be able to use its surveillance equipment to isolate the source of the calls. But because the company's equipment was tied up with Operation Desert Storm, they were unable to track down the mysterious caller.

**"Honey,  
I shrunk  
the bills."**

Only when the family received a huge phone bill were they able to solve the mystery. The calls were being made by an inmate from a pay phone in the Hughes County Jail in Pierre. The intended recipient of the collect calls was the inmate's girlfriend, who was living temporarily in the family's home, performing household chores and babysitting tasks. The visitor succeeded in

accepting nearly 250 collect calls, producing a telephone bill of \$1,200.

And if the unauthorized charges for the collect calls weren't bad enough, the family soon learned that they had been overbilled for them. The calls in this case, although local in nature, were billed as long distance calls. The company providing operator service to the Hughes County Jail pay phone was Silverado Communications of Englewood, Colorado. Silverado officials informed the PUC staff that the billing problem occurred because the 223 (Ft. Pierre) prefix had been incorrectly programmed as if it were the prefix of a long distance call. The subsequent PUC investigation showed that 16 other Ft. Pierre accounts were also affected.

Charges for the incorrectly billed calls to these 16 accounts were adjusted July 24, 1991. But for the Ft. Pierre family with the biggest bill of all, the adjustment dropped their \$1,200 phone bill to ZERO. Official recognition of this final settlement was provided by Patrick Moore and Jim Cole of Silverado during a personal visit to the PUC offices in Pierre. Moore and Cole did not indicate whether they intend to seek payment from the couple for the actual amount they owe—about \$500.

—DELLA ANDRE



GUS JACOB joined the PUC as a staff attorney in January, 1992. No stranger to the term "court martial," Gus presided over hundreds of them during his career as a military judge.



ROLAYNE AILTS is one of the PUC's newest employees. She joined the Commission as a staff attorney in August, 1991.

## Crest of the Wave? The Way the Wind Might Blow

Satellite communications, cellular phones and interactive television were just a few of the topics discussed at a telecommunications technology conference February 5, 1991 in Sioux Falls.

"Technology 2000" was sponsored by the South Dakota Public Utilities Commission and South Dakota Public Broadcasting. The event was held at the Ramkota Inn.

PUC Chairman Jim Burg said the conference was designed to acquaint the public with technology now being used in South Dakota.

"We feel it's crucial that South Dakotans keep up with the rapid changes technology is producing in the world today," Burg said. "Fiber optic cables, digital switching equipment and satellite links are in place all across the state, and we hope to educate the public about the potential services they offer."

One highlight of the conference, despite a few glitches, was Dan Muck's presentation about satellite communications. Muck, an instructor at Mitchell Area Vo-Tech, made his presentation via satellite from Mitchell.

Other speakers talked about interactive classrooms, emergency communications, broadcast data delivery and the exchange of medical and agricultural information. There were also about a dozen exhibitors at the conference including several telecommunications companies, Public Broadcasting and the USD School of Medicine.

## Talk Is Cheap! Hotline Gabfest Means Business

The PUC installed a toll-free hotline in August, 1990, and it has quickly become a hit with consumers across the state. By the end of the fiscal year on June 30, more than 1,500 South Dakotans had phoned the PUC at 1-800-332-1-PUC.

But useful as it is for consumers to complain about their disputes with utility companies, it also serves as a line into the commission to request information and share opinions.

An AT&T special promotion for a free 800-number installation caught the attention of the PUC's fiscal officer, Sue Cichos, and now the WATS line provides South Dakotans a link to the PUC. A campaign orchestrated by Geoff Simon alerted the public to the hotline through a news release, newspaper and radio ads and public service announcements. Posters featuring the number are also visible in social service offices, courthouses, senior citizens centers and Low Income Energy Assistance offices.

The basic monthly charge of the line is \$20.00, plus usage. The highest bill to date covered the period from January 11, 1991 to February 10, 1991—the middle of Winter when

utility bills reach their peak. Toll cost for this month was \$166.97 for 267 intrastate calls and 30 interstate calls. This calling volume generated a 10 percent discount.

Consumers alerted the PUC to large 900 number billing problems, high electric and gas bills, and slamming cases (the unauthorized switch of a customer from one interstate carrier to another by the competing carrier). Consumers also use the line when seeking information about energy conservation, low interest energy loans, telephone products and services, and other utility related topics.

The hotline created additional activity for consumer affairs personnel at the PUC, and helped the Commission achieve its objective of making itself more accessible to the consuming public.

—DELLA ANDRE

**50 Years  
Ago  
at the  
PUC**

- Several northeastern South Dakota towns were facing a crisis following the abandonment by the Minneapolis & St. Louis Railroad Company of the rail line between Conde and Akaska. The PUC responded by introducing a bill before the 1941 Legislature that permitted specially constructed trucks "for carrying bulky and other heavy commodities." Businessmen from the affected towns organized and incorporated the Dakota Transfer Company. Communities in between included Lowry, Hoven, Tolstoy, Onaka, Wecota, Cresbard, Chelsea, Brentford and Adelaide.
- The three PUC Commissioners were J.J. Murphy from Parker, C.L. Doherty from Rapid City and C.A. Merkle from Leola. The three had something in common—they enjoyed longer tenures than any other commissioners. Doherty was a member of the PUC for 34 years from 1937-71. Murphy (1913-43) and Merkle (1939-69) both served 30 years.
- The PUC approved the petition of the Chicago and Northwestern Railroad to discontinue service to Mission Hill in Yankton County. The community continued to receive service from two other rail companies: the Great Northern Railway and the Chicago-Milwaukee, St. Paul and Pacific Railroad Company.

**40 Years  
Ago  
at the  
PUC**

- State-licensed grain elevators were operating in South Dakota communities such as Argonne, Betts, Crandon, Gallup Siding, James, Mosher, Rudolph, Spain, Tacoma Park and White Rock.
- The PUC ordered Henry F. Harding, dba West River Telephone and Electric Company, to install a telephone in the home of the Chief of Police of Faith. Harding refused and appealed the case to the Circuit Court of Meade County. The Court affirmed the PUC order. Today, the City of Faith operates one of three municipal telephone companies in South Dakota.
- The PUC met with Watertown city officials to discuss railroad crossing hazards and protection. The meeting was called as a result of a resolution passed by the Watertown City Council concerning automobile-rail accidents in the city during the last ten years.
- The PUC granted a request by the Chicago, Milwaukee, St. Paul and Pacific Railroad Company to discontinue passenger trains between Platte and Yankton.

### ERRATA DATA

**That's  
About The  
Size Of It**

Midwest Gas is the smallest investor-owned natural gas company in South Dakota with 8,700 customers. Minnegasco is the largest with 43,500.



MICKI OAKS was Legal Secretary for the PUC throughout most of the 1991 fiscal year. She left the Commission in June, 1991.



# DOCKETS

## ELECTRIC CASES DOCKETED IN FY91

- EL90-18 APPLICATION OF NORTHWESTERN PUBLIC SERVICE COMPANY TO REVISE CERTAIN ELECTRIC TARIFFS. Filed 07/02/90; Closed 07/20/90.
- EL90-19 APPLICATION OF TSP, ON BEHALF OF BLACK HILLS CORPORATION, FOR MASTER METERING FOR THE RUSHMORE MUTUAL LIFE INSURANCE BUILDING, RAPID CITY, SOUTH DAKOTA. Filed 07/09/90; Closed 09/04/90.
- EL90-20 IN THE MATTER OF THE AGREEMENT TO MODIFY ASSIGNED SERVICE AREA BETWEEN CODINGTON-CLARK ELECTRIC COOPERATIVE AND CITY OF WATERTOWN, SOUTH DAKOTA. Filed 09/05/90; Closed 09/20/90.
- EL90-21 IN THE MATTER OF THE PETITION OF SOUTHWESTERN MINNESOTA COOPERATIVE ELECTRIC, FOR CLARIFICATION AND MODIFICATION OF ELECTRIC UTILITY BOUNDARIES. Filed 09/17/90; Closed 01/31/91.
- EL90-22 IN THE MATTER OF THE COMPLAINT OF AL DECKER OF KDSJ RADIO, DEADWOOD, SOUTH DAKOTA, AGAINST BLACK HILLS POWER AND LIGHT COMPANY. Filed 09/18/90; Closed 09/25/90.
- EL90-23 IN THE MATTER OF THE COMPLAINT OF MITCH MORRIS, RAPID CITY, SOUTH DAKOTA, AGAINST BLACK HILLS POWER AND LIGHT COMPANY. Filed 09/26/90; Closed 12/17/90.
- EL90-24 IN THE MATTER OF THE COMPLAINT OF BOB PESEK, RAPID CITY, SOUTH DAKOTA, AGAINST BLACK HILLS POWER AND LIGHT COMPANY. Filed 09/26/90; Closed 10/16/90.
- EL90-25 IN THE MATTER OF THE APPLICATION OF BLACK HILLS POWER AND LIGHT COMPANY TO ACQUIRE AN INTEREST OF UP TO 20 PERCENT IN THE WYODAK GENERATING FACILITY. Filed 10/31/90; Closed 12/17/90.
- EL90-26 IN THE MATTER OF THE COMPLAINT OF LYLE AND DEBBIE ERICKSON AGAINST BLACK HILLS POWER AND LIGHT COMPANY. Filed 11/09/90; Closed 12/17/90.
- EL90-27 IN THE MATTER OF THE COMPLAINT OF R. TERRELL SPENCE AGAINST OTTER TAIL POWER COMPANY. Filed 11/26/90; Closed 12/17/90.
- EL90-28 IN THE MATTER OF THE APPROVAL OF THE AGREEMENT TO MODIFY ASSIGNED SERVICE AREA BETWEEN CODINGTON-CLARK ELECTRIC COOPERATIVE, INC. AND CITY OF WATERTOWN, SOUTH DAKOTA. Filed 12/04/90; Closed 02/08/91.
- EL90-29 IN THE MATTER OF THE INVESTIGATION OF TARIFFS OR RULEMAKING REGARDING HOUSE MOVING BY INVESTOR-OWNED UTILITIES AND U S WEST COMMUNICATIONS. Filed 12/11/90; Closed 7/17/91.
- EL91-001 IN THE MATTER OF THE APPLICATION OF NORTHERN STATES POWER COMPANY FOR AN ENERGY FACILITY PERMIT FOR THE PATHFINDER POWER PLANT SITE NEAR SIOUX FALLS, SOUTH DAKOTA. Filed 01/08/91; Pending.
- EL91-002 IN THE MATTER OF THE COMPLAINT OF INDEPENDENT COMMUNICATIONS, INC., AGAINST INTER-COUNTY ELECTRIC ASSOCIATION, INC. Filed 03/08/91; Closed 04/12/91.
- EL91-003 IN THE MATTER OF THE COMPLAINT OF NORTHERN STATES POWER COMPANY AGAINST SIOUX VALLEY EMPIRE ELECTRIC ASSOCIATION FOR PROVISION OF ELECTRIC SERVICE TO MYRL AND ROY'S PAVING. Filed 03/11/91; Pending.
- EL91-004 IN THE MATTER OF THE APPLICATION OF NORTHERN STATES POWER COMPANY FOR APPROVAL OF AN ECONOMIC DEVELOPMENT PLAN. Filed 04/04/91; Closed 04/12/91.
- EL91-005 IN THE MATTER OF THE APPLICATION OF BLACK HILLS CORPORATION FOR A CONSTRUCTION PERMIT FOR 18.8 MILES OF 230 KV ELECTRIC TRANSMISSION LINE AND TERMINAL FACILITIES IN LAWRENCE COUNTY, SOUTH DAKOTA. Filed 04/12/91; Closed 11/8/91.
- EL91-006 IN THE MATTER OF THE APPROVAL OF ELECTRIC SERVICE TERRITORY AGREEMENTS BETWEEN THE CITY OF PIERRE AND OAH ELECTRIC COOPERATIVE, INC. Filed 04/23/91; Closed 05/15/91.
- EL91-007 IN THE MATTER OF THE APPLICATION OF BLACK HILLS CORPORATION FOR THE AUTHORITY TO ISSUE UP TO \$15,000,000 OF FIRST MORTGAGE BONDS, SERIES AA. Filed 04/25/91; Closed 05/17/91.
- EL91-008 IN THE MATTER OF THE APPLICATION OF BLACK HILLS CORPORATION FOR THE AUTHORITY TO ISSUE \$35,000,000 OF FIRST MORTGAGE BONDS, SERIES Z. Filed 04/25/91; Closed 05/17/91.
- EL91-009 APPLICATION OF MONTANA-DAKOTA UTILITIES CO. FOR APPROVAL OF CHANGES IN RATES 95, 96, 97 IN COMPLIANCE WITH COMMISSION ORDER F-3365. Filed 05/31/91; Closed 07/03/91.

## GAS & ELECTRIC CASES DOCKETED IN FY91

- GE90-01 APPLICATION OF MONTANA-DAKOTA UTILITIES CO., A DIVISION OF MDU RESOURCES GROUP, INC., FOR APPROVAL OF REVISIONS TO ITS CUSTOMER INFORMATION BOOKLET AND SAMPLE FORMS. Filed 08/13/90; Closed 09/20/90.
- GE90-02 IN THE MATTER OF THE APPLICATION OF MONTANA-DAKOTA UTILITIES CO., A DIVISION OF MDU RESOURCES GROUP, INC., FOR APPROVAL OF REVISED SAMPLE FORMS. Filed 12/10/90; Closed 02/12/91.
- GE91-001 IN THE MATTER OF THE APPLICATION OF NORTHWESTERN PUBLIC SERVICE COMPANY TO REVISE THE SAMPLE FORMS SECTION OF ITS GAS AND ELECTRIC TARIFFS. Filed 03/27/91; Closed 04/12/91.

## GRAIN/WAREHOUSE CASES DOCKETED IN FY91

- GW91-001 IN THE MATTER OF THE INVESTIGATION INTO GRAIN WAREHOUSE RATES FOR THE STORAGE, RECEIVING, HANDLING AND REDELIVERY OF GRAIN. Filed 04/04/91; Closed 10/22/91.

## MISCELLANEOUS CASES DOCKETED IN FY91

- MS90-02 IN THE MATTER OF THE INVESTIGATION INTO THE ELIMINATION, MODIFICATION, AND SYNCHRONIZATION OF REQUIRED REPORTS. Filed 11/16/90; Closed 03/29/91.

## NATURAL GAS CASES DOCKETED IN FY91

- NG90-07 APPLICATION OF MONTANA-DAKOTA UTILITIES CO. FOR WAIVER OF PENALTY PROVISIONS UNDER TRANSPORTATION SERVICE RATES 81, 82 AND 84. Filed 07/09/90; Closed 07/20/90.
- NG90-08 IN THE MATTER OF THE APPLICATION OF MONTANA-DAKOTA UTILITIES CO., A DIVISION OF MDU RESOURCES GROUP, INC. FOR APPROVAL OF A PURCHASED GAS ADJUSTMENT. Filed 08/02/90; Closed 10/29/90.
- NG90-09 IN THE MATTER OF THE APPLICATION OF GARY BRENDEL, SIOUX FALLS, SOUTH DAKOTA, FOR A MASTER METERING VARIANCE REQUEST. Filed 08/28/90; Closed 10/24/90.
- NG90-10 APPLICATION OF MINNEGASCO FOR APPROVAL OF REFUND PLAN RELATED TO FERC DOCKETS RP88-259 AND RP89-136. Filed 09/25/90; Closed 10/19/90.
- NG90-11 IN THE MATTER OF THE APPLICATION OF MONTANA-DAKOTA UTILITIES CO., A DIVISION OF MDU RESOURCES GROUP, INC., FOR APPROVAL OF A PURCHASED GAS ADJUSTMENT CHANGE FOR RATE 88. Filed 11/01/90; Closed 12/07/90.
- NG90-12 IN THE MATTER OF THE APPLICATION OF MIDWEST GAS FOR APPROVAL OF REFUND PLAN RELATED TO NORTHERN NATURAL GAS COMPANY. Filed 11/05/90; Closed 12/07/90.
- NG90-13 IN THE MATTER OF THE APPLICATION OF MONTANA-DAKOTA UTILITIES CO., A DIVISION OF MDU RESOURCES GROUP, INC., FOR APPROVAL OF RATE 65, COMPRESSED NATURAL GAS SERVICE. Filed 11/13/90; Closed 12/26/90.
- NG90-14 IN THE MATTER OF THE APPLICATION OF MINNEGASCO FOR APPROVAL OF REFUND PLAN RELATED TO NORTHERN NATURAL GAS COMPANY REFUND. Filed 12/31/90; Closed 01/22/91.
- NG91-001 APPLICATION OF MIDWEST GAS FOR APPROVAL OF REFUND PLAN RELATED TO NORTHERN NATURAL GAS COMPANY REFUND. Filed 01/14/91; Closed 01/22/91.
- NG91-002 IN THE MATTER OF THE APPLICATION OF MONTANA-DAKOTA UTILITIES CO. FOR APPROVAL OF A PURCHASED GAS ADJUSTMENT CHANGE FOR RATE 88. Filed 02/01/91; Closed 02/13/91.
- NG91-003 IN THE MATTER OF THE APPLICATION OF MONTANA-DAKOTA UTILITIES CO., FOR APPROVAL OF GAS EXTENSION POLICY. Filed 02/13/91; Closed 03/13/91.
- NG91-004 IN THE MATTER OF THE APPLICATION OF MONTANA-DAKOTA UTILITIES CO. FOR APPROVAL TO IMPLEMENT REVISIONS TO ITS GAS TRANSPORTATION SERVICE RATES 81, 82 AND 84 TARIFF. Filed 03/28/91; Closed 04/12/91.
- NG91-005 IN THE MATTER OF THE APPLICATION OF MIDWEST GAS FOR APPROVAL OF GAS TRANSPORTATION REFUNDS FROM CIBOLA. Filed 04/15/91; Closed 05/15/91.
- NG91-006 IN THE MATTER OF THE APPLICATION OF MONTANA-DAKOTA UTILITIES CO., FOR APPROVAL OF A PURCHASED GAS ADJUSTMENT CHANGE FOR RATE 88. Filed 05/01/91; Closed 05/28/91.

## RULEMAKING CASES DOCKETED IN FY91

- RM91-001 IN THE MATTER OF THE ADOPTION OF PROPOSED AMENDED RULE 20:10:01:02.02 AND PROPOSED NEW RULES 20:10:01:02.05, 20:10:01:22.07, 20:10:01:45, 20:10:25:01 TO 20:10:25:04, AND 20:10:26:01 TO 20:10:26:07. Filed 04/30/91; Closed 7/17/91.

## TELECOMMUNICATIONS CASES DOCKETED IN FY91

- TC90-48 IN THE MATTER OF THE APPLICATION OF U S WEST COMMUNICATIONS FOR APPROVAL TO MIRROR INTERSTATE SWITCHED ACCESS CHARGES IN SOUTH DAKOTA. Filed 07/02/90; Closed 01/03/91.
- TC90-49 APPLICATION OF U S WEST COMMUNICATIONS TO REDUCE THE DIRECTORY ASSISTANCE RATE ON PUBLIC ACCESS LINES AND CHANGE VARIOUS TEXT. Filed 07/05/90; Closed 08/08/90.
- TC90-50 APPLICATION OF U S WEST COMMUNICATIONS TO REVISE TARIFF SHEETS FOR SOUTH DAKOTA CUSTOMERS SERVED OUT OF A CENTRAL OFFICE IN IOWA. Filed 07/10/90; Closed 08/08/90.
- TC90-51 APPLICATION OF U S WEST COMMUNICATIONS TO IMPLEMENT A REBATE PROMOTION ON NON-RECURRING SERVICE ORDER CHARGES. Filed 07/11/90; Closed 08/08/90.
- TC90-52 APPLICATION OF MIDSTATE TELEPHONE COMPANY FOR CONSTRUCTION OF A TELECOMMUNICATIONS FACILITY TO CONNECT THEIR DELMONT AND STICKNEY EXCHANGES. Filed 07/13/90; Closed 08/02/90.
- TC90-53 APPLICATION OF U S WEST COMMUNICATIONS FOR APPROVAL TO MIRROR INTERSTATE SWITCHED ACCESS CHARGES IN SOUTH DAKOTA. Filed 07/25/90; Closed 09/10/90.
- TC90-54 IN THE MATTER OF THE REGISTRATION OF WCS OPERATORS, A LIMITED PARTNERSHIP, FOR AUTHORITY TO PROVIDE INTRASTATE OPERATOR ASSISTANCE. Filed 07/27/90; Closed 11/08/90.
- TC90-55 APPLICATION OF MIDCO-TEL OF ABERDEEN TO REDUCE INTRALATA 800 AND INTRALATA OUTBOUND SERVICE. Filed 07/30/90; Closed 09/28/90.
- TC90-56 APPLICATION OF TELECONNECT TO INTRODUCE TWO NEW SERVICES AND TO MODIFY TRAC SERVICE. Filed 08/01/90; Closed 09/25/90.
- TC90-57 APPLICATION OF U S WEST COMMUNICATIONS TO PROVIDE TELECOMMUNICATIONS SERVICE PRIORITY SYSTEM AS MANDATED BY THE FEDERAL COMMUNICATIONS COMMISSION. Filed 08/03/90; Closed 09/28/90.
- TC90-58 APPLICATION OF DAKOTA COOPERATIVE TELECOMMUNICATIONS FOR APPROVAL OF THE CONSTRUCTION OF AN ADDITIONAL TELECOMMUNICATIONS FACILITY. Filed 08/07/90; Closed 09/25/90.
- TC90-59 APPLICATION OF INTERNATIONAL TELECHARGE, INC., TO INTRODUCE AN OPERATOR DIALED SURCHARGE AND A SURCHARGE FOR DIRECTORY ASSISTANCE. Filed 08/08/90; Closed 10/24/90.
- TC90-60 APPLICATION OF U S WEST COMMUNICATIONS TO APPLY THE VALUE PAC VOLUME DISCOUNT TO PUBLIC ACCESS LINE SERVICE. Filed 08/10/90; Closed 10/29/90.

- TC90-61 APPLICATION OF U S SPRINT COMMUNICATIONS COMPANY TO INTRODUCE THE AFFINITY MEMBER PROGRAM AND TO ADD TEXT TO VOLUME DISCOUNTS. Filed 08/13/90; Closed 11/30/90.
- TC90-62 APPLICATION OF U S WEST COMMUNICATIONS TO MODIFY THE CONTRACT TOLL PLAN BY IMPLEMENTING A PRICING MATRIX. Filed 08/16/90; Closed 03/05/91.
- TC90-63 IN THE MATTER OF THE APPLICATION OF U.S. OPERATORS, INC., TO INTRODUCE RATE PLAN 6. Filed 09/05/90; Closed 01/03/91.
- TC90-64 APPLICATION OF MIDCO COMMUNICATIONS, INC., TO DECREASE OUTBOUND LONG DISTANCE SERVICE RATES. Filed 09/06/90; Closed 10/24/90.
- TC90-65 APPLICATION OF U S WEST COMMUNICATIONS TO INTRODUCE TRAFFIC DATA REPORT SERVICE. Filed 09/10/90; Closed 10/29/90.
- TC90-66 APPLICATION OF U S SPRINT COMMUNICATIONS COMPANY TO ELIMINATE VOLUME DISCOUNT AND TO INCREASE THE CHARGE FOR DIRECTORY ASSISTANCE IN SOUTH DAKOTA. Filed 09/11/90; Closed 10/29/90.
- TC90-67 IN THE MATTER OF THE APPLICATION OF U.S. OPERATORS, INC., TO INTRODUCE A NEW SERVICE, LEX-NET. Filed 09/14/90; Closed 01/03/91.
- TC90-68 IN THE MATTER OF THE APPLICATION OF CELLULAR, INC., FOR AUTHORITY TO OPERATE A CELLULAR MOBILE RADIO TELECOMMUNICATION SYSTEM IN SOUTH DAKOTA 3, THE COUNTIES OF MCPHERSON, EDMUNDS, BROWN, FAULK AND SPINK. Filed 09/17/90; Closed 10/29/90.
- TC90-69 IN THE MATTER OF THE APPLICATION OF CELLULAR, INC., FOR AUTHORITY TO OPERATE A CELLULAR MOBILE RADIO TELECOMMUNICATION SYSTEM IN SOUTH DAKOTA 7, THE COUNTIES OF SULLY, HYDE, HAND, HUGHES, BUFFALO, JERAULD, BRULE, AURORA, DAVISON, CHARLES MIX AND DOUGLAS COUNTIES. Filed 09/17/90; Closed 10/29/90.
- TC90-70 IN THE MATTER OF THE PETITION OF U S WEST COMMUNICATIONS FOR A DECLARATORY RULING REGARDING ELM SPRING COLONY. Filed 09/20/90; Closed 11/05/90.
- TC90-71 IN THE MATTER OF THE APPLICATION OF GREATER SOUTH DAKOTA CELLULAR CORP. FOR AUTHORITY TO OPERATE A CELLULAR MOBILE RADIO TELECOMMUNICATION SYSTEM IN SOUTH DAKOTA 8, THE COUNTIES OF BEADLE, BROOKINGS, MOODY, LAKE, SANBORN, KINGSBURY AND MINER. Filed 09/20/90; Closed 11/08/90.
- TC90-72 IN THE MATTER OF THE COMPLAINT OF DAKOTA PHONE AGAINST NORTHWESTERN BELL TELEPHONE COMPANY, D/B/A U S WEST COMMUNICATIONS. Filed 09/25/90; Closed 7/25/91.
- TC90-73 IN THE MATTER OF THE APPLICATION OF U S WEST COMMUNICATIONS TO CHANGE DIAL DATA SERVICE TO 976 INFORMATION DELIVERY SERVICE AND TO CHANGE DIAL DATA ACCESS RESTRICTION TO PAY PER CALL RESTRICTION. Filed 09/28/90; Closed 11/08/90.
- TC90-74 IN THE MATTER OF THE REGISTRATION OF TCI COMMUNICATIONS, INC., A SOUTH DAKOTA CORPORATION, TO PROVIDE INTRASTATE OPERATOR ASSISTANCE. Filed 09/28/90; Closed 11/08/90.
- TC90-75 IN THE MATTER OF THE APPLICATION OF U S WEST COMMUNICATIONS TO CHANGE ITS TARIFF SHOWING THE AVAILABILITY OF LOCAL MEASURED SERVICE IN THE WINNER, SOUTH DAKOTA EXCHANGE. Filed 10/09/90; Closed 11/08/90.
- TC90-76 IN THE MATTER OF THE APPLICATION OF U S WEST COMMUNICATIONS COMPANY TO CHANGE THE METHOD OF TIMING FOR MTS CALLS TO ONE-TENTH OF A MINUTE FOR HOTEL/MOTEL AND COIN SERVICE. Filed 10/09/90; Closed 11/08/90.
- TC90-77 IN THE MATTER OF THE REGISTRATION OF SOUTH DAKOTA 8 - KINGSBURY LIMITED PARTNERSHIP, TO OPERATE A CELLULAR MOBILE RADIO TELECOMMUNICATION SYSTEM IN SOUTH DAKOTA 8, BEADLE, BROOKINGS, MOODY, LAKE, SANBORN, KINGSBURY AND MINER COUNTIES. Filed 10/15/90; Closed 11/08/90.
- TC90-78 IN THE MATTER OF THE APPLICATION OF MCI TELECOMMUNICATIONS CORPORATION TO REPLACE TARIFF 1 WITH TARIFF 2 AND TO MAKE MISCELLANEOUS CHANGES. Filed 10/15/90; Closed 01/22/91.
- TC90-79 APPLICATION OF MIDCO COMMUNICATIONS, INC., TO INTRODUCE A NEW DISCOUNT SERVICE FOR OUTBOUND LONG DISTANCE CUSTOMERS. Filed 10/16/90; Closed 11/30/90.
- TC90-80 APPLICATION OF U S SPRINT COMMUNICATIONS COMPANY TO ADD TARIFF LANGUAGE TO WATS, 800 AND VPN OFFERINGS. Filed 10/17/90; Closed 11/30/90.
- TC90-81 IN THE MATTER OF THE REGISTRATION OF SOUTH DAKOTA RSA NO. 9 LIMITED PARTNERSHIP TO OPERATE A CELLULAR MOBILE RADIO TELECOMMUNICATION SYSTEM IN SOUTH DAKOTA 9, THE COUNTIES OF HANSON, MCCOOK, TURNER, HUTCHINSON, LINCOLN, BON HOMME, YANKTON, CLAY AND UNION. Filed 10/19/90; Closed 11/30/90.
- TC90-82 IN THE MATTER OF THE APPLICATION OF U S WEST COMMUNICATIONS FOR A REVISION TO THE VOLGA EXCHANGE BOUNDARY WITH INTERSTATE TELEPHONE COOPERATIVE, INC. Filed 10/31/90; Closed 11/30/90.
- TC90-83 IN THE MATTER OF THE APPLICATION OF U S WEST COMMUNICATIONS COMPANY TO CHANGE ITS TARIFF SHOWING THE AVAILABILITY OF LOCAL MEASURED SERVICE IN THE BELLE FOURCHE, SOUTH DAKOTA EXCHANGE. Filed 11/01/90; Closed 11/30/90.
- TC90-84 APPLICATION OF U S WEST COMMUNICATIONS COMPANY TO CHANGE ITS TARIFF SHOWING THE AVAILABILITY OF LOCAL MEASURED SERVICE IN THE OLDHAM-RAMONA, SOUTH DAKOTA EXCHANGE. Filed 11/06/90; Closed 01/03/91.
- TC90-85 APPLICATION OF U S WEST COMMUNICATIONS TO CHANGE ITS TARIFF SHOWING THE AVAILABILITY OF LOCAL MEASURED SERVICE IN THE PARKSTON, SOUTH DAKOTA EXCHANGE. Filed 11/07/90; Closed 01/03/91.



# DOCKETS

TC90-86	IN THE MATTER OF THE APPLICATION OF U S WEST COMMUNICATIONS TO CHANGE ITS TARIFF SHOWING THE AVAILABILITY OF LOCAL MEASURED SERVICE IN THE FLORENCE, SOUTH DAKOTA EXCHANGE. Filed 11/08/90; Closed 01/03/91.	TC91-010	COUNTY. Filed 01/28/91; Closed 02/28/91.	TC91-033	MUNICIPALITY OF MCPHERSON, BROWN, EDMUNDS, FAULK AND SPINK. Filed 04/01/91; Closed 04/15/91.
TC90-87	IN THE MATTER OF THE APPLICATION OF U S WEST COMMUNICATIONS TO CHANGE ITS TARIFFED RATES FOR RECORDING SERVICE FOR 1991. Filed 11/14/90; Closed 01/03/91.	TC91-011	IN THE MATTER OF THE APPLICATION OF U S WEST COMMUNICATIONS TO INTRODUCE MESSAGE DELIVERY AND MESSAGE WAITING INDICATION-AUDIBLE SERVICE. Filed 02/05/91; Closed 03/19/91.	TC91-034	IN THE MATTER OF THE APPLICATION OF U S WEST COMMUNICATIONS TO CHANGE A LATA BOUNDARY BETWEEN THE HILL CITY, SOUTH DAKOTA EXCHANGE AND THE NEWCASTLE, WYOMING EXCHANGE. Filed 04/04/91; Closed 05/30/91.
TC90-88	IN THE MATTER OF THE APPLICATION OF U S WEST COMMUNICATIONS TO CHANGE RIDER PAGES TO REFLECT THE LEGAL CORPORATE MERGER OF NORTHWESTERN BELL TELEPHONE COMPANY TO U S WEST COMMUNICATIONS, INC. Filed 11/15/90; Closed 01/03/91.	TC91-012	IN THE MATTER OF THE APPLICATION OF U S WEST COMMUNICATIONS TO CHANGE ITS TARIFF SHOWING THE AVAILABILITY OF LOCAL MEASURED SERVICE IN THE CANISTOTA, SOUTH DAKOTA EXCHANGE. Filed 02/07/91; Closed 03/19/91.	TC91-035	IN THE MATTER OF THE REGISTRATION OF STRATEGIC ALLIANCES, INC., AS A PROVIDER OF INTRALATA AND INTERLATA INTRASTATE ALTERNATIVE OPERATOR SERVICES IN THE STATE OF SOUTH DAKOTA, AND FOR THE ESTABLISHMENT OF INITIAL RATES AND TARIFFS. Filed 04/08/91; Closed 08/12/91.
TC90-89	IN THE MATTER OF THE REGISTRATION OF SOUTH DAKOTA RSA NO. 2 CORSON LIMITED PARTNERSHIP, TO OPERATE A CELLULAR MOBILE RADIO TELECOMMUNICATION SYSTEM IN SOUTH DAKOTA 2, THE COUNTIES OF CORSON, ZIEBACH, DEWEY, CAMPBELL, WALWORTH AND POTTER. Filed 11/19/90; Closed 01/03/91.	TC91-013	IN THE MATTER OF THE REGISTRATION OF PHOENIX NETWORK, INC., AS A PROVIDER OF INTERLATA INTRASTATE TELECOMMUNICATIONS SERVICES ON A RESELLER BASIS IN THE STATE OF SOUTH DAKOTA, AND FOR THE ESTABLISHMENT OF INITIAL RATES AND TARIFFS. Filed 02/08/91; Closed 04/29/91.	TC91-036	IN THE MATTER OF THE APPLICATION OF U S WEST COMMUNICATIONS TO CHANGE ITS TARIFF SHOWING THE AVAILABILITY OF LOCAL MEASURED SERVICE IN THE RELIANCE, SOUTH DAKOTA EXCHANGE. Filed 04/08/91; Closed 05/28/91.
TC90-90	APPLICATION OF AT&T COMMUNICATIONS OF THE MIDWEST, INC., TO INCREASE OPERATOR STATION AND PERSON SURCHARGES AND TO INCREASE THE CHARGE FOR OPERATOR HANDLED CONFERENCE SERVICE. Filed 11/20/90; Closed 01/03/91.	TC91-014	IN THE MATTER OF THE REGISTRATION OF AFFINITY NETWORK, INC., AS A PROVIDER OF INTERLATA INTRASTATE TELECOMMUNICATIONS SERVICES ON A RESELLER BASIS IN THE STATE OF SOUTH DAKOTA AND FOR THE ESTABLISHMENT OF INITIAL RATES AND TARIFFS. Filed 02/14/91; Closed 04/12/91.	TC91-037	IN THE MATTER OF THE APPLICATION OF MCI TELECOMMUNICATIONS CORPORATION TO INTRODUCE A NEW SERVICE OPTION ENTITLED FRIENDS AND FAMILY PROGRAM. Filed 04/10/91; Closed 05/28/91.
TC90-91	REGISTRATION OF SOUTH DAKOTA RSA NO. 4 GLACIAL LAKE CELLULAR LIMITED PARTNERSHIP TO OPERATE A CELLULAR MOBILE RADIO TELECOMMUNICATION SYSTEM IN SOUTH DAKOTA 4, THE COUNTIES OF MARSHALL, ROBERTS, DAY, GRANT, CLARK, CODINGTON, HAMLIN AND DEUEL. Filed 11/21/90; Closed 01/03/91.	TC91-015	IN THE MATTER OF THE APPLICATION OF U S WEST COMMUNICATIONS TO CHANGE ITS TARIFF SHOWING THE AVAILABILITY OF LOCAL MEASURED SERVICE IN THE REDFIELD, SOUTH DAKOTA EXCHANGE. Filed 02/15/91; Closed 03/19/91.	TC91-038	IN THE MATTER OF THE REGISTRATION OF SOUTH DAKOTA 4 CELLULAR CORPORATION, TO OPERATE A CELLULAR MOBILE RADIO TELECOMMUNICATION SYSTEM IN SOUTH DAKOTA 4, THE COUNTIES OF GRANT, CODINGTON, HAMLIN, ROBERTS AND DAY. Filed 04/16/91; Closed 05/28/91.
TC90-92	REGISTRATION OF COAST INTERNATIONAL, INC., AS A PROVIDER OF INTRASTATE TELECOMMUNICATIONS SERVICES ON A RESELLER BASIS IN THE STATE OF SOUTH DAKOTA AND FOR THE ESTABLISHMENT OF INITIAL RATES AND TARIFFS. Filed 11/29/90; Closed 01/22/91.	TC91-016	IN THE MATTER OF THE APPLICATION OF U S WEST COMMUNICATIONS FOR APPROVAL TO MIRROR INTERSTATE SWITCHED ACCESS CHANGES. Filed 02/19/91; Closed 03/12/91.	TC91-039	IN THE MATTER OF THE APPLICATION OF U S WEST COMMUNICATIONS TO PROVIDE ADDITIONAL EXCEPTIONS TO F.C.C. TARIFF NO. 1. Filed 04/17/91; Closed 05/29/91.
TC90-93	IN THE MATTER OF THE REGISTRATION OF SOUTH DAKOTA RSA NO. 9, GENERAL CELLULAR CORPORATION, TO OPERATE A CELLULAR MOBILE RADIO TELECOMMUNICATION SYSTEM IN SOUTH DAKOTA 9, THE COUNTIES OF HANSON, MCCOOK, TURNER, HUTCHINSON, LINCOLN, BON HOMME, YANKTON, CLAY AND UNION. Filed 12/04/90; Closed 01/22/91.	TC91-017	IN THE MATTER OF THE REGISTRATION OF MATRIX TELECOM AS A PROVIDER OF INTERLATA INTRASTATE TELECOMMUNICATIONS SERVICES ON A RESELLER BASIS IN THE STATE OF SOUTH DAKOTA, AND FOR THE ESTABLISHMENT OF INITIAL RATES AND TARIFFS. Filed 02/25/91; Closed 07/03/91.	TC91-040	IN THE MATTER OF THE INVESTIGATION INTO THE ADOPTION OF A UNIFORM ACCESS METHODOLOGY AND INTO THE ESTABLISHMENT OF A STATE-WIDE POOL TO AVERAGE INTRASTATE ACCESS RATES. Filed 04/18/91; Pending.
TC90-94	IN THE MATTER OF THE APPLICATION OF DIAL NET, INC., TO REPLACE TARIFF PRESENTLY ON FILE AND PROVIDE DESCRIPTION OF EXISTING RULES AND PRACTICES. Filed 12/11/90; Closed 02/28/91.	TC91-018	IN THE MATTER OF THE APPLICATION OF U S WEST COMMUNICATIONS FOR APPROVAL TO MIRROR INTERSTATE SWITCHED ACCESS CHANGES TO INTRODUCE MULTIPLE POT TANDEM SECTORIZATION SERVICE. Filed 02/27/91; Closed 03/26/91.	TC91-041	IN THE MATTER OF THE APPLICATION OF US SPRINT TO INTRODUCE A NEW WATS PRODUCT, DIAL 1 WATS ADVANTAGE. Filed 04/22/91; Closed 05/28/91.
TC90-95	APPLICATION OF U S WEST COMMUNICATIONS TO CHANGE A CERTAIN RECURRING RATE IN THE TELECOMMUNICATIONS SERVICE PRIORITY SYSTEM. Filed 12/12/90; Closed 01/22/91.	TC91-019	IN THE MATTER OF THE APPLICATION OF U S WEST COMMUNICATIONS TO CORRECT A LATA BOUNDARY CROSSING BETWEEN THE VEBLEN, SOUTH DAKOTA EXCHANGE AND THE LIDGERWOOD, NORTH DAKOTA EXCHANGE. Filed 02/28/91; Closed 10/4/91.	TC91-042	REGISTRATION OF U.S. OSIRIS CORPORATION TO PROVIDE INTRALATA AND INTERLATA INTRASTATE ALTERNATIVE OPERATOR SERVICES IN SOUTH DAKOTA. Filed 04/22/91; Closed 07/03/91.
TC90-96	IN THE MATTER OF THE REGISTRATION AND ACCESS TARIFF NO. 1 OF THE LOCAL EXCHANGE CARRIERS ASSOCIATION. Filed 12/14/90; Pending.	TC91-020	IN THE MATTER OF THE APPLICATION OF U S WEST COMMUNICATIONS TO CORRECT A LATA BOUNDARY CROSSING BETWEEN THE HARRISBURG, SOUTH DAKOTA EXCHANGE OF U S WEST AND HILLS TELEPHONE COMPANY. Filed 02/28/91; Closed 07/03/91.	TC91-043	IN THE MATTER OF THE APPLICATION OF U S WEST COMMUNICATIONS TO CHANGE ITS TARIFF SHOWING THE AVAILABILITY OF LOCAL MEASURED SERVICE IN THE PRESNO, SOUTH DAKOTA EXCHANGE. Filed 04/23/91; Closed 05/28/91.
TC90-97	IN THE MATTER OF THE COMPLAINT OF INTERTEL OF SOUTH DAKOTA, INC., AGAINST U S WEST COMMUNICATIONS. Filed 12/19/90; Closed 06/07/91.	TC91-021	IN THE MATTER OF THE APPLICATION OF U S WEST COMMUNICATIONS FOR APPROVAL TO MIRROR INTERSTATE SWITCHED ACCESS CORRECTIONS, CLARIFICATIONS AND/OR CHANGES. Filed 02/28/91; Closed 03/26/91.	TC91-044	REGISTRATION OF INTELICALL OPERATOR SERVICES, INC., AS A PROVIDER OF INTRALATA AND INTERLATA INTRASTATE ALTERNATIVE OPERATOR SERVICES IN THE STATE OF SOUTH DAKOTA, AND FOR THE ESTABLISHMENT OF INITIAL RATES AND TARIFFS. Filed 05/01/91; Closed 7/25/91.
TC90-98	IN THE MATTER OF THE PETITION FOR DECLARATORY RULING BY DAKOTA COOPERATIVE TELECOMMUNICATIONS CONCERNING LOCAL EXCHANGE CARRIER ASSOCIATION TARIFF NO. 1. Filed 12/19/90; Closed 05/30/91.	TC91-022	REGISTRATION OF SOUTH DAKOTA RSA NO. 7, SOUTH DAKOTA 7 CORPORATION, TO OPERATE A CELLULAR MOBILE RADIO TELECOMMUNICATION SYSTEM IN SOUTH DAKOTA 7, THE COUNTIES OF SULLY, HYDE, HAND, HUGHES, BUFFALO, JERAULD, BRULE, AURORA, DAVISON, CHARLES MIX AND DOUGLAS. Filed 02/28/91; Closed 04/03/91.	TC91-045	IN THE MATTER OF THE APPLICATION OF U S WEST COMMUNICATIONS TO CHANGE ITS LOCAL EXCHANGE TARIFF FOR THE RURAL AREA OF SOUTH DAKOTA SERVED OUT OF NEWCASTLE, WYOMING. Filed 05/03/91; Closed 05/30/91.
TC90-99	IN THE MATTER OF THE APPLICATION OF U S WEST COMMUNICATIONS FOR APPROVAL TO MIRROR INTERSTATE SWITCHED ACCESS CHANGES IN SOUTH DAKOTA. Filed 12/24/90; Closed 01/15/91.	TC91-023	IN THE MATTER OF THE APPLICATION OF U.S. SPRINT FOR APPROVAL TO INCREASE VPN FORCED ROUTE AND ROUTE ADVANCE RATE AND TO INTRODUCE INTERNATIONAL VISAPHONE. Filed 03/07/91; Closed 04/03/91.	TC91-046	IN THE MATTER OF THE APPLICATION OF AT&T COMMUNICATIONS TO INTRODUCE AT&T CIDD/891 CALLING CARD. Filed 05/10/91; Closed 07/03/91.
TC91-001	IN THE MATTER OF THE REGISTRATION OF INDEPENDENT LONG DISTANCE COMPANY AS A PROVIDER OF INTRASTATE TELECOMMUNICATIONS SERVICES. Filed 01/01/91; Pending.	TC91-024	IN THE MATTER OF THE APPLICATION OF U S WEST COMMUNICATIONS TO CHANGE ITS TARIFF SHOWING THE AVAILABILITY OF LOCAL MEASURED SERVICE IN THE SALEM, SOUTH DAKOTA EXCHANGE. Filed 03/11/91; Closed 04/03/91.	TC91-047	IN THE MATTER OF THE APPLICATION OF U S WEST COMMUNICATIONS TO CHANGE ITS LOCAL EXCHANGE TARIFF FOR THE RURAL AREA OF SOUTH DAKOTA SERVED OUT OF NORTH DAKOTA EXCHANGES. Filed 05/15/91; Closed 07/03/91.
TC91-002	REGISTRATION OF SILVERADO COMMUNICATIONS CORP. TO PROVIDE AUTOMATED OPERATOR ASSISTED INTRASTATE TELECOMMUNICATIONS SERVICE FOR USE BY INMATES AT CONFINEMENT FACILITIES IN THE STATE OF SOUTH DAKOTA AND FOR THE ESTABLISHMENT OF INITIAL RATES AND TARIFFS. Filed 01/02/91; Closed 03/01/91.	TC91-025	IN THE MATTER OF THE APPLICATION OF U S WEST COMMUNICATIONS TO CHANGE ITS LOCAL EXCHANGE TARIFF FOR THE RURAL AREA OF SOUTH DAKOTA SERVED OUT OF AN IOWA EXCHANGE. Filed 03/12/91; Closed 04/12/91.	TC91-048	IN THE MATTER OF THE APPLICATION OF MCI TELECOMMUNICATIONS CORPORATION TO MODIFY ITS SOUTH DAKOTA TARIFF NO. 2. Filed 05/20/91; Closed 07/03/91.
TC91-003	REGISTRATION OF SOUTH DAKOTA RSA NO. 6, HAAKON LIMITED PARTNERSHIP, TO OPERATE A CELLULAR MOBILE RADIO TELECOMMUNICATIONS SYSTEM IN SOUTH DAKOTA 6, THE COUNTIES OF HAAKON, STANLEY, BENNETT, LYMAN, MELLETTE, TODD, TRIPP, AND GREGORY. Filed 01/14/91; Closed 02/28/91.	TC91-026	IN THE MATTER OF THE APPLICATION OF U S WEST COMMUNICATIONS TO INTRODUCE FOUR NEW CUSTOM CALLING FEATURES AND TO CLASSIFY THE NEW CUSTOM CALLING FEATURES AS FULLY COMPETITIVE. Filed 03/12/91; Closed 04/12/91.	TC91-049	IN THE MATTER OF THE APPLICATION OF DIAL NET TO MODIFY ITS SOUTH DAKOTA INTRASTATE TARIFF SCHEDULES. Filed 05/20/91; Closed 7/24/91.
TC91-004	IN THE MATTER OF THE REGISTRATION OF AMERI-NET SERVICES, CORP. AS A PROVIDER OF INTRASTATE TELECOMMUNICATIONS SERVICES ON A RESELLER BASIS IN THE STATE OF SOUTH DAKOTA AND FOR THE ESTABLISHMENT OF INITIAL RATES AND TARIFFS. Filed 01/22/91; Closed 03/19/91.	TC91-027	IN THE MATTER OF THE APPLICATION OF AT&T COMMUNICATIONS OF THE MIDWEST, INC., TO INTRODUCE A NEW SERVICE OPTION ENTITLED AT&T SOFTWARE DEFINED DATA NETWORK. Filed 03/19/91; Closed 04/25/91.	TC91-050	IN THE MATTER OF THE APPLICATION OF U S WEST COMMUNICATIONS TO CHANGE ITS TARIFF SHOWING THE AVAILABILITY OF LOCAL MEASURED SERVICE IN THE GREGORY, SOUTH DAKOTA EXCHANGE. Filed 05/20/91; Closed 07/03/91.
TC91-005	IN THE MATTER OF THE APPLICATION OF U S WEST COMMUNICATIONS TO MODIFY CONTRACT TOLL. Filed 01/23/91; Closed 04/03/91.	TC91-028	IN THE MATTER OF THE APPLICATION TO TRANSFER LICENSES OF LAWRENCE FRIESTAD D/B/A MIDWEST MOBILE COMMUNICATION AT WINNER, SOUTH DAKOTA; MURDO, SOUTH DAKOTA; AND WESSINGTON SPRINGS, SOUTH DAKOTA, TO DOUGLAS NELSON D/B/A MIDWEST MOBILE COMMUNICATIONS. Filed 03/19/91; Closed 04/12/91.	TC91-051	IN THE MATTER OF THE APPLICATION OF U S WEST COMMUNICATIONS TO CHANGE ITS TARIFF SHOWING THE AVAILABILITY OF LOCAL MEASURED SERVICE IN THE MOBRIDGE, SOUTH DAKOTA EXCHANGE. Filed 05/21/91; Closed 07/03/91.
TC91-006	IN THE MATTER OF THE APPLICATION OF U S WEST COMMUNICATIONS TO INCREASE OPERATOR HANDLED TOLL CALL RATES. Filed 01/23/91; Closed 02/28/91.	TC91-029	IN THE MATTER OF THE COMPLAINT OF SHARON VORTHERMS AGAINST THE STATE TELEPHONE NETWORK. Filed 03/20/91; Closed 04/29/91.	TC91-052	IN THE MATTER OF THE APPLICATION OF US SPRINT COMMUNICATIONS COMPANY TO INTRODUCE HOSPITALITY CONNECTION. Filed 05/21/91; Closed 12/4/91.
TC91-007	IN THE MATTER OF THE APPLICATION OF U S WEST COMMUNICATIONS TO REVISE AND EXPAND INDEXES AND TABLE OF CONTENTS FOR THE GENERAL EXCHANGE CATALOG AND TARIFF AND THE LOCAL EXCHANGE TARIFF. Filed 01/28/91; Closed 02/28/91.	TC91-030	IN THE MATTER OF THE APPLICATION OF U S WEST COMMUNICATIONS FOR APPROVAL TO MIRROR INTERSTATE SWITCHED ACCESS CHANGES. Filed 03/21/91; Closed 04/09/91.	TC91-053	IN THE MATTER OF THE REGISTRATION OF TELAMARKETING INVESTMENTS LTD., DBA TMC LONG DISTANCE TO PROVIDE INTRASTATE MESSAGE TOLL TELECOMMUNICATIONS SERVICE PRIMARILY IN EASTERN SOUTH DAKOTA AND FOR THE ESTABLISHMENT OF INITIAL RATES AND TARIFFS. Filed 05/24/91; Pending.
TC91-008	REGISTRATION OF SOUTH DAKOTA RSA NO. 1 HARDING LIMITED PARTNERSHIP, TO OPERATE A CELLULAR MOBILE RADIO TELECOMMUNICATION SYSTEM IN SOUTH DAKOTA 1, THE COUNTIES OF HARDING, PERKINS, BUTTE AND LAWRENCE. Filed 01/28/91; Closed 02/28/91.	TC91-031	REGISTRATION OF ALTERNATE COMMUNICATIONS TECHNOLOGY, INC., TO PROVIDE INTRASTATE TELECOMMUNICATIONS SERVICE ON A RESELLER BASIS AND OPERATOR-ASSISTED BASIS IN THE STATE OF SOUTH DAKOTA, AND FOR THE ESTABLISHMENT OF INITIAL RATES AND TARIFFS. Filed 03/29/91; Closed 07/03/91.	TC91-054	IN THE MATTER OF THE APPLICATION OF AT&T COMMUNICATIONS TO INTRODUCE DIRECTORY ASSISTANCE AND DISTRIBUTED NETWORK SERVICE TARIFFS. Filed 05/24/91; Closed 07/03/91.
TC91-009	IN THE MATTER OF THE REGISTRATION OF SOUTH DAKOTA RSA NO. 5 CUSTER LIMITED PARTNERSHIP, TO OPERATE A CELLULAR MOBILE RADIO TELECOMMUNICATION SYSTEM IN SOUTH DAKOTA 5, THE COUNTIES OF FALL RIVER AND A PORTION OF SHANNON COUNTY. Filed 01/28/91; Closed 02/28/91.	TC91-032	IN THE MATTER OF THE REGISTRATION OF SOUTH DAKOTA RSA NO. 3, SOUTH DAKOTA CELLULAR, INC., TO OPERATE A CELLULAR MOBILE RADIO TELECOM-		





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## SOUTH DAKOTA COMMUNITIES AND THE UTILITIES THAT SERVE THEM

TC91-055 IN THE MATTER OF THE COMPLAINT OF DIAL-NET, INC. AGAINST MIDCO COMMUNICATIONS USAGE RATE STRUCTURE. Filed 05/30/91; Pending.

TC91-056 IN THE MATTER OF THE PETITION FOR WAIVER OF OR EXEMPTION FROM ARSD 20:10:24:04 BY CELLULAR CORPORATION OF SIOUX FALLS, DBA CELLULAR ONE. Filed 06/03/91; Closed 7/17/91.

TC91-057 IN THE MATTER OF THE APPLICATION OF TELE TECH, INC., TO REPLACE RATES PRESENTLY ON FILE AND TO PROVIDE DESCRIPTION OF EXISTING RULES, PRACTICES AND RATES. Filed 06/03/91; Pending.

TC91-058 IN THE MATTER OF THE APPLICATION OF MIDCO COMMUNICATIONS, INC., TO REPLACE SHEETS PRESENTLY ON FILE AND TO PROVIDE DESCRIPTION OF EXISTING PRACTICES, RULES AND RATES. Filed 06/04/91; Closed 1/7/92.

TC91-059 IN THE MATTER OF THE APPLICATION OF U S WEST COMMUNICATIONS TO CHANGE THE LATA BOUNDARY BETWEEN THE ORTONVILLE, MINNESOTA EXCHANGE AND THE MILBANK, SOUTH DAKOTA EXCHANGE. Filed 06/06/91; Closed 7/18/91.

TC91-060 IN THE MATTER OF THE APPLICATION OF U S WEST COMMUNICATIONS TO CHANGE ITS TARIFF SHOWING THE AVAILABILITY OF LOCAL MEASURED SERVICE IN THE BURKE, SOUTH DAKOTA EXCHANGE. Filed 06/12/91; Closed 7/25/91.

TC91-061 IN THE MATTER OF THE APPLICATION OF MIDCO COMMUNICATIONS, INC., TO INTRODUCE A NEW SERVICE CALLED EXTENDED AREA PAGING TO BE EFFECTIVE IN SIOUX FALLS, ABERDEEN, BROOKINGS, HURON AND MITCHELL. Filed 06/14/91; Closed 7/19/91.

TC91-062 IN THE MATTER OF THE APPLICATION OF INTERNATIONAL TELECHARGE, INC., TO DISCONTINUE DISCOUNT FOR CALLS BILLED TO MAJOR CREDIT CARD ACCOUNTS. Filed 06/17/91; Closed 7/19/91.

TC91-063 APPLICATION OF DAKOTA COOPERATIVE TELECOMMUNICATIONS FOR PLACEMENT OF ADDITIONAL TELECOMMUNICATIONS CABLES. Filed 06/17/91; Closed 7/25/91.

TC91-064 IN THE MATTER OF THE PROPOSED CONSIDERATION OF RECLASSIFICATION OF RADIO COMMON CARRIERS. Filed 06/26/91; Pending.

TC91-065 IN THE MATTER OF THE APPLICATION OF U S WEST COMMUNICATIONS FOR APPROVAL TO MIRROR INTERSTATE SWITCHED ACCESS CHANGES EFFECTIVE JULY 1, 1991. Filed 06/28/91; Closed 7/16/91.

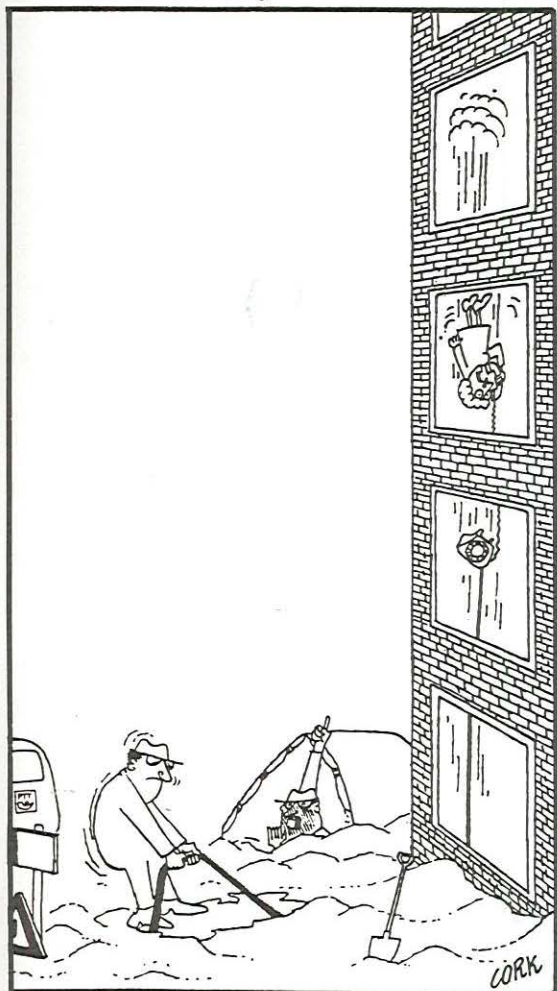
### TRANSPORTATION CASES DOCKETED IN FY91

TR91-001 IN THE MATTER OF THE INVESTIGATION INTO CLASS B LIVESTOCK, GRAIN AND OTHER COMMODITY RATES ESTABLISHED IN TARIFF NO. 65, SUPPLEMENT NO. 1. Filed 04/19/91; Pending.

23752-B IN THE MATTER OF THE MOTOR CARRIER APPLICATIONS OF JAN CO INC., SIOUX FALLS, SOUTH DAKOTA. Filed 05/16/91; Pending.

23725-B IN THE MATTER OF THE MOTOR CARRIER APPLICATION OF DOYLE HARMS, REDFIELD, SOUTH DAKOTA. Filed 05/24/91; Pending.

CITY	ELECTRIC COMPANY	GAS COMPANY	TELEPHONE COMPANY	CITY	ELECTRIC COMPANY	GAS COMPANY	TELEPHONE COMPANY
Aberdeen	NWPS	NWPS	U S WEST	De Smet	Otter Tail	NWPS	U S WEST
Academy	Charles Mix Coop	None	Midstate Telco	Deadwood	BHP&L	MDU	U S WEST
Agar	Oahe Electric Coop	None	U S WEST	Dell Rapids	NSP	Minnegasco	Sioux Valley Telco
Akaska	MDU	None	U S WEST	Delmont	NWPS	None	Midstate Telco
Albee	Otter Tail	None	U S WEST	Dempster	Otter Tail	None	Interstate Coop
Alcester	Iowa Public Service	Midwest Gas	U S WEST	Dewey	Black Hills Coop	None	Golden West
Alexandria	NSP	NWPS	Hanson Co. Telco	Dezera	Charles Mix Coop	None	U S WEST
Allen	LaCreek Electric Coop	None	Golden West	Dimock	NWPS	None	Sanborn Coop
Alpena	NWPS	None	Sanborn Coop	Doland	NWPS	NWPS	U S WEST
Altamont	H-D Electric Coop	None	Interstate Coop	Dolton	NSP	None	U S WEST
Amherst	NWPS	None	U S WEST	Draper	West Central Coop	None	U S WEST
Andover	NWPS	None	James Valley Coop	Dupree	Moreau-Grand Coop	None	Cheyenne River
Ardmore	BHP&L	None	Golden West	Eagle Butte	Moreau-Grand Coop	None	Cheyenne River
Arlington	Municipal	NWPS	U S WEST	East Sioux Falls	Sioux Valley Coop	None	U S WEST
Armour	NWPS	None	Armour Telephone Co	Eden	Otter Tail	None	U S WEST
Artas	MDU	None	Valley Telco	Edgemont	BHP&L	None	Golden West
Artesian	NSP	None	Sanborn Coop	Egan	Otter Tail	None	U S WEST
Ashton	NWPS	None	U S WEST	Elk Point	Municipal	Midwest Gas	U S WEST
Astoria	Otter Tail	None	Interstate Coop	Elkton	Otter Tail	None	Interstate Coop
Athol	NWPS	None	U S WEST	Ellis	NSP	Minnegasco	U S WEST
Aurora	Municipal	NWPS	Interstate Coop	Ellsworth AFB	BHP&L	MDU	U S WEST
Avon	NWPS	None	GTE	Emery	NSP	None	Tri-County Telco
Badger	Municipal	None	U S WEST	Enning	West River Coop	None	Golden West
Baltic	NSP	Minnegasco	Baltic Telecom Coop	Enphany	Intercounty Coop	None	McCook Coop
Bancroft	NWPS	None	U S WEST	Erwin	Otter Tail	None	U S WEST
Barnard	NWPS	None	U S WEST	Esmond	Beadle Electric Coop	None	U S WEST
Batesland	LaCreek Electric Coop	None	U S WEST-Nebraska	Estelline	Municipal	None	Interstate Coop
Bath	Northern Electric Coop	None	U S WEST	Ethan	NWPS	None	Sanborn Coop
Belle Fourche	BHP&L	MDU	U S WEST	Eureka	MDU	None	U S WEST
Belvidere	West Central Coop	None	Golden West	Fairburn	Black Hills Coop	None	U S WEST
Bemis	NWPS	None	Interstate Coop	Fairfax	Rosebud Electric Coop	None	U S WEST
Beresford	Municipal	Midwest Gas	Municipal	Fairview	Iowa Public Service	None	U S WEST
Big Stone City	Municipal	None	U S WEST-Minn	Faith	Municipal	None	Municipal
Bijou Hills	Tri-County Coop	None	Midstate Telco	Farmer	Intercounty Coop	None	Hanson Co. Telco
Bison	Grand Electric Coop	None	West River Coop	Faulkton	NWPS	None	Western Telephone
Black Hawk	BHP&L	MDU	U S WEST	Fedora	NSP	None	Sanborn Coop
Blunt	NWPS	None	Sully Buttes Coop	Ferry	Northern Electric Coop	None	James Valley Coop
Bonesteel	Rosebud Electric Coop	None	U S WEST	Firesteel	Moreau-Grand Coop	None	U S WEST
Bonilla	NWPS	None	Sully Buttes Coop	Flandreau	Municipal	Minnegasco	U S WEST
Bovee	Charles Mix Coop	None	U S WEST	Florence	NWPS	None	U S WEST
Bowdle	MDU	None	U S WEST	Flyer	Turner Hutchinson Coop	None	Dakota Coop
Box Elder	West River Coop	MDU	U S WEST	Forestburg	NSP	None	Sanborn Coop
Bradley	NWPS	None	U S WEST	Fort Pierre	Municipal	None	U S WEST
Brandon	Sioux Valley Coop	Minnegasco	U S WEST	Fort Thompson	Tri-County Coop	None	Midstate Telco
Brandt	Otter Tail	None	Interstate Coop	Frankfort	NWPS	NWPS	U S WEST
Brentford	NWPS	None	U S WEST	Frederick	MDU	None	U S WEST
Bridgewater	NSP	None	U S WEST	Freeman	NWPS	None	GTE
Bristol	NWPS	None	U S WEST	Fruitdale	BHP&L	None	U S WEST
Britton	Otter Tail	None	U S WEST	Ft. Meade	BHP&L	MDU	U S WEST
Broadland	NWPS	None	Sully Buttes Coop	Fulton	NSP	None	U S WEST
Brookings	Municipal	NWPS	Municipal	Gann Valley	Tri-County Coop	None	Midstate Telco
Bruce	Otter Tail	None	U S WEST	Garden City	NWPS	None	U S WEST
Bryant	Municipal	NWPS	U S WEST	Garretson	NSP	None	Splitrock Coop
Buffalo	Grand Electric Coop	None	West River Coop	Gary	Otter Tail	None	Interstate Coop
Buffalo Gap	BHP&L	None	Golden West	Gayville	Clay-Union Coop	Midwest Gas	Dakota Coop
Buffalo Ridge	Sioux Valley Coop	None	Union Telephone Co	Geddes	NWPS	None	U S WEST
Bullhead	Moreau-Grand Coop	None	West River Telephone	Gettysburg	MDU	None	U S WEST
Burbank	Clay-Union Coop	None	U S WEST	Glencross	Moreau-Grand Coop	None	U S WEST
Burke	Municipal	None	U S WEST	Glenham	MDU	None	Valley Telco
Bushnell	Otter Tail	None	Interstate Coop	Goodwin	NWPS	None	Interstate Coop
Butler	NWPS	None	U S WEST	Green Grass	Moreau-Grand Coop	None	Cheyenne River
Cactus Flat	West Central Coop	None	Golden West	Greenwood	Charles Mix Coop	None	U S WEST
Camp Crook	MDU	MDU	West River Coop	Gregory	Rosebud Electric Coop	None	U S WEST
Canistota	NSP	None	U S WEST	Grenville	Otter Tail	None	U S WEST
Canning	Oahe Electric Coop	None	U S WEST	Groton	Municipal	None	James Valley Coop
Canova	NSP	None	McCook Coop	Grover	NWPS	None	U S WEST
Canton	NSP	Midwest Gas	U S WEST	Hamill	Rosebud Electric Coop	None	U S WEST
Caputa	West River Coop	None	U S WEST	Hammert	Otter Tail	None	Roberts County Coop
Carpenter	Codington-Clark Coop	None	U S WEST	Harrisburg	NSP	Minnegasco	U S WEST
Carter	Rosebud Electric Coop	None	U S WEST	Harrison	Douglas Electric Coop	None	Sioux Valley Telco
Carthage	NSP	None	U S WEST	Harrold	NWPS	None	Sully Buttes Coop
Castlewood	Otter Tail	None	U S WEST	Hartford	Sioux Valley Coop	Minnegasco	Union Telephone Co
Cavour	NWPS	None	U S WEST	Hayes	West Central Coop	None	U S WEST
Cedar Pass	West River Coop	None	Golden West	Hayti	Otter Tail	NWPS	U S WEST
Center	McCook Electric Coop	None	McCook Coop	Hayward	Black Hills Coop	None	U S WEST
Centerville	NSP	Minnegasco	U S WEST	Hazel	NWPS	None	U S WEST
Central City	BHP&L	MDU	U S WEST	Hecla	Municipal	None	U S WEST
Chamberlain	NWPS	None	U S WEST	Henry	NWPS	None	U S WEST
Chancellor	NSP	None	Dakota Coop	Hermosa	Black Hills Coop	None	GTE
Chelsea	NWPS	None	Cheyenne River	Herreid	MDU	None	Valley Telco
Cherry Creek	Moreau-Grand Coop	None	Interstate Coop	Herrick	Rosebud Electric Coop	None	U S WEST
Chester	Sioux Valley Coop	None	Interstate Coop	Hetland	Otter Tail	None	U S WEST
Claire City	Otter Tail	None	Roberts County Coop	Highmore	NWPS	None	Sully Buttes Coop
Claremont	NWPS	None	James Valley Coop	Hill City	BHP&L	None	U S WEST
Clark	NWPS	NWPS	U S WEST	Hillhead	Otter Tail	None	U S WEST
Clayton	NWPS	None	Tri-County Telco	Hillsview	MDU	None	U S WEST
Clear Lake	Otter Tail	None	Interstate Coop	Hitchcock	NWPS	None	Sully Buttes Coop
Clearfield	Rosebud Electric Coop	None	U S WEST	Holabird	NWPS	None	Sully Buttes Coop
Colman	Municipal	None	U S WEST	Holmquist	NWPS	None	U S WEST
Colome	Rosebud Electric Coop	None	U S WEST	Hosmer	MDU	None	Valley Telco
Colton	Sioux Valley Coop	Minnegasco	Sioux Valley Telco	Hot Springs	BHP&L	None	Golden West
Columbia	NWPS	None	James Valley Coop	Houghton	Northern Electric Coop	None	U S WEST
Conde	NWPS	NWPS	James Valley Coop	Hoven	MDU	None	Sully Buttes Coop
Corona	Otter Tail	None	U S WEST	Howard	Municipal	NWPS	U S WEST
Corosica	NWPS	None	Sioux Valley Telco	Hudson	Iowa Public Service	None	U S WEST
Corson	Sioux Valley Coop	None	Splitrock Coop	Humboldt	Sioux Valley Coop	None	Sioux Valley Telco
Cottonwood	West River Coop	None	Golden West	Hurley	Turner Hutchinson Coop	None	Dakota Coop
Craigton	West River Coop	None	Golden West	Huron	NWPS	NWPS	U S WEST
Cresbard	NWPS	None	U S WEST	Igloo	BHP&L	None	Golden West
Crocker	Codington-Clark Coop	None	U S WEST	Interior	West River Coop	None	Golden West
Crooks	NSP	None	Baltic Telecom Coop	Ipswich	MDU	None	U S WEST
Custer	BHP&L	None	GTE	Irene	Turner Hutchinson Coop	None	Dakota Coop
Cuthbert	NWPS	None	Sanborn Coop				
Dallas	Rosebud Electric Coop	None	U S WEST				
Dante	NWPS	None	GTE				
Davis	Turner-Hutchinson Coop	None	Dakota Coop				





# SOUTH DAKOTA COMMUNITIES AND THE UTILITIES THAT SERVE THEM

CITY	ELECTRIC COMPANY	GAS COMPANY	TELEPHONE COMPANY	CITY	ELECTRIC COMPANY	GAS COMPANY	TELEPHONE COMPANY	CITY	ELECTRIC COMPANY	GAS COMPANY	TELEPHONE COMPANY
Iroquois	NWPS	None	U S WEST	Orland	Sioux Valley Coop	None	U S WEST	Sturgis	BHP&L	MDU	U S WEST
Isabel	Moreau-Grand Coop	None	Cheyenne River	Ortle	None	None	U S WEST	Summit	Otter Tail	None	U S WEST
Java	MDU	None	U S WEST	Oscola	Kingsbury Electric Coop	None	U S WEST	Sumnyview	Sioux Valley Coop	None	Interstate Coop
Jefferson	Iowa Public Service	Midwest Gas	Jefferson Telco	Ottumwa	West Central Coop	None	Golden West	Tabor	Bon Homme-Yankton Coop	None	U S WEST
Junius	NSP	None	U S WEST	Owanka	West River Coop	None	Golden West	Tea	NSP	None	U S WEST
Kadoka	West Central Coop	None	Kadoka Telephone	Parade	Moreau-Grand Coop	None	Cheyenne River	Terraville	BHP&L	MDU	U S WEST
Kampeska	NWPS	None	U S WEST	Parker	Municipal	None	Dakota Coop	Thomas	H-D Electric Coop	None	U S WEST
Kaylor	NWPS	None	GTE	Parkston	NWPS	None	U S WEST	Thunder Butte	Moreau-Grand Coop	None	Cheyenne River
Kenel	Moreau-Grand Coop	None	West River Telephone	Parmelee	LaCreek Electric Coop	None	GTE	Thunder Hawk	MDU	None	U S WEST
Kennebec	West Central Coop	None	Kennebec Telephone	Peever	Otter Tail	None	U S WEST	Tilford	BHP&L	None	U S WEST
Keystone	BHP&L	None	Mt. Rushmore Telco	Philip	West Central Coop	None	Golden West	Timber Lake	Moreau-Grand Coop	None	U S WEST
Kidder	Otter Tail	None	U S WEST	Pickstown	Municipal	None	U S WEST	Tolstoy	MDU	None	Sully Buttes Coop
Kimball	NWPS	None	Midstate Telco	Piedmont	BHP&L	MDU	U S WEST	Toronto	Otter Tail	None	Interstate Coop
Kingsburg	NWPS	None	GTE	Pierpont	NWPS	None	U S WEST	Trail City	Moreau-Grand Coop	None	U S WEST
Kranzburg	NWPS	None	U S WEST	Pierre	Municipal	None	U S WEST	Trent	Otter Tail	None	U S WEST
Kyle	LaCreek Electric Coop	None	Golden West	Pine Ridge	Nebraska Public Power	None	Golden West	Tripp	NWPS	None	U S WEST
LaBolt	Otter Tail	None	U S WEST	Plankinton	Municipal	None	Sioux Valley Telco	Troy	Otter Tail	None	Stockholm-
Ladner	Grand Electric Coop	None	West River Coop	Platte	NWPS	None	U S WEST				Strandburg Telco
Lake Andes	NWPS	None	U S WEST	Pluma	BHP&L	MDU	U S WEST	Tulare	NWPS	None	Sully Buttes Coop
Lake City	Otter Tail	None	U S WEST	Pollock	MDU	None	Valley Telco	Turton	NWPS	NWPS	James Valley Coop
Lake Norden	Otter Tail	NWPS	U S WEST	Porcupine	LaCreek Electric Coop	None	Golden West	Tuthill	LaCreek Electric Coop	None	Golden West
Lake Preston	Otter Tail	NWPS	U S WEST	Potato Creek	LaCreek Electric Coop	None	Golden West	Twin Brooks	Otter Tail	None	U S WEST
Lane	NWPS	None	U S WEST	Prairie City	Grand Electric Coop	None	West River Coop	Tyndall	Municipal	None	U S WEST
Langford	Municipal	None	Sully Buttes Coop	Prairie Village	Sioux Valley Coop	None	U S WEST	Unityville	NSP	None	McCook Coop
Lantry	Moreau-Grand Coop	None	Cheyenne River	Presho	West Central Coop	None	U S WEST	Utica	NWPS	None	U S WEST
LaPlant	Moreau-Grand Coop	None	Cheyenne River	Pringle	Black Hills Coop	None	GTE	Vale	BHP&L	None	U S WEST
Lead	BHP&L	MDU	U S WEST	Provo	BHP&L	None	Golden West	Valley Springs	Sioux Valley Coop	None	Sioux Valley Telco
Lebanon	MDU	None	U S WEST	Pukwana	Municipal	None	Midstate Telco	Vayland	NWPS	None	U S WEST
Lee's Corner	Tri-County Coop	None	Midstate Telco	Quinn	West River Coop	None	Golden West	Verden	Otter Tail	None	U S WEST
Lemmon	MDU	None	U S WEST	Ralph	Grand Electric Coop	None	Consolidated Tel Corp	Viborg	Northern Electric Coop	None	James Valley Coop
Lennox	NSP	Minnegasco	Dakota Coop	Ramona	NSP	Minnegasco	U S WEST	Victor	Municipal	Minnegasco	U S WEST
Leola	MDU	None	Valley Telco	Rapid City	BHP&L	MDU	U S WEST	Viborg	Turner-Hutchinson Coop	None	U S WEST
Lesterville	NWPS	None	U S WEST	Ravina	NWPS	None	U S WEST	Vienna	Otter Tail	None	Sully Buttes Coop
Letcher	NWPS	None	Sanborn Coop	Raymond	NWPS	NWPS	U S WEST	Vilas	NWPS	NWPS	U S WEST
Lily	NWPS	None	U S WEST	Red Owl	Grand Electric Coop	None	Golden West	Villa Ranchero	NSP	None	U S WEST
Little Eagle	Moreau-Grand Coop	None	West River Telephone	Red Scaffold	Moreau-Grand Coop	None	Cheyenne River	Virgil	BHP&L	None	U S WEST
Long Lake	FEM Electric Coop	None	Valley Telco	Red Shirt	Black Hills Coop	None	Golden West	Vivian	NWPS	None	U S WEST
Loomis	NWPS	None	U S WEST	Redfield	NWPS	NWPS	U S WEST	Volga	West Central Coop	None	Vivian Telco
Lower Brule	West Central Coop	None	U S WEST	Redig	Grand Electric Coop	None	West River Coop	Volin	Municipal	None	U S WEST
Lowry	Cam Wall Electric Coop	None	U S WEST	Ree Heights	NWPS	None	Sully Buttes Coop	Wagner	Clay-Union Coop	None	Dakota Coop
Loyalton	NWPS	None	Western Telephone	Reliance	West Central Coop	None	U S WEST	Wakonda	NWPS	None	U S WEST
Ludlow	Grand Electric Coop	None	Consolidated Tel Corp	Renner	NSP	None	U S WEST	Wall	Clay-Union Coop	None	Dakota Coop
Lyons	Sioux Valley Coop	None	Baltic Telecom Coop	Revillo	Otter Tail	None	U S WEST	Wallace	Moreau-Grand Coop	None	U S WEST
Mac's Corner	Ree Electric Coop	None	Sully Buttes Coop	Richland	Union Electric Coop	None	Cheyenne River	Wanblee	West River Coop	None	Golden West
Madison	Municipal	NWPS	U S WEST	Ridgeview	Moreau-Grand Coop	None	U S WEST	Ward	NWPS	None	Interstate Coop
Manchester	NWPS	None	Golden West	Rochford	Black Hills Coop	None	U S WEST	Warner	West River Coop	None	U S WEST
Manderson	LaCreek Electric Coop	None	Golden West	Rockerville	Black Hills Coop	None	U S WEST	Wasta	LaCreek Electric Coop	None	Golden West
Mansfield	Northern Electric Coop	None	U S WEST	Rockham	NWPS	None	U S WEST	Watanga	Otter Tail	None	Interstate Coop
Marion	NSP	None	U S WEST	Roscoe	MDU	None	U S WEST	Watertown	NWPS	None	Golden West
Martin	LaCreek Electric Coop	None	Golden West	Rosebud	Cherry-Todd Coop	None	GTE	Webster	MDU	None	U S WEST
Marty	Charles Mix Coop	None	U S WEST	Rosholt	Otter Tail	None	Sully Buttes Coop	Wecota	Municipal	Minneapolis	U S WEST
Marvin	Otter Tail	None	U S WEST	Roslyn	Otter Tail	None	U S WEST	Wentworth	Otter Tail	None	Interstate Coop
Maurine	Grand Electric Coop	None	Golden West	Roswell	NSP	None	Sanborn Coop	Wessington	NWPS	None	Sully Buttes Coop
McCook Lake	Iowa Public Service	Midwest Gas	U S WEST-Iowa	Routland	NSP	None	U S WEST	Wessington	MDU	None	U S WEST
McIntosh	MDU	None	U S WEST	Rutland	Otter Tail	None	Interstate Coop	Westport	NWPS	None	U S WEST
McLaughlin	Municipal	None	U S WEST	Salem	NSP	Minnegasco	U S WEST	Wetoka	MDU	None	Valley Telco
Meadow	Grand Electric Coop	None	West River Coop	Scenic	West River Coop	None	U S WEST	White	Municipal	None	Interstate Coop
Meckling	Clay-Union Coop	Minnegasco	U S WEST	Scotland	NWPS	None	Interstate Coop	White Butte	Grand Electric Coop	None	U S WEST
Mellette	NWPS	None	U S WEST	Selby	MDU	None	U S WEST	White Lake	NWPS	None	Midstate Telco
Menno	NWPS	None	GTE	Seneca	MDU	None	U S WEST	White River	Cherry-Todd Coop	None	Golden West
Midland	West Central Coop	None	Golden West	Sherman	NSP	None	Golden West	White Rock	Otter Tail	None	Sully Buttes Coop
Midbank	Otter Tail	None	U S WEST	Silver City	BHP&L	None	West River Coop	Whitehorse	Moreau-Grand Coop	None	Cheyenne River
Milesville	West Central Coop	None	Golden West	Sinai	Sioux Valley Coop	None	U S WEST	Whitewood	BHP&L	MDU	U S WEST
Miller	Municipal	None	U S WEST	Sioux Falls	NSP/Municipal	Minnegasco	U S WEST	Wicksville	West River Coop	None	Golden West
Milltown	Turner Hutchinson Coop	None	U S WEST	Sisseton	Otter Tail	None	U S WEST	Willow Lake	NWPS	NWPS	U S WEST
Mina	Northern Electric Coop	None	U S WEST	Smithwick	Black Hills Coop	None	Golden West	Wilmot	Otter Tail	None	U S WEST
Miranda	NWPS	None	U S WEST	Sorum	Grand Electric Coop	None	West River Coop	Winfred	NSP	None	McCook Coop
Mission	Cherry-Todd Coop	None	GTE	South Shore	Otter Tail	None	U S WEST	Winnep	Municipal	None	U S WEST
Mission Hill	NWPS	None	U S WEST	Spearfish	BHP&L	MDU	U S WEST	Wintship	MDU	None	U S WEST-ND
Mitchell	NWPS	NWPS	U S WEST	Spencer	McCook Electric Coop	NWPS	McCook Coop	Witton	Rosebud Electric Coop	None	U S WEST
Mobridge	MDU	None	U S WEST	Spink	Clay-Union Coop	None	U S WEST	Wolsey	NWPS	None	U S WEST
Monroe	NSP	None	Dakota Coop	Springfield	NWPS	None	Midstate Telco	Wood	Cherry-Todd Coop	None	Golden West
Montrose	McCook Electric Coop	Minnegasco	Sioux Valley Telco	St. Charles	Rosebud Electric Coop	None	Stockholm-	Woonsocket	NWPS	None	Sanborn Coop
Morningside	NWPS	NWPS	U S WEST	St. Francis	Cherry-Todd Coop	None	Stockholm-	Worthing	NSP	Minnegasco	Dakota Coop
Morrison	MDU	None	U S WEST	St. Lawrence	NWPS	None	Strandburg Telco	Wounded Knee	LaCreek Electric Coop	None	Golden West
Mound City	MDU	None	Valley Telco	St. Onge	BHP&L	MDU	U S WEST	Yale	NWPS	NWPS	U S WEST
Mount Vernon	NWPS	None	Sanborn Coop	Stephan	Ree Electric Coop	None	Sully Buttes Coop	Yankton	NWPS	Midwest Gas	U S WEST
Murdo	West Central Coop	None	U S WEST	Stickney	NWPS	None	Midstate Telco	Zell	NWPS	None	U S WEST
Naples	NWPS	None	U S WEST	Stockholm	Otter Tail	None	James Valley Coop	Zeona	Grand Electric Coop	None	West River Coop
Nemo	BHP&L	None	U S WEST								
New Effington	Otter Tail	None	Roberts County Coop	Storla	NWPS	None					
New Holland	Douglas Electric Coop	None	Midstate Telco	Strandburg	Otter Tail	None					
New Underwood	West River Coop	None	Golden West	Stratford	NWPS	None					
Newark	Otter Tail	None	U S WEST								
Newell	BHP&L	None	U S WEST								
Nisland	BHP&L	None	U S WEST								
Norris	LaCreek Electric Coop	None	Golden West								
North Sioux City	Iowa Public Service	Midwest Gas	U S WEST-Iowa								
Northville	NWPS	None	U S WEST								
Nunda	Otter Tail	None	Interstate Coop								
Oacoma	West Central Coop	None	U S WEST								
Oelrichs	Black Hills Coop	None	Golden West								
Ogala	LaCreek Electric Coop	None	Golden West								
Okaton	West Central Coop	None	U S WEST								
Okreek	Cherry-Todd Coop	None	GTE								
Oldham	Otter Tail	NWPS	U S WEST								
Olivet	NWPS	None	GTE								
Onaka	MDU	None	Sully Buttes Coop								
Onida	Municipal	None	U S WEST								
Opal	Grand Electric Coop	None	Golden West								
Oral	BHP&L	None	Golden West								
Ordway	Northern Electric Coop	None	U S WEST								
Orient	NWPS	None	Western Telephone								

## GRANTLAND®

WE HAVE A VERY SCIENTIFIC METHOD FOR SELECTING INVESTMENTS. FIRST, WE COLLECT ALL THE INFORMATION...



THEN, WE ANALYZE THE DATA VERY CAREFULLY. AND FINALLY, WE RUN EVERYTHING THROUGH



OUR STATE-OF-THE-ART E·M<sup>3</sup> EVALUATION PROCESS



EENIE, MEENIE, MYNIE, MOE....





LICENSED BY THE PUC

# GRAIN STORAGE WAREHOUSES

CITY	ELEVATOR	CAPACITY (bushels)	BONDING COMPANY	CITY	ELEVATOR	CAPACITY (bushels)	BONDING COMPANY
ABERDEEN	SD WHEAT GROWERS ASSOCIATION	3101000	ST. PAUL FIRE & MARINE	JAVA	IPSWICH/JAVA EQUITY EXCHANGE	255000	ST. PAUL FIRE & MARINE
AGAR	ASMUSSEN GRAIN INC.	580000	ST. PAUL MERCURY INSURANCE CO	JEFFERSON	FARMERS ELEVATOR COMPANY	750000	ST. PAUL FIRE & MARINE
AKASKA	SEXAUER COMPANY	148000	ST. PAUL FIRE & MARINE	KADOKA	KADOKA EQUITY UNION EXCHANGE	965000	FIREMEN'S INSURANCE CO OF N.J.
ALEXANDRIA	AKASKA-GLENHAM EQUITY EXCHANGE	136000	ST. PAUL MERCURY INSURANCE CO	KAYLOR	KAYLOR GRAIN COMPANY INC.	220000	ST. PAUL MERCURY INSURANCE CO
AMHERST	ALEXANDRIA GRAIN & OIL COMPANY	211000	ST. PAUL MERCURY INSURANCE CO	KIDDER	HARVEST STATES COOPERATIVE	201000	FIREMEN'S INSURANCE CO OF N.J.
ANDOVER	FARMERS COOP ELEVATOR ASSOCIATION	106000	FIREMEN'S INSURANCE CO OF N.J.	KRANZBURG	WATERTOWN COOP ELEVATOR ASSOCIATION	150000	FIREMEN'S INSURANCE CO OF N.J.
ARLINGTON	FARMERS UNION COOP ASSN.	613000	UNITED PACIFIC INSURANCE CO	LABOLT	LABOLT FARMERS GRAIN COMPANY	721000	ST. PAUL FIRE & MARINE
ASHTON	DAMAR FARMERS ELEVATOR	157700	ST. PAUL FIRE & MARINE	LAKE ANDES	FARMERS COOPERATIVE COMPANY	329500	ST. PAUL FIRE & MARINE
ASTORIA	SD WHEAT GROWERS ASSOCIATION	140000	ST. PAUL FIRE & MARINE	LAKE CITY	FARMERS ELEVATOR COMPANY	75000	ST. PAUL FIRE & MARINE
ATHOL	ARLINGTON FARMERS ELEVATOR COMPANY	300000	ST. PAUL FIRE & MARINE	LAKE NORDEN	LAKE NORDEN FARMERS ELEVATOR CO.	220000	ST. PAUL FIRE & MARINE
AURORA	ASHTON GRAIN COMPANY	300000	ST. PAUL MERCURY INSURANCE CO	LAKE PRESTON	LAKE PRESTON COOP. ASSN.	750000	FIREMEN'S INSURANCE CO OF N.J.
AVON	ASTORIA FARMERS ELEVATOR COMPANY	275000	ST. PAUL FIRE & MARINE	DAMAR FARMERS ELEVATOR	LEBANON EQUITY EXCHANGE	133015	ST. PAUL FIRE & MARINE
BADGER	SD WHEAT GROWERS ASSOCIATION	183000	ST. PAUL FIRE & MARINE	LEBANON	LEMMON THUNDER HAWK COOP	209000	ST. PAUL FIRE & MARINE
BALTIC	SEXAUER COMPANY	172000	ST. PAUL FIRE & MARINE	LEMON	LEOLA EQUITY EXCHANGE	637000	FIREMEN'S INSURANCE CO OF N.J.
BANCROFT	FARMERS COOPERATIVE ELEVATOR COMPANY	476000	FIREMEN'S INSURANCE CO OF N.J.	LEOLA	DAN & JAN'S FARM SERVICE INC.	351000	EMPLOYERS MUTUAL CASUALTY CO
BELLE FOURCHE	BADGER FARMERS COOPERATIVE	598000	EMPLOYERS MUTUAL CASUALTY CO	LESTERVILLE	FARMERS COOP ELEVATOR ASSOCIATION	470000	EMPLOYERS MUTUAL CASUALTY CO
BERESFORD	BALTIC FARMERS ELEVATOR COMPANY	500000	ST. PAUL FIRE & MARINE	LETCHER	LOWRY FARMERS EXCHANGE	152000	FIREMEN'S INSURANCE CO OF N.J.
BISON	OSCEOLA FARMERS ELEVATOR COMPANY	157000	ST. PAUL FIRE & MARINE	LOWRY	DOMESTIC SEED & SUPPLY INC.	178000	ST. PAUL MERCURY INSURANCE CO
BONESTEEL	SEXAUER COMPANY	577000	ST. PAUL FIRE & MARINE	MADISON	MADISON FARMERS ELEVATOR COMPANY	741000	ST. PAUL FIRE & MARINE
BRANDON	FARMERS RANCHERS COOP/BELLE FOURCHE	4545000	FIREMEN'S INSURANCE CO OF N.J.	MANSFIELD	MANSFIELD GRAIN EXCHANGE INC.	560000	ST. PAUL FIRE & MARINE
BRANDT	FRUEN ELEVATOR	801000	ST. PAUL FIRE & MARINE	MARION	MARION GRAIN COMPANY	260000	ST. PAUL FIRE & MARINE
BRENTFORD	BISON GRAIN COMPANY	440000	ST. PAUL FIRE & MARINE	MCINTOSH	MCINTOSH WATAUGA EQUITY	280000	ST. PAUL FIRE & MARINE
BRIDGEWATER	GARY VOGT	180000	ST. PAUL MERCURY INSURANCE CO	MCLAUGHLIN	SD WHEAT GROWERS ASSOCIATION	190000	ST. PAUL MERCURY INSURANCE CO
BRISTOL	BENSON QUINN TERMINALS INC.	270000	FIREMEN'S INSURANCE CO OF N.J.	MELLETTE	SD WHEAT GROWERS ASSOCIATION	873000	ST. PAUL FIRE & MARINE
BRITTON	BRANDT GRAIN COMPANY	326000	ST. PAUL MERCURY INSURANCE CO	MENNO	FARMERS GRAIN & STOCK COMPANY	235000	ST. PAUL FIRE & MARINE
BROOKINGS	SD WHEAT GROWERS ASSOCIATION	345000	ST. PAUL FIRE & MARINE	MIDLAND	FARMERS COOPERATIVE ASSOCIATION	250000	ST. PAUL FIRE & MARINE
BRUCE	RODNEY TSCHETTER	5000	CAPITOL INDEMNITY CORPORATION	MILBANK	HARVEST STATES COOPERATIVE	347000	FIREMEN'S INSURANCE CO OF N.J.
BRYANT	SCHROEDER ELEVATOR INC.	224000	ST. PAUL MERCURY INSURANCE CO	MILLER	SEXAUER COMPANY	641000	FIREMEN'S INSURANCE CO OF N.J.
BURBANK	HANSMEIER & SON INC.	542050	ST. PAUL FIRE & MARINE	MIRANDA	ST. LAWRENCE FARMERS ELEVATOR COMPANY	270468	FIREMEN'S INSURANCE CO OF N.J.
BURKE	SD WHEAT GROWERS ASSOCIATION	471000	ST. PAUL FIRE & MARINE	MISSION HILL	FARMERS ELEVATOR COMPANY	421000	ST. PAUL FIRE & MARINE
CANISTOTA	MOECKLY ELEVATOR INC.	225000	ST. PAUL FIRE & MARINE	MITCHELL	FARMERS COOP ELEVATOR ASSOCIATION	232800	FIREMEN'S INSURANCE CO OF N.J.
CANOVA	FARMERS COOPERATIVE COMPANY	508000	ST. PAUL FIRE & MARINE	MOBRIDGE	HARVEST STATES COOPERATIVE	726000	FIREMEN'S INSURANCE CO OF N.J.
CANTON	WATERTOWN COOP ELEVATOR ASSOCIATION	17500	FIREMEN'S INSURANCE CO OF N.J.	MONTROSE	COOPERATIVE GRAIN & LUMBER COMPANY	100800	EMPLOYERS MUTUAL CASUALTY CO
CARHAGE	FARMERS ELEVATOR COMPANY	320000	ST. PAUL MERCURY INSURANCE CO	MT VERNON	FARMERS ELEVATOR COMPANY	283000	ST. PAUL FIRE & MARINE
CASTLEWOOD	BURBANK GRAIN CO. INC.	278000	ST. PAUL MERCURY INSURANCE CO	NEW EFFINGTON	FARMERS COOP ELEVATOR OF SISSTON	458000	FIREMEN'S INSURANCE CO OF N.J.
CAVOUR	FARMERS COOP OIL ASSOCIATION	200000	EMPLOYERS MUTUAL CASUALTY CO	NEW UNDERWOOD	THOMAS RABA	542000	ST. PAUL MERCURY INSURANCE CO
CHAMBERLAIN	WULFF'S FEED & GRAIN INC.	183000	FARMLAND MUTUAL INSURANCE	NORBECK	WECOTA FARMERS ELEVATOR	106000	FIREMEN'S INSURANCE CO OF N.J.
CHANCELLOR	CANOVA FARMERS ELEVATOR COMPANY	187000	ST. PAUL FIRE & MARINE	NUNDA	MADISON FARMERS ELEVATOR COMPANY	100000	ST. PAUL FIRE & MARINE
CHELSEA	HARVEST STATES COOPERATIVE	240000	FIREMEN'S INSURANCE CO OF N.J.	OLDHAM	GREEN THUMB COMMODITIES INC.	150000	ST. PAUL MERCURY INSURANCE CO
CHESTER	WAYNE WESTERBERG	255000	ST. PAUL MERCURY INSURANCE CO	ONAKA	OLDHAM FARMERS ELEVATOR	452000	FIREMEN'S INSURANCE CO OF N.J.
CLAIRE CITY	CASTLEWOOD FARMERS ELEVATOR	885000	ST. PAUL FIRE & MARINE	ONIDA	WECOTA FARMERS ELEVATOR	360000	FIREMEN'S INSURANCE CO OF N.J.
CLAREMONT	FARMERS COOPERATIVE ELEVATOR CO.	553000	EMPLOYERS MUTUAL CASUALTY CO	ORIENT	HARVEST STATES COOPERATIVE	400800	FIREMEN'S INSURANCE CO OF N.J.
CLARK	SD WHEAT GROWERS ASSOCIATION	514000	ST. PAUL FIRE & MARINE	OSCEOLA	FARMERS OIL COMPANY	276000	FIREMEN'S INSURANCE CO OF N.J.
CLARK LAKE	HURLEY ELEVATOR	117000	FIREMEN'S INSURANCE CO OF N.J.	PARKSTON	OSCEOLA FARMERS ELEVATOR COMPANY	280000	EMPLOYERS MUTUAL CASUALTY CO
COLMAN	WECOTA FARMERS ELEVATOR	442000	ST. PAUL FIRE & MARINE	PEEVER	FARMERS ELEVATOR COMPANY	350000	ST. PAUL FIRE & MARINE
COLUMBIA	COLMAN FARMERS COOP COMPANY	183000	ST. PAUL FIRE & MARINE	PHILIP	VIG ELEVATOR COMPANY INC.	1200000	EMPLOYERS MUTUAL CASUALTY CO
CONDE	HARVEST STATES COOPERATIVE	188800	FIREMEN'S INSURANCE CO OF N.J.	PIERPONT	FARMERS COOPERATIVE ASSOCIATION	885000	FIREMEN'S INSURANCE CO OF N.J.
CORONA	FARMERS UNION COOP ASSN.	652000	UNITED PACIFIC INSURANCE CO	PLATTE	DAMAR FARMERS ELEVATOR	92360	ST. PAUL FIRE & MARINE
CORSICA	HUFFTON GRAIN ACCUMULATION POINT	32000	ST. PAUL MERCURY INSURANCE CO	POLLOCK	FARMERS ELEVATOR COMPANY OF PLATTE	164000	ST. PAUL FIRE & MARINE
CORSON	CLARK COUNTY FARMERS ELEVATOR CO.	437000	ST. PAUL FIRE & MARINE	PRESHO	POLLOCK FARMERS ELEVATOR COMPANY	533000	ST. PAUL FIRE & MARINE
CRABEN	SEXAUER COMPANY	196000	ST. PAUL FIRE & MARINE	PUTNEY	FARMERS ELEVATOR COMPANY INC.	651000	ST. PAUL FIRE & MARINE
CRESBARD	COLMAN FARMERS COOP COMPANY	380000	ST. PAUL FIRE & MARINE	RAMONA	PUTNEY FARMERS ELEVATOR COMPANY	210000	ST. PAUL MERCURY INSURANCE CO
DAVIS	SD WHEAT GROWERS ASSOCIATION	379000	ST. PAUL FIRE & MARINE	RAYMOND	MADISON FARMERS ELEVATOR COMPANY	130000	ST. PAUL FIRE & MARINE
DELL RAPIDS	GROTON FARMERS ELEVATOR COMPANY	366000	ST. PAUL FIRE & MARINE	REDFIELD	NORTHEAST TERMINAL INC.	196000	ST. PAUL FIRE & MARINE
DEMETER	CORONA GRAIN & FEED COMPANY	162000	EMPLOYERS MUTUAL CASUALTY CO	REE HEIGHTS	SD WHEAT GROWERS ASSOCIATION	1115000	ST. PAUL FIRE & MARINE
DIMOCK	CORSICA COOPERATIVE ASSOCIATION	531000	UNITED PACIFIC INSURANCE CO	REVILLO	FARMERS ELEVATOR COMPANY	72000	ST. PAUL MERCURY INSURANCE CO
DOLAND	CORSON COOPERATIVE COMPANY	302000	ST. PAUL FIRE & MARINE	RIDGEVIEW	REVILLO FARMERS ELEVATOR	75000	ST. PAUL FIRE & MARINE
DUPREE	IPSWICH/JAVA FARMERS ELEVATOR	750000	ST. PAUL FIRE & MARINE	ROCKHAM	RIDGEVIEW GRAIN CO.	349000	ST. PAUL MERCURY INSURANCE CO
EAGLE BUTTE	SD WHEAT GROWERS ASSOCIATION	421000	ST. PAUL FIRE & MARINE	ROSCOE	ROCKHAM FARMERS ELEVATOR COMPANY	168000	ST. PAUL MERCURY INSURANCE CO
EDEN	HURLEY ELEVATOR	240000	ST. PAUL FIRE & MARINE	ROSHOLT	SD WHEAT GROWERS ASSOCIATION	192000	ST. PAUL FIRE & MARINE
EGAN	DELL RAPIDS COOPERATIVE GRAIN COMPAN	618000	ST. PAUL FIRE & MARINE	ROSLYN	FARMERS COOP ELEVATOR COMPANY	1235000	ST. PAUL FIRE & MARINE
ELK POINT	CASTLEWOOD FARMERS ELEVATOR	165000	ST. PAUL FIRE & MARINE	SALEM	ROSLYN ELEVATOR	480000	FIREMEN'S INSURANCE CO OF N.J.
ELKTON	OSCEOLA FARMERS ELEVATOR COMPANY	129416	EMPLOYERS MUTUAL CASUALTY CO	SELBY	FARMERS UNION CO-OP ASSOCIATION	347000	FIREMEN'S INSURANCE CO OF N.J.
ERWIN	DIMOCK FARMERS ELEVATOR	365000	ST. PAUL FIRE & MARINE	SHERMAN	HARVEST STATES COOP	51493	FARMLAND MUTUAL INSURANCE
ESTELLINE	NORTHEAST TERMINAL INC.	26000	FIREMEN'S INSURANCE CO OF N.J.	SINAI	GARRETTSON FARMERS COOP	310000	FIREMEN'S INSURANCE CO OF N.J.
ETHAN	FARMERS COOPERATIVE ELEVATOR	310000	FIREMEN'S INSURANCE CO OF N.J.	SIOUX FALLS	SINAI COOPERATIVE ELEVATOR COMPANY	360000	ST. PAUL FIRE & MARINE
EUREKA	EAGLE BUTTE COOPERATIVE ASSN.	230000	EMPLOYERS MUTUAL CASUALTY CO	SISSETON	FRISSEN CONSTRUCTION CO. INC.	980000	OHIO FARMERS INSURANCE CO
FAIRFAX	FARMERS ELEVATOR COMPANY	270000	ST. PAUL FIRE & MARINE	SOUTH SHORE	FARMERS COOP ELEVATOR OF SISSETON	281000	FIREMEN'S INSURANCE CO OF N.J.
FAIRVIEW	BENSON-QUINN	513000	FIREMEN'S INSURANCE CO OF N.J.	SPENCER	SOUTH SHORE ELEVATOR COMPANY	300000	ST. PAUL MERCURY INSURANCE CO
FAITH	FARMERS ELEVATOR COMPANY	493000	ST. PAUL FIRE & MARINE	ST. LAWRENCE	SPENCER GRAIN COMPANY INC.	225000	EMPLOYERS MUTUAL CASUALTY CO
FAULKTON	SEXAUER COMPANY	202500	ST. PAUL FIRE & MARINE	STICKNEY	ST. LAWRENCE FARMERS ELEVATOR COMPANY	566000	FIREMEN'S INSURANCE CO OF N.J.
FEDORA	SEXAUER COMPANY	150100	ST. PAUL FIRE & MARINE	STOCKHOLM	STICKNEY COOPERATIVE ELEVATOR ASSOC.	205400	FIREMEN'S INSURANCE CO OF N.J.
FERNY	ESTELLINE COOPERATIVE GRAIN COMPANY	351440	FIREMEN'S INSURANCE CO OF N.J.	STRATFORD	LABOLT FARMERS GRAIN COMPANY	349000	ST. PAUL FIRE & MARINE
FLANDREAU	FARMERS COOPERATIVE ASSOCIATION	264000	ST. PAUL MERCURY INSURANCE CO	SUMMIT	FERNEY FARMERS ELEVATOR COMPANY	344500	ST. PAUL MERCURY INSURANCE CO
FLORENCE	WOLFF COMPANY INC.	138000	ST. PAUL FIRE & MARINE	THUNDER HAWK	SD WHEAT GROWERS ASSOCIATION	374000	ST. PAUL FIRE & MARINE
FORESTBURG	FAIRFAX COOPERATIVE ASSOCIATION	52600	ST. PAUL FIRE & MARINE	TIMBER LAKE	HARVEST STATES COOPERATIVE	151000	FIREMEN'S INSURANCE CO OF N.J.
FRANKFORT	HARVEST STATES COOPERATIVES	31000	ST. PAUL FIRE & MARINE	TORONTO	LEMMON THUNDER HAWK COOP	477500	FIREMEN'S INSURANCE CO OF N.J.
FREEMAN	FAITH GRAIN COMPANY INC.	140000	ST. PAUL MERCURY INSURANCE CO	TRIPP	CENTRAL DAKOTA GRAIN INC.	85000	ST. PAUL MERCURY INSURANCE CO
FULTON	FAULKTON FARMERS ELEVATOR COMPANY	401000	ST. PAUL FIRE & MARINE	TULARE	FARMERS COOPERATIVE COMPANY	278750	ST. PAUL FIRE & MARINE
GARDEN CITY	FARMERS UNION COOP ASSN.	47000	FIREMEN'S INSURANCE CO OF N.J.	TURTON	FARMERS ELEVATOR COMPANY	420000	FIREMEN'S INSURANCE CO OF N.J.
GARRETTSON	FERNEY FARMERS ELEVATOR COMPANY	200000	ST. PAUL MERCURY INSURANCE CO	UNITYVILLE	SD WHEAT GROWERS ASSOCIATION	364000	ST. PAUL FIRE & MARINE
GARY	DUNCAN BROTHERS ELEVATOR INC.	199000	EMPLOYERS MUTUAL CASUALTY CO	UTICA	FARMERS ELEVATOR COMPANY	350000	ST. PAUL MERCURY INSURANCE CO
GEDDES	RAMSDELL F & M. LTD.	80000	ST. PAUL MERCURY INSURANCE CO	VALLEY SPRINGS	FARMERS UNION COOP ASSN.	125000	ST. PAUL FIRE & MARINE
GETTYSBURG	FLORENCE FARMERS ELEVATOR	530000	ST. PAUL FIRE & MARINE	VERMILLION	MORTENSEN, WENDELL	320200	ST. PAUL MERCURY INSURANCE CO
GLENHAM	FARMERS ELEVATOR COMPANY INC.	290000	ST. PAUL FIRE & MARINE	VIBORG	VALLEY SPRINGS FARMERS COOP.	242000	ST. PAUL FIRE & MARINE
GREGORY	SD WHEAT GROWERS ASSOCIATION	623000	ST. PAUL FIRE & MARINE	VOLGA	FARMERS ELEVATOR COMPANY	231000	ST. PAUL FIRE & MARINE
GROTON	FREEMAN FARMERS COOPERATIVE	400000	ST. PAUL FIRE & MARINE	WAGNER	FARMERS ELEVATOR INC.	675000	FIREMEN'S INSURANCE CO OF N.J.
GROVER	FULTON FARMERS ELEVATOR COMPANY	282400	ST. PAUL FIRE & MARINE	WALKER	VIBORG COOPERATIVE ASSOCIATION	200000	FIREMEN'S INSURANCE COMPANY
HARRISBURG	BENSON-QUINN COMPANY	213000	FIREMEN'S INSURANCE CO OF N.J.	WALLACE	FOUSEK, SAM	50000	SAFE CO INSURANCE COMPANY
HARROLD	GARRETTSON FARMERS COOP	500000	ST. PAUL FIRE & MARINE	WARNER	MCINTOSH WATAUGA EQUITY	85000	ST. PAUL MERCURY INSURANCE CO
HARTFORD	SEXAUER COMPANY	208000	ST. PAUL FIRE & MARINE	WATERTOWN	WALLACE FARMERS ELEVATOR	456000	EMPLOYERS MUTUAL CASUALTY CO
HAYTI	GEDDES FARMERS COOPERATIVE	315000	ST. PAUL FIRE & MARINE	WAUBAY	WARNER COOPERATIVE ELEVATOR COMPANY	479000	FIREMEN'S INSURANCE CO OF N.J.
HAYTI	LEBANON EQUITY EXCHANGE	32000	ST. PAUL FIRE & MARINE	WEBSTER	DISCOUNT FARM CENTER INC.	599000	ST. PAUL FIRE & MARINE
HAZEL	SEXAUER COMPANY	243500	ST. PAUL FIRE & MARINE	WECOTA	NORTHEAST TERMINAL	560000	ST. PAUL FIRE & MARINE
HECLA	AKASKA-GLENHAM EQUITY EXCHANGE	237000	ST. PAUL MERCURY INSURANCE CO	WENTWORTH	WATERTOWN COOP ELEVATOR ASSOCIATION	800000	FIREMEN'S INSURANCE CO OF N.J.
HENRY	GREGORY FARMERS ELEVATOR COMPANY	449000	ST. PAUL FIRE & MARINE	WESTING	HARVEST STATES COOPERATIVE	124000	FIREMEN'S INSURANCE CO OF N.J.
HERREID	FERNEY FARMERS ELEVATOR COMPANY	581000	ST. PAUL FIRE & MARINE	WESSINGTON	WAUBAY FARMERS ELEVATOR	139000	ST. PAUL MERCURY INSURANCE CO
HIGHMORE	GROTON FARMERS ELEVATOR COMPANY	580000	ST. PAUL FIRE & MARINE	WHITE	SOUTH SHORE ELEVATOR COMPANY	80000	FIREMEN'S INSURANCE CO OF N.J.
HOLMQUIST	WATERTOWN COOP ELEVATOR ASSOCIATION	120000	FIREMEN'S INSURANCE CO OF N.J.	WHITE LAKE	HARVEST STATES COOPERATIVE	293000	FIREMEN'S INSURANCE CO OF N.J.
HOVEN	HARVEST STATES COOPERATIVE	399000	FIREMEN'S INSURANCE CO OF N.J.	WILLOW LAKE	WECOTA FARMERS ELEVATOR	437000	FIREMEN'S INSURANCE CO OF N.J.
HOWARD	SEXAUER COMPANY	157000	ST. PAUL FIRE & MARINE	WILMOT	HARVEST STATES COOPERATIVE	697000	FIREMEN'S INSURANCE CO OF N.J.
HURLEY	HARTFORD FARMERS ELEVATOR CO.	450000	ST. PAUL FIRE & MARINE	WINNER	ST. LAWRENCE FARMERS ELEVATOR COMPANY	224000	FIREMEN'S INSURANCE CO OF N.J.
HURON	HAYTI FARMERS ELEVATOR COMPANY	450000	ST. PAUL FIRE & MARINE	WOONSOCKET	JERAULD COUNTY FARMERS UNION	542000	EMPLOYERS MUTUAL CASUALTY CO
IPSWICH	HAZEL FARMERS ELEVATOR	310000	EMPLOYERS MUTUAL CASUALTY CO	WORTHING	FARMERS COOPERATIVE COMPANY	152954	ST. PAUL FIRE & MARINE
IPSWICH	MANSFIELD GRAIN EXCHANGE INC.	183000	FIREMEN'S INSURANCE CO OF N.J.	YALE	WHITE LAKE GRAIN & FEED INC.	370000	FIREMEN'S INSURANCE CO OF N.J.
IPSWICH	WATERTOWN COOP ELEVATOR ASSOCIATION	140000	FIREMEN'S INSURANCE CO OF N.J.		WILLOW LAKE FARMERS ELEVATOR CO.	530000	OLD REPUBLIC INSURANCE CO
IPSWICH	HERREID EQUITY EXCHANGE	350000	EMPLOYERS MUTUAL CASUALTY CO		EQUITY COOPERATIVE ASSOCIATION	598000	FIREMEN'S INSURANCE CO OF N.J.
IPSWICH	HYDE COUNTY GRAIN & FEED INC.	45000	ST. PAUL MERCURY INSURANCE CO		HARVEST STATES COOPERATIVE	207000	FIREMEN'S INSURANCE CO OF N.J.
IPSWICH	ST. LAWRENCE FARMERS ELEVATOR COMPANY	100000	FIREMEN'S INSURANCE CO OF N.J.		SELLAND GRAIN INC.	200000	ST. PAUL MERCURY INSURANCE CO
IPSWICH	FARMERS ELEVATOR COMPANY OF HOLMQUIST	220000	ST. PAUL FIRE & MARINE		HARVEST STATES COOPERATIVE	772000	FIREMEN'S INSURANCE CO OF N.J.
IPSWICH	HOVEN EQUITY EXCHANGE	490000	ST. PAUL FIRE & MARINE		FARMERS COOPERATIVE ELEVATOR CO.	400000	EMPLOYERS MUTUAL CASUALTY CO
IPSWICH	FARMERS UNION COOP ASSN.	375000	FIREMEN'S INSURANCE CO OF N.J.				
IPSWICH	HURLEY ELEVATOR	340000	ST. PAUL FIRE & MARINE				
IPSWICH	SD WHEAT GROWERS ASSOCIATION	541000	ST. PAUL FIRE & MARINE				
IPSWICH	IPSWICH/JAVA FARMERS ELEVATOR	290400	ST. PAUL FIRE & MARINE				
IPSWICH	L & O ACRES INC.	2000000	ST. PAUL FIRE & MARINE				
IPSWICH	OSCEOLA FARMERS ELEVATOR COMPANY	124000	EMPLOYERS MUTUAL CASUALTY CO				
IPSWICH	ISABEL COOPERATIVE INC.	210800	ST. PAUL MERCURY INSURANCE CO				





*South Dakota*

## Public Utilities Commission

State Capitol

Pierre, South Dakota 57501-5070

