



Montana-Dakota Utilities Co.
A Subsidiary of MDU Resources Group, Inc.
400 N 4th Street
Bismarck, ND 58501

State of South Dakota
Electric Rate Schedule – SDPUC Volume No. 2

Section No. 6
1st Revised Sheet No. 1
Canceling Original Sheet No. 1

CONSUMER DEPOSIT RECEIPT

Page 1 of 1



PO Box 7608 Boise, ID 83707-1608
Phone: 1-800-638-3278 • Fax: 701-323-3104
Customer Service Hours: 7 a.m. - 7 p.m., Mon-Fri
www.montana-dakota.com

Re: Account #
Service Address:

Dear:

CONSUMER'S DEPOSIT RECEIPT

We have received your deposit payment in the amount of \$. This deposit serves as a security for the payment of any charges for utility services which may become due to Montana-Dakota Utilities Co. Your paid deposit is not considered a payment on your account; however, as an option, Montana-Dakota Utilities Co. may apply the deposit to your account if it becomes past due.

Deposits are refunded, with interest, provided all bills have been paid in full when your utility service has ended, or when you have established satisfactory credit in accordance with South Dakota Public Utilities Commission rules. This deposit will bear interest at the rate of 7.00% or at a rate required by the South Dakota Public Utilities Commission on an annual basis. Interest will accrue from the date payment is made on the deposit until the day the deposit is refunded or the service is discontinued. Accrued interest will be credited to your account annually during the month of December. This statement constitutes a receipt of payment of the deposit and is not transferable to another consumer.

Sincerely,

Montana-Dakota Utilities Co.
Customer Service: 1-800-638-3278
Email: customerservice@mdu.com

MDUDRPRCT

Date Filed:	July 29, 2019	Effective Date:	Service rendered on and after October 1, 2019
Issued By:	Tamie A. Aberle Director - Regulatory Affairs		
Docket No.:	GE19-004		



Montana-Dakota Utilities Co.
A Subsidiary of MDU Resources Group, Inc.
400 N 4th Street
Bismarck, ND 58501

**State of South Dakota
Electric Rate Schedule – SDPUC Volume No. 2**

Section No. 6
1st Revised Sheet No. 3
Canceling Original Sheet No. 3

DISCONNECT NOTICE

Page 1 of 1



PO Box 7608 Bismarck, ND 58107-1608
Phone: 1-800-638-3278 • Fax: 701-323-3104
Customer Service Hours: 7 a.m. - 7 p.m. Mon-Fri
www.montana-dakota.com

Re: Account #

DISCONNECT NOTICE

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

Payment of your service account is now past due. Your service will be disconnected on
unless your past due amount is paid in full or satisfactory arrangements are made before this
date. Should this action result in your service being disconnected, payment in full plus a charge for
reconnection will be required. In addition, a security deposit or an additional deposit may be
required before service is restored.

PLEASE CONTACT US NOW AT 1-800-638-3278

SERVICE ADDRESS	PAST DUE	ACCOUNT BALANCE
Utility		
Deposit		

Payment Options:

By Phone: To make a debit, credit card or
check-by-phone payment, call our customer service
number and follow the prompts to be connected with our
independent service provider. A fee for each transaction
will apply.

Payment Locations: Pay by cash, check or money order
at one of our payment locations. Call our customer
service number or visit www.montana-dakota.com to
find the nearest location.

Online: Go to www.montana-dakota.com and use
our free Online Account Services to make payments
24/7.

Mail: Montana-Dakota Utilities Co.
PO Box 5603
Bismarck, ND 58506-5603

Direct Inquiries To:
Montana-Dakota Utilities Co.
1-800-638-3278
7 a.m. - 7 p.m. Mon-Fri

If, after contacting Montana-Dakota Utilities Co. you have unresolved questions regarding this notice, the South
Dakota Public Utilities Commission staff is available at 1-800-332-1782 or mail to 500 E Capitol Ave Pierre, SD
57501-5070.

MDU DISC NT

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**State of South Dakota
Electric Rate Schedule – SDPUC Volume No. 2**

Section No. 6

1st Revised Sheet No. 4

Canceling Original Sheet No. 4

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Reserved for Future Use

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Montana-Dakota Utilities Co.
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 400 N 4th Street
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**State of South Dakota
 Electric Rate Schedule – SDPUC Volume No. 2**

**NOTIFICATION THAT YOUR ELECTRIC SERVICE
 HAS BEEN LIMITED**

Section No. 6
 1st Revised Sheet No. 5
 Canceling Original Sheet No. 5

Page 1 of 1

2125965-55)-SD
 (Rev. 12/11)

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

Name: _____ Date: _____
 Address: _____
 Account Number: _____

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

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

To arrange for the restoration of normal service, call 1-800-MDU-FAST (1-800-638-3278).

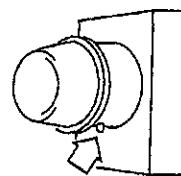
IT IS IMPORTANT FOR YOU TO UNDERSTAND THAT THE SERVICE LIMITER ONLY PROVIDES A PORTION OF THE NORMAL ELECTRIC SERVICE CAPABILITY. The Service Limiter only provides 120 volts which will be sufficient to operate your heating system, some basic lighting and possibly your refrigerator. **NO 240-VOLT APPLIANCES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

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

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

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

1. Keep a flashlight with fresh batteries available.
2. Shut off all lights, motors and appliances.
 - To shut off the furnace fan, turn the furnace thermostat down.
 - To shut off the refrigerator, turn the temperature setting on the refrigerator up.
 - For customers living in a Mobile Home, heat tape on pipes that use electricity may cause the limiter to trip.
3. Go to your electric meter and locate the button on the bottom of the limiter.
4. To close the circuit breaker, pull down the limiter switch and push it back up like a breaker. If the Service Limiter has a button instead of a switch, push the reset button upwards until it is flush with the case and a "click" is heard.
5. If the breaker does not stay closed, check to be sure all lights, motors and appliances are turned off. Return to step 4.
6. When the breaker stays closed, return the furnace thermostat and refrigerator temperature setting to normal and resume limited electric service.
7. **Warning:** Do not tamper with the service limiting device. If all lights, motors and appliances are off and you are unable to close the circuit breaker via the above steps, contact Montana-Dakota Utilities Co. immediately at 1-800-MDU-FAST (1-800-638-3278).



RESET SWITCH/BUTTON

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

Contact MDU if you feel that you have been improperly billed or you need further information. If, AFTER discussion with our representative, you remain dissatisfied, you may write the South Dakota Public Utilities Commission, Capitol Building, Pierre, South Dakota 57501 or call 800-332-1782.

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**State of South Dakota
Electric Rate Schedule – SDPUC Volume No. 2**

CUSTOMER REFERENCE GUIDE

Section No. 6
1st Revised Sheet No. 6
Canceling Original Sheet No. 6

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Use this link for the [Customer Reference Guide](#)

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**State of South Dakota
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Section No. 6
1st Revised Sheet No. 7
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ADDITIONAL INFORMATION TO CUSTOMERS

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**ADDITIONAL CUSTOMER
INFORMATION FOR
SOUTH DAKOTA CUSTOMERS**

Montana-Dakota Utilities Co. (Montana-Dakota) is regulated by the South Dakota Public Utilities Commission which utilities were approved in 1975 to include regulation of natural gas and electric utilities; 1. if the commission duly to oversee rates and services of all investor-owned gas and electric utilities in the state; 2. inspect and you are satisfied with your natural gas or electric service. However, upon a question, misunderstanding or complaint may develop, it is done, please let us know. Our employees are trained to help you. Montana-Dakota will review a full and prompt installation of all written complaints received. Please direct all written complaints to the Montana-Dakota office that appears on your utility bill.

DISPUTES

When a customer alleges that Montana-Dakota has not in a connection of natural gas or electric service, that any part of the utility, changes or services in a utility, Montana-Dakota shall:

1. Investigate the dispute promptly.
2. Advise the customer of the investigation and its result.
3. Attempt to resolve the dispute.
4. Withhold disconnection of service pending the customer pays the undisputed portion of the bill.

If the dispute is not resolved Montana-Dakota must notify the customer that the customer has the right to appeal to the South Dakota Public Utilities Commission within ten (10) business days after the disconnection notice was sent for regulation of the dispute.

Inspection, maintenance, replacement of equipment or to conduct investigations for hazardous conditions.

6. Unlawful use of Montana-Dakota's equipment or tampering with Montana-Dakota's service equipment.

The following is a list of conditions, all of which must occur before you will be disconnected for non-payment of bills:

1. Customer may be requesting service from Montana-Dakota at more than one location.
- Only one service for which the bill is delinquent can be disconnected.
2. Bills are due when received. Bills become delinquent twenty-two (22) days after billing anniversary date. This period may be extended if the customer's name is on the only payments left. This time period may be waived in cases of fraud, illegal use or when it is clearly indicated that the customer is preparing to leave. Montana-Dakota will send you a written notice giving you an additional ten (10) days in which to pay the bill to avoid disconnection.
3. If this is the customer's last disconnection notice, the customer will receive an additional personal notice by either telephone, mail or certified mail. Both written notice and personal notice shall contain a statement of the customer's right to appeal and where to appeal.
4. The customer, if the customer agrees to pay or enter into a reasonable agreement with Montana-Dakota to pay the service bill.
5. No bona fide or just dispute concerning the bill exists. A dispute shall not be defined as bona fide and just if the customer does not

The commission is available for consultation, you may write or call:

South Dakota Public Utilities Commission
Capital Building
Pierre, South Dakota 57501
1-800-373-9291

CREDIT AND DEPOSIT POLICIES

Montana-Dakota's deposit policy is practiced upon the credit risk of the individual as evidenced by past energy purchases without regard to the existing credit reputation of the area in which he or she lives and without regard to any of the traditional means for establishing credit, such as home ownership or family relations with a bank. This credit and deposit policy is administered without discrimination in regard to race, color, creed, religion, sex, ancestry, marital status, age or national origin.

Montana-Dakota will not require a deposit, or guarantee from any past or present customers who have established good credit. Montana-Dakota will determine the credit standing of an applicant for service by relating to information about the applicant's prior energy usage and bill paying habits. If the applicant has had service before in the case of unknown credit, traditional means of credit rating can be supplied by the applicant.

A customer who has had one or more disconnections of service in the last year, or three or more disconnection notices in the last year, or has an undisputed outstanding debt with Montana-Dakota may be asked to reschedule credit through one of the following methods:

1. Make a cash deposit not to exceed one-tenth (1/10) of the estimated annual bill. Deposit will earn seven percent (7%) simple interest per

year from the date of the deposit to the date of refund or disconnection.

2. Provide a qualified third-party guaranty.
3. Be placed on an early payment plan wherein the customer agrees to pay the utility bill in full within the 15th day of the month following the month in which the bill is due.
4. If the financial customer may also provide a letter of credit, post a surety bond, or require another action with the Company.

At existing customer will be given notice of not less than fifteen (15) days before a deposit, guarantee, or early payment is required.

REFUSAL AND DISCONNECTION POLICIES

Naturally, if you utility bill is not paid within a reasonable length of time, you cannot expect to continue to receive natural gas or electric service from Montana-Dakota.

We do not like to disconnect or refuse service to a customer, but sometimes it must be done. You will be notified before such action is taken in the following ways:

1. Non-payment of your utility service bill after customer deposit and service restored, if any.
2. You have been placed on a required deposit or meet the credit requirements.
3. You have violated Montana-Dakota's rules on fire with the South Dakota Public Utilities Commission. These rules are available for your inspection, please contact Montana-Dakota at 1-800-638-3278 to schedule an appointment.
4. You have broken the terms of the contract for service with Montana-Dakota or have failed to furnish those things necessary to obtain utility service.
5. You have failed to allow Montana-Dakota employees access to company equipment located on your premise for meter reading.

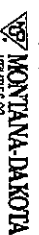
in 30 days from the date of a physician's certificate or notice from a public health or social services official that such a medical emergency exists. This extension is limited to a single bill by day period.

INSUFFICIENT REASONS FOR REFUSAL

Montana-Dakota cannot refuse to serve a person:

1. Who will not pay a debt to another utility or a debt to another class of service or utility.
2. Who has not been placed on a required deposit or meet the credit requirements.
3. Who is guaranteed a bill to which he or she is guaranteed.
4. Who is living with someone that is in debt to Montana-Dakota in an attempt to force payment of that bill, except when that person, even though not personally liable to Montana-Dakota, is trying to get service back to the installed, installed and no attempts are being made to pay the debt of that household.

The company is a summary of Montana-Dakota's customer rules. A complete listing of Montana-Dakota customer rules and South Dakota Public Utilities Commission rules, regulations and rate schedules are available for your inspection by contacting Montana-Dakota at 1-800-638-3278 to schedule an appointment. You can also visit www.montana-dakota.com or www.sdpuc.sd.gov. Your billing, payment and deposit records are also available to you for inspection. Montana-Dakota will furnish additional information as you may reasonably request.



**MONTANA-DAKOTA
UTILITIES CO.**
A Subsidiary of MDU Resources Group, Inc.
1000 Centuryway in Bismarck

SDPUC

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Tamie A. Aberle
Director - Regulatory Affairs

Docket No.:

GE19-004



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400 N 4th Street
Bismarck, ND 58501

**State of South Dakota
Electric Rate Schedule – SDPUC Volume No. 2**

Section No. 6
1st Revised Sheet No. 8
Canceling Original Sheet No. 8

**DISCONTINUANCE NOTICE FOR
UNAUTHORIZED USE OF SERVICE**

Page 1 of 1

20614; (11-81)
(Rev 2/98)

**MONTANA-DAKOTA UTILITIES CO.
DISCONTINUANCE NOTICE**

NOTICE TO CUSTOMER:

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

MONTANA-DAKOTA UTILITIES CO.

Address: _____

Telephone No. _____

Date: _____

Customer: _____

Address: _____

Meter No.: _____

Employee: _____

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**State of South Dakota
Electric Rate Schedule – SDPUC Volume No. 2**

**DISCONTINUANCE NOTICE OF SERVICE
FOR CAUSES OTHER THAN NONPAYMENT OF BILLS**

Section No. 6
1st Revised Sheet No. 9
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Page 1 of 1

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

**MONTANA-DAKOTA UTILITIES CO.
DISCONTINUANCE NOTICE**

NOTICE TO CUSTOMER:

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

MONTANA-DAKOTA UTILITIES CO.

Address: _____

Telephone No. _____

Date: _____

Customer: _____

Address: _____

Meter No.: _____

Employee: _____

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**State of South Dakota
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Section No. 6
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THIRD PARTY NOTICE

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Would you like to be a designated Third Party?

Montana-Dakota Utilities Co. (MDU) has a program available called "Third Party Notice." This program is designed to help customers, especially the elderly or infirm or those with language or reading problems, when there is a risk of losing utility service due to nonpayment of past-due bills. The program is voluntary and completion of this form is not required to establish or continue utility service with Montana-Dakota Utilities Co.

Under the "Third Party Notice" program, if it would be necessary to disconnect service due to nonpayment of past due bills, the customer as well as the designated third party would be notified prior to the disconnect date. These notices include specific customer information such as, customer name, account number, past due and current balances owing on the account.

A third party can be a friend, relative, church or any community agency. The designated third party will have the right to receive and provide information regarding

the customer's personal circumstances. Please talk with this third party before you tell MDU this person will help you. The third party *will not* be responsible for payment of the customer's bill.

If your personal circumstances require that a third party be aware of a potential disconnection of your utility service, please complete and detach the form provided and return it to MDU as soon as possible. If you know of someone who might benefit from third party notification, please let them know of it. As individual circumstances frequently may change, Third Party Notices are valid for one year only, and an annual renewal is required. Please complete the form and return it to MDU – even if you have done so before.

For information of public agencies and community organizations which may be able to assist in payment of winter utility bills, please call 1-800-638-3278 or write to MDU at PO Box 5603, Bismarck, ND 58506-5603.



Request For A Third Party Notification
(To be valid for one year only and annual renewal is required.)

Customer Name: (Please print) _____

Address: _____

City: _____ State: _____ Zip: _____

Telephone Number: _____

Account Number from Bill: _____

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

Customer Signature: _____

Date: _____

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

Address: _____

City: _____ State: _____ Zip: _____

Telephone Number: _____

MONTANA-DAKOTA UTILITIES CO. will make every effort to send a copy of the Notice of Proposed Disconnection to the party specified. These notices include specific customer information such as, customer name, account number, past due and current balances owing on the account. The customer making the request understands that MDU assumes no liability for failure of third party to receive or act upon said Notice.

*Complete all information and return to Montana-Dakota at
PO Box 5603, Bismarck, ND 58506-5603 as soon as possible.*

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**State of South Dakota
 Electric Rate Schedule – SDPUC Volume No. 2**

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 1st Revised Sheet No. 11
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CONTINUOUS SERVICE AGREEMENT

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CONTINUOUS SERVICE AGREEMENT

Send and return via:
 E-mail: customerservice@mdu.com
 Fax: 1-701-323-3104 or
 Mail: Montana-Dakota Utilities Co., Attn: Customer Support, PO Box 7608, Bismarck, ND 58107-1608

- 1. REGISTRATION.** The undersigned (hereinafter referred to as "Customer") is the Financially Responsible Party (i.e., owner, manager, or otherwise financially responsible) for the maintenance of the real properties described on Exhibit A (hereinafter referred to as "Properties") which may be occupied by others (hereinafter referred to as "Tenants") from time to time. Montana-Dakota Utilities Co., a subsidiary of MDU Resources Group, Inc. (hereinafter referred to as the "Utility") provides Natural Gas services (hereinafter referred to as "Energy Services") to the location of the Properties in accordance with the terms of tariffs filed with the state regulatory agency of the jurisdiction in which the Properties are located. The Agreement is intended to ensure continuous Energy Services to the Properties during periods in which a Tenant has not arranged for or has failed to maintain Energy Services.
- 2. TERM.** This Agreement between the Utility and the Customer is effective as of the date (hereinafter referred to as the "Effective Date") that it is processed by the Utility. For electronic communication purposes, the Customer must provide an active email address prior to processing. Utility will provide email notification that the Agreement has been processed. This Agreement will continue in effect until canceled by either party upon five (5) days prior written notice sent in accordance with Paragraph 3 below. Properties subject to this Agreement must have Energy Services activated prior to or on the Effective Date. Termination of this Agreement does not relieve the Customer from its obligation to pay for any Energy Service charges incurred under this Agreement prior to the effective date of termination. In the event the Customer cancels this Agreement with respect to one or more Properties listed on Exhibit A, the Customer may not be eligible to enter another Continuous Service Agreement for a period of 12 months with respect to those Properties that were cancelled. Failure on the part of the Customer to pay their bill promptly when due shall constitute sufficient grounds for termination of this Agreement by the Utility.
- 3. RESPONSIBILITY.** The Utility agrees to provide Energy Services at the Properties specified by the Customer between occupancy by tenants, regardless of the time of year, until the Agreement is terminated with respect to the properties. The Customer assumes liability for Energy Service charges incurred during periods in which a Tenant has not assumed responsibility for payment of Energy Services to the Properties. In the event of a dispute regarding any sums due, the date of disconnection, or the effective date of Energy Services, the Utility's records will be presumed correct unless the Customer presents information showing the Utility's records are incorrect in which event the presumption shall no longer apply.
- 4. DISCONNECTION.** The Utility reserves the right to deny service or disconnect Energy Services pursuant to the rules and regulations of the applicable regulatory agency. If a Tenant is denied Energy Service, or Energy Services to the Tenant have been disconnected, the Customer may request that the Energy Services to the applicable Property be disconnected without affecting this Agreement. A disconnection of Energy Services to the Properties at the request of the Customer for any other reason may terminate the Agreement.
 If a Tenant account at a Property is discontinued for Nonpayment of Services, ☐ I DO ☐ I DO NOT request the Utility to continue Energy Services at the Property and bill me for such Energy Services until a new Tenant account is opened or I request termination of the Agreement with respect to the Property. These instructions will apply even if the Tenant remains in the Property.
- 5. CHANGES AND DELETIONS.** The Customer agrees to provide PRIOR WRITTEN NOTICE to the Utility of any changes in telephone number, mailing address, email address or additions and deletions to Exhibit A, Service Property Locations.
 By signing this Agreement as the Customer, the undersigned is authorized to start or stop Energy Services, make additions or deletions of Properties to this Agreement and to enter into this Agreement. Other persons authorized to act on behalf of the Customer under this Agreement are shown on Exhibit B which may be amended by Customer upon receipt of written notice by the Utility.
- 6. MISCELLANEOUS.** This Agreement constitutes the entire Agreement between the parties and supersedes all prior Agreements and understandings relating to continuation of Energy Services to any of Customer's properties prior to the effective date of this Agreement. The Utility has no further responsibility or liability to the Customer, expressed or implied, for continuation of Energy Services to Customer's properties except as set forth herein.
- 7. LIABILITY LIMITATION.** THE LIABILITY OF THE UTILITY UNDER THIS AGREEMENT SHALL BE LIMITED TO DIRECT ACTUAL DAMAGES OF CUSTOMER NOT TO EXCEED \$500 AND REPAIRS SHALL BE RESPONSIBLE FOR SPECIAL, INCIDENTAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES OR ANY CONSEQUENTIAL LOSS OR ANY KIND INCLUDING LOSS OF BUSINESS OR PROFITS. THIS LIMITATION APPLIES TO ALL CLAIMS AND REMEDIES BASED ON BREACH OF CONTRACT OR NEGLIGENCE, TORT, CONTRACT, NEGLIGENCE, STRICT LIABILITY OR TORT, OR OTHER LEGAL THEORY.
- 8. SIGNATURE.** This Agreement must be signed by the Customer. If property management services are used and a Property Manager signs this Agreement, the Property Manager assumes financial responsibility for Energy Services pursuant to this Agreement.

BILLING INFORMATION

(If an asterisk indicates that the information is required for processing.)

Please Print
 E-mail Address: _____ Fax Number: () _____
 (Enter on letter or mail address for electronic communication purposes.)
 *Emergency Contact Name: _____
 Spouse/Partner Name: _____ *Address: _____
 *Billing Address: _____ *City: _____ *State: _____ *Zip: _____
 *City: _____ *State: _____ *Zip: _____
 *Primary Contact Phone: () _____ *Emergency Phone Number: () _____
 Cell Phone: () _____ Employee Name: _____
 Work Phone: () _____

MDU Account Holder Name _____
 Signature _____ Date: _____
 Name that is different on the bill is financially responsible person only

CSA ID# _____ Processed by: _____ FOR OFFICE USE ONLY Date: _____

Continuous Service Agreement Form - Rev 01/01/2019

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1st Revised Sheet No. 11.1
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CONTINUOUS SERVICE AGREEMENT

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**EXHIBIT A
SERVICE LOCATIONS**

Scan and return via
- Email: customerservice@mdu.com
- Fax: 701-323-3104 or
- Mail: Montana-Dakota Utilities Co., Attn: Customer Support, P.O. Box 7608, Boise, ID 83707-1608

IDENTIFICATION NUMBER (OFFICE USE ONLY)	COMPLETE STREET ADDRESS	APT. NO.	CITY, STATE
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			
11.			
12.			
13.			
14.			
15.			
16.			
17.			
18.			
19.			
20.			

MDU Account Holder Name _____

Signature _____ Date: _____
Name that will appear on the bill-financially responsible person or entity

CSA ID#	Processed by:	FOR OFFICE USE ONLY	Date:
---------	---------------	---------------------	-------

Continuous Service Agreement Form – Rev. 01/01/2018

Date Filed: July 29, 2019
Issued By: Tamie A. Aberle
Director - Regulatory Affairs
Docket No.: GE19-004

Effective Date: Service rendered on and
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Montana-Dakota Utilities Co.
A Subsidiary of MDU Resources Group, Inc.
400 N 4th Street
Bismarck, ND 58501

**State of South Dakota
Electric Rate Schedule – SDPUC Volume No. 2**

Section No. 6
1st Revised Sheet No. 12
Canceling Original Sheet No. 12

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

Page 1 of 1

2045N(8-81)
(Rev 12/17/03)

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

To: Montana-Dakota Utilities Co.

(Date)

(Address)

(City, State, Zip Code)

For value received, I _____ do hereby absolutely guarantee to pay to Montana-Dakota Utilities Co. (Montana-Dakota), upon its request and at the location listed above, the outstanding balance accrued by _____ in the event that Customer's bill for natural gas and/or electricity provided by Montana-Dakota at _____ is not paid when due, however, liability under this Guarantee, other than the collection costs noted below, shall not exceed the sum of \$ _____. As Guarantor, I request copies of all disconnect notices sent to the Customer.

Liability under this Guarantee shall begin on _____, 20____, and shall continue until Customer has paid for natural gas and/or electric service when due in a prompt and satisfactory manner for twelve consecutive months in accordance with Public Service Commission or Public Utilities Commission rules. I expressly waive receipt of notice of Montana-Dakota's acceptance of my guarantee.

I also agree to pay any and all costs that Montana-Dakota may incur in the collection of this guarantee. In the event legal action is required or becomes necessary to collect the outstanding balance accrued by the Customer from me under this guarantee, I agree to pay all legal fees, including attorneys' fees, in the amount the court determines is reasonable.

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

CUSTOMER: I GIVE MONTANA-DAKOTA PERMISSION TO PROVIDE MY ACCOUNT INFORMATION TO THE GUARANTOR, INCLUDING ALL DISCONNECT NOTICES SENT TO ME.

(Signature of Customer)

(Signature of Guarantor)

(Customer's Mailing Address)

(Guarantor's Mailing Address)

(Customer's Street Address)

(Guarantor's Street Address-if Different than Mailing Address)

(City, State, Zip Code)

(City, State, Zip Code)

(Customer's Telephone Number)

(Guarantor's Telephone Number)

3 PAPER COPIES: Original – DIVISION OFFICE Copy - CUSTOMER Copy - GUARANTOR

Clear Form

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Director - Regulatory Affairs

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Montana-Dakota Utilities Co.
A Subsidiary of MDU Resources Group, Inc.
400 N 4th Street
Bismarck, ND 58501

**State of South Dakota
Electric Rate Schedule – SDPUC Volume No. 2**

Section No. 6
1st Revised Sheet No. 13
Canceling Original Sheet No. 13

**FINAL BILL FOLLOWUP
NUMBER 1**

Page 1 of 1



A Subsidiary of MDU Resources Group, Inc.

In the Community to Serve[®]

PO Box 7608 Boise, ID 83707-1608
Phone: 1-800-638-3278 • Fax: 701-323-3104
Customer Service Hours: 7 a.m. - 7 p.m. Mon-Fri
www.montana-dakota.com



Re: Account #

REMINDER NOTICE

REMINDER OF AN UNPAID BALANCE ON YOUR CLOSED ACCOUNT

We appreciate having had the opportunity to serve you. This is a reminder that there is still a balance owing on the recently closed account for the address shown below.

If you have already made the payment, please disregard this notice.

PLEASE CONTACT US NOW AT 1-800-638-3278

SERVICE ADDRESS	PAST DUE	ACCOUNT BALANCE
-----------------	----------	-----------------

Payment Options:
By Phone: To make a debit, credit card or check-by-phone payment, call our customer service number and follow the prompts to be connected with our independent service provider. A fee for each transaction will apply.

Payment Locations: Pay by cash, check or money order at one of our payment locations. Call our customer service number or visit www.montana-dakota.com to find the nearest location.

Online: Go to www.montana-dakota.com and use our free Online Account Services to make payments 24/7.

Mail: Montana-Dakota Utilities Co.
PO Box 5600
Bismarck, ND 58506-5600

Direct Inquiries To:
Montana-Dakota Utilities Co.
1-800-638-3278
7 a.m. - 7 p.m. Mon-Fri

MDU FB LT 1

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Montana-Dakota Utilities Co.
A Subsidiary of MDU Resources Group, Inc.
400 N 4th Street
Bismarck, ND 58501

**State of South Dakota
Electric Rate Schedule – SDPUC Volume No. 2**

**FINAL BILL FOLLOW UP LETTER
NUMBER 2**

Section No. 6
1st Revised Sheet No. 14
Canceling Original Sheet No. 14

Page 1 of 1



PO Box 7605 Boise, ID 83707-1609
Phone: 1-800-638-3278 - Fax: 701-323-3104
Customer Service Hours: 7 a.m. - 7 p.m. Mon-Fri
www.montana-dakota.com



Re: Account #

FINAL NOTICE

YOUR ACCOUNT MAY BE ASSIGNED TO A COLLECTION AGENCY!

Due to your failure to pay the final bill or respond to our previous notices for the account referenced above, we are preparing to assign this to our collection agency.

You can still prevent this action by making a payment or contacting us at the number listed below, to make acceptable payment arrangements, within ten days from the date of this notice.

PLEASE CONTACT US NOW AT 1-800-638-3278

SERVICE ADDRESS	PAST DUE	ACCOUNT BALANCE
-----------------	----------	-----------------

Payment Options:
By Phone: To make a debit, credit card or check-by-phone payment, call our customer service number and follow the prompts to be connected with our independent service provider. A fee for each transaction will apply.

Payment Locations: Pay by cash, check or money order at one of our payment locations. Call our customer service number or visit www.montana-dakota.com to find the nearest location.

Online: Go to www.montana-dakota.com and use our free Online Account Services to make payments 24/7.

Mailing: Montana-Dakota Utilities Co.
PO Box 5600
Bismarck, ND 58506-5600

Direct Inquiries To:
Montana-Dakota Utilities Co.
1-800-638-3278
7 a.m. - 7 p.m. Mon-Fri

MDU FB LT 2

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Montana-Dakota Utilities Co.
A Subsidiary of MDU Resources Group, Inc.
 400 N 4th Street
 Bismarck, ND 58501

**State of South Dakota
 Electric Rate Schedule – SDPUC Volume No. 2**

Section No. 6
 1st Revised Sheet No. 15
 Canceling Original Sheet No. 15

**ELECTRIC SERVICE AGREEMENT FOR
 EXTENSION POLICY RATE 112**

Page 1 of 2

SDG&E-42,
 (10/1/2015)

**ELECTRIC SERVICE AGREEMENT (Rate 112)
 (North Dakota, South Dakota, Montana)**

Page 1 of 2

THIS AGREEMENT, made and entered into this _____ day of _____, by and between MONTANA-DAKOTA UTILITIES CO., 400 North Fourth Street, Bismarck, North Dakota, hereinafter called "Company," and _____ hereinafter called "Customer," whether one or more.

WHEREAS, Customer has requested that Company provide electric service to Customer at the following location:

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

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

1. Company shall furnish all labor, materials and equipment, including necessary transformer(s), service and meter, for the construction of an electric line from its present distribution line to a convenient location on Customer's premises. The termination of the facilities furnished by Company shall be the point of connection of the service conductors to Customer's service entrance equipment.
2. Customer shall furnish the service entrance equipment, which shall include the installation of the meter socket provided and owned by Customer, and all wiring beyond that equipment.
3. Company will deliver electricity to Customer at the rate approved by the State Regulatory Commission.
4. Customer shall execute and deliver to Company an easement granting perpetual right of way, releasing and waiving all rights thereto under and by virtue of the homestead exemption laws of the state, without cost, for the construction, reconstruction, maintenance and removal of Company's line, including tree-trimming rights. If Company extends its line built under this Agreement so as to provide service to other customers, such extension shall in no manner alter or affect the service to be rendered under this Agreement.
5. Before Company shall commence construction, Customer shall deposit with Company a contribution toward construction as stated below. A contribution may consist of both a refundable and non-refundable contribution based on project cost and projected revenues. The initial contribution for developers of subdivisions shall be the estimated construction cost.

Refundable contribution	\$ _____
Nonrefundable contribution	\$ _____
Total	\$ _____ 0.00

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

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

6. The following additional terms and conditions shall apply to Company's construction of an electric line and installation of the necessary facilities as follows:
7. The following documents are attached hereto, and incorporated herein, as part of the Agreement:
 - a. Estimate of construction costs
 - b. Map showing the route of the extension
 - c. Economic analysis of the extension
 - d. Electric Extension Policy Rate 112, effective date: _____
8. If, within a five-year period from the date initial service is established, one or more additional customers are added to the above-referred-to extension, Company shall recompute the contribution required by combining the estimated proposed construction costs for the new customer(s) with the construction costs to those customers already taking service. If, by so combining the construction costs, the contribution of those customers already taking service would be less, Company shall make a proportionate refund, without interest, to those customers taking service prior to commencement of service to said additional customer(s). A refund will be made only when there is a reduction in the amount of contribution required.

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Montana-Dakota Utilities Co.
A Subsidiary of MDU Resources Group, Inc.
400 N 4th Street
Bismarck, ND 58501

**State of South Dakota
Electric Rate Schedule – SDPUC Volume No. 2**

Section No. 6

1st Revised Sheet No. 15.1

Canceling Original Sheet No. 15.1

**ELECTRIC SERVICE AGREEMENT FOR
EXTENSION POLICY RATE 112**

Page 2 of 2

Page 2 of 2

9. Refunds for developers of subdivisions shall be made for each lot connected based on the following calculation: Total refundable contribution divided by the number of lots that can be served from the extension equals refund per lot. In addition, the total revenue of the subdivision will be reviewed annually to determine if adequate revenues are being generated so that the contribution formula would indicate a zero contribution. When this revenue level is reached, a refund will be made to the developer equal to the remaining contribution amount still held by the Company.
10. No refund shall be made by Company to customer(s) or developer after a five-year period from which initial service is established, nor shall refunds be made in excess of the amount contributed.
11. Customer shall assume full responsibility for the manner in which the wiring and electrical facilities owned by him on his premises are installed and maintained. Company's liability shall end at the point of connection of its facilities with Customer's service entrance equipment, and Company shall not be liable for any damage on account of injury or death of person or damage to property due to the condition or failure in operation of Customer's service line or equipment beyond that point. All duties and liabilities in this respect are assumed by Customer.
12. Company shall not be liable to Customer for interruptions or suspensions of service on said line.
13. If the electric line to be constructed, as provided in Paragraph 1 above, is to provide electric service to more than one customer initially, this Agreement shall not be binding on either party until all customers to be served initially sign a like Agreement or Company begins construction.
14. This Agreement does not give Customer a priority to electric service.
15. This Agreement shall be binding upon and shall inure to the benefit of the heirs, personal representatives, successors and assigns of the respective parties hereto and any refunds due hereunder shall be made to the owner of the property at the time the refund is due. Further, this Agreement shall expire on December 1, of the year in which it was signed by the Company, or on the following date, _____, whichever is later, if construction of the extension has not begun. If the agreement expires, Company will refund any deposit made by Customer and, thereafter, all parties shall be relieved from any and all further liability in connection with this Agreement.

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

MONTANA-DAKOTA UTILITIES CO.

Customer _____ Date _____ Region Manager _____ Date _____
Clear Form

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Montana-Dakota Utilities Co.
A Subsidiary of MDU Resources Group, Inc.
400 N 4th Street
Bismarck, ND 58501

State of South Dakota
Electric Rate Schedule – SDPUC Volume No. 2

Section No. 6
Original Sheet No. 16

CUSTOMER'S AGENT AUTHORIZATION FORM

Page 1 of 3



CUSTOMER'S AGENT AUTHORIZATION FORM

Scan and return via
- Email: customerservice@mdu.com
- Fax: 1-701-323-3104, or
- Mail: Montana-Dakota Utilities Co., Attn: Customer Support, PO Box 7608, Boise, ID 83707-1608

Instructions

To designate an authorized agent to act as a personal representative for a Montana-Dakota Utilities Co. (Montana-Dakota) customer of record, this form must be completed in full for the Agent to receive access privileges. By completing this form, the customer authorizes the following:

- Montana-Dakota agrees to provide access to all information about the customer's account(s) to the Authorized Agent designated below, and
- The Authorized Agent to act and conduct activity on behalf of the customer as described in Part B below.

The Montana-Dakota Customer seeking to designate an individual or organization Authorized Agent status must provide the information identified in Part A below, then complete and sign Part B.

The completed and signed form must be submitted to Montana-Dakota by email to customerservice@mdu.com, by mail to Montana-Dakota Utilities Co. Attn: Customer Support, PO Box 7608, Boise, ID 83707-1608, or by Fax at 701-323-3104. If any of the *required* information is not provided, or the form is otherwise incomplete, it may not be accepted by Montana-Dakota. If a Power of Attorney, any outside contract or letter of authorization is sent in lieu of the Authorization Form, it will not be considered a valid consent to grant Agent access.

A. PROVIDE INFORMATION FOR THE INDIVIDUAL OR ORGANIZATION THAT THE CUSTOMER IS CONSENTING AUTHORIZED AGENT STATUS.

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

Please Print

Agent's Name*: _____ Contact Name: _____

Agent's Mailing Address*: _____ Agent's Phone*: _____

_____ Fax: _____

1 of 3

Customer Agent Authorization – Rev. 02-13-2019

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Docket No.: GE19-004



Montana-Dakota Utilities Co.
A Subsidiary of MDU Resources Group, Inc.
400 N 4th Street
Bismarck, ND 58501

**State of South Dakota
Electric Rate Schedule – SDPUC Volume No. 2**

Section No. 6
Original Sheet No. 16.1

CUSTOMER'S AGENT AUTHORIZATION FORM

Page 2 of 3

B. CUSTOMER INFORMATION AND AUTHORIZATION

By signing this Agent Authorization form I agree to accept sole responsibility for all charges incurred as a result of actions taken by the Authorized Agent. I authorize Montana-Dakota to disclose any and all information about my Montana-Dakota account(s), including customer usage data, to the Agent identified in Part A of this form and the Agent's representatives (collectively, "Authorized Agent") so the Authorized Agent can conduct the following activities on my behalf:

- Request and receive billing records, billing history and all energy usage information used for bill calculation.
- Request and receive Montana-Dakota correspondence and information regarding:
 - Verification of rate, date of rate change, and related information;
 - Contracts and service agreements;
 - Previous adjustments and/or credits; and
 - Other issues or unresolved/disputed billing adjustments.
- Request and receive verification of balances and interruption notices.
- Request utility accounts to be established or terminated.
- Enroll and utilize Online Account Services.
- Change mailing address for monthly statements and other notices.
- Update phone number and other account contact information.
- Receive, review, approve, dispute and pay energy service bills.
- Receive and process Notices related to disconnection.
- Sign-up to receive account alerts via text or email.
- Enter into written contracts, including a Continuous Service Agreement.

I agree that my Authorization is effective for ALL existing, and future Montana-Dakota accounts, including those accounts opened by my Authorized Agent on my behalf until I terminate this Authorization and withdraw consent to the release of additional information by Montana-Dakota to the Authorized Agent. I understand that I have the right to terminate this Authorization at any time. I understand that to terminate Authorization, I must provide that information to Montana-Dakota in writing. I understand that I must make termination of this Authorization or changes to my authorization, either by an attachment to this Authorization form or by separate notification, to Montana-Dakota Utilities, at customerservice@mdu.com or PO Box 7608, Boise, ID 83707-1608. I understand that termination requests may take up to thirty (30) days from Montana-Dakota's receipt of my notice to take effect.

I understand that I have the right to keep certain information about my Montana-Dakota account confidential unless disclosure of it is required by law or unless I provide consent such as by my signature to this Authorization. I also understand that I am not required to make this Authorization, and if I choose not to make this Authorization, my Montana-Dakota utility services will not be affected.

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Montana-Dakota Utilities Co.
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Bismarck, ND 58501

State of South Dakota
Electric Rate Schedule – SDPUC Volume No. 2

Section No. 6
Original Sheet No. 16.2

CUSTOMER'S AGENT AUTHORIZATION FORM

Page 3 of 3

I understand that once my information has been provided to the Authorized Agent identified in Part A of this form, Montana-Dakota will have no control over and no responsibility for safeguarding the confidentiality or security of the information now in the possession of the Authorized Agent or for the Authorized Agent's use, disclosure or handling of the information. Montana-Dakota shall not be responsible for monitoring or taking any steps to ensure that the Authorized Agent is maintaining the confidentiality of the information or the information as I intend. I hereby release, hold harmless and indemnify Montana-Dakota from any liability, claims, demands, causes of action, damages or expenses resulting from: 1) any release of information to my Authorized Agent pursuant to this Authorization; 2) the unauthorized use of this information by my Authorized Agent; and 3) from any actions taken by my Authorized Agent pursuant to this Authorization, including rate changes.

SIGNED AUTHORIZATION

By my signature, I affirm that I am Customer of Record for the Montana-Dakota account(s) subject to this Authorization, everything in this Authorization is true and correct, and I authorize Montana-Dakota to disclose my customer information as specified in this form. In addition to the signature below, verbal confirmation by a representative of Montana-Dakota may be made with the Customer prior to final processing.

Name of person or business on account(s) _____

Authorized signature for Customer of Record _____

Printed Name _____ Title _____

Telephone Number _____ Date _____

FOR OFFICE USE ONLY

ID #

Processed by:

Date:

3 of 3

Customer Agent Authorization – Rev. 02-13-2019

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Montana-Dakota Utilities Co.
A Subsidiary of MDU Resources Group, Inc.
400 N 4th Street
Bismarck, ND 58501

**State of South Dakota
Electric Rate Schedule – SDPUC Volume No. 2**

Section No. 6
Original Sheet No. 17

**CONSENT TO DISCLOSE UTILITY
ENERGY USAGE INFORMATION**

Page 1 of 2



CONSENT TO DISCLOSE UTILITY ENERGY USAGE INFORMATION

All information requested on this form must be provided for the consent to be valid. If you have questions or require assistance, please contact Montana-Dakota Utilities Co. (Montana-Dakota). This form may be available from your utility provider in other languages. To obtain a copy in another language, please contact your utility provider.

Montana-Dakota Utilities Co. Attn: Customer Support

Mailing Address: PO Box 7608, Boise, ID 83707-1608

Phone: 1-800-638-3278 Email: customerservice@mdu.com Fax: 701-323-3104

For additional information, including the utility's privacy policy, visit www.montana-dakota.com

TO BE COMPLETED BY THE CUSTOMER

By signing this form, you authorize Montana-Dakota to release the customer energy usage information to:

Organization/Trade Name: _____

Contact Person (if available): _____

Physical and Mailing Address: _____

Phone: _____ Email: _____ Fax: _____

This organization will receive the following information:

- ☐ The following energy usage information.
 - The date your natural gas meter was read by Montana-Dakota Utilities Co.
 - The number of days in the billing period.
 - The monthly gas energy usage in dekatherms for the specified period. *
 - The monthly electric energy usage in kilowatt hours for the specified period. *Your consent to make available information from the previous _____ months.
*If you have resided at the address less than the amount of time designated above, energy usage will only be provided for the time that you have been the accountholder or a maximum of 36 months.
- ☐ Information regarding your participation in energy efficiency or other Montana-Dakota programs.

This information will be used to (check all boxes that apply):

- ☐ Provide you with products or services you requested
- ☐ Offer you products or services that may be of interest to you
- ☐ Determine your eligibility for an energy program
- ☐ Analyze your energy usage
- ☐ Other (specify) _____

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Montana-Dakota Utilities Co.
A Subsidiary of MDU Resources Group, Inc.
400 N 4th Street
Bismarck, ND 58501

State of South Dakota
Electric Rate Schedule – SDPUC Volume No. 2

Section No. 6
Original Sheet No. 17.1

**CONSENT TO DISCLOSE UTILITY
ENERGY USAGE INFORMATION**

Page 2 of 2

ENERGY USAGE INFORMATION COLLECTION PERIOD

This consent is valid for a one-time disclosure of energy usage information relating to a single utility account. Montana-Dakota will require an original, separate consent form for disclosure of usage information for each utility account.

CUSTOMER DISCLOSURES

***Customer usage information can provide insight into activities within the premises receiving utility service. Montana-Dakota may not disclose your customer information except

1. if you authorize the disclosure
2. to contracted agents that perform services on behalf of the utility, or
3. as otherwise permitted or required by laws or regulations. ***

***You are not required to authorize the disclosure of your information, and your decision not to authorize the disclosure will not affect your utility services. ***

***You may access your standard customer energy usage information from Montana-Dakota without any additional charge. ***

***Note that Montana-Dakota will have no control over the information disclosed pursuant to this consent, and will not be responsible for monitoring or taking any steps to ensure that the recipient maintains the confidentiality of the information or uses the information as authorized by you. Please be advised that you may not be able to control the use or misuse of your information once it has been released. ***

***In addition to the energy usage information described above, the records received by the organization may include other information such as your name; account number; meter number; utility type; service address; premise number; premise description; meter read date(s); number of days in the billing period; utility invoice date or base rate bill amount. Montana-Dakota will not provide any other information, including Personally Identifiable Information such as your Social Security Number or any financial account number to the organization through this consent form. ***

PLEASE READ THE CUSTOMER DISCLOSURES ABOVE BEFORE SIGNING THIS FORM

By signing this form, you acknowledge and agree that you are the customer of record for this account and that you authorize Montana-Dakota to disclose your energy usage information as specified in this form.

APPLICABLE CUSTOMER ACCOUNT NUMBER

SERVICE ADDRESS

PRINTED NAME

SIGNATURE OF CUSTOMER OF RECORD

DATE SIGNED

Date Filed: July 29, 2019

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after October 1, 2019

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