

South Dakota Public Utilities Commission  
Docket Number (NG16-014)

Dear Public Utility Commissioners:

We have been informed by Northern Natural Gas that as of December 2017 we may no longer be able to use our "farm tap" natural gas supply. This tap has provided our family with natural gas with no interruption since it was installed in the 1950s, and we have come to rely upon it as a clean, reliable and cost efficient way to heat our house.

When our family signed the easement to allow the line to run through our land, a large portion of the agreement was that we could have permanent access to the natural gas that it supplied. We have maintained our tap at our own expense, and other families have completed large renovations under the assumption that they would have access to their own taps. If we are denied usage, our family and close to 200 other customers will be forced either to convert our existing furnaces, and in some cases many other appliances, to propane or install a new electric version. Both of these options will be expensive and unnecessary. .

Please consider requiring Northern Natural Gas to continue supplying us and the 200 other families with natural gas. It would save a lot of people from unnecessary stress.

Respectfully,

Dennis L. and Julie A. Jensen

[REDACTED]

Alcester, SD 57001

[REDACTED]



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

*South Dakota*

**PUBLIC UTILITIES COMMISSION**

500 East Capitol Avenue  
Pierre, South Dakota 57501-5070  
[www.puc.sd.gov](http://www.puc.sd.gov)

Capitol Office  
(605) 773-3201

Grain Warehouse  
(605) 773-5280

Consumer Hotline  
1-800-332-1782

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

December 28, 2016

Dennis L. and Julie A. Jensen

Alcester, SD 57001

Dear Mr. and Mrs. Jensen:

Thank you for your letter regarding the farm taps matter, docket NG16-014. I understand your concern about the possibility of losing your farm tap and natural gas supply.

The commission held a hearing on this matter on December 14, 2016, with testimony provided by Northern Natural Gas and NorthWestern Energy officials as well as PUC staff members. My fellow commissioners and I stated at the close of this hearing that we would take this matter up again at our first commission meeting of the new year on January 3, 2017.

However, a letter was filed in the docket by PUC staff last week and here is an excerpt:

*"Staff hereby informs the Commission and interested persons that Staff, Northern Natural Gas, and NorthWestern Energy have agreed to enter into discussions to negotiate for the benefit of the farm tap customers. In order to allow adequate time to have these discussions, we request that the Commission delay its decision until the regularly scheduled Commission meeting on January 17, 2017, rather than January 3, as previously intended. Staff, as the petitioner in this matter, hereby waives the 60-day requirement pursuant to ARSD 20:10:01:35. Staff has communicated with Northern, NorthWestern, and Montana-Dakota Utilities, and has received their consent to submit this request."*

I encourage you to follow along as this matter is reviewed and information is gathered by the commission. You can find the public docket by going to the commission's home page at [www.puc.sd.gov](http://www.puc.sd.gov) and clicking on Commission Actions, Commission Dockets, Natural Gas Dockets, 2016 Natural Gas Dockets, and scroll down to docket NG16-014.

Since this is an open docket before the commission on which I will be voting, your letter and my response will be posted under Comments and Responses for my fellow commissioners, the PUC staff analysts and attorney working on this docket, and others to read.

If you haven't already read it, the enclosed Informational Guide was prepared to assist farm tap customers in understanding the filing of this docket and the PUC's process and is posted on the commission's home page.

If you wish to communicate with a PUC staff member regarding this docket, please contact the commission by calling 1-800-332-1782 or 605-773-3201 or emailing [PUC@state.sd.us](mailto:PUC@state.sd.us).

Sincerely,

Chris Nelson

000639

## Consumer Informal Complaint Form

Customer Name : ron klein

Street Address : [REDACTED]

City : dell rapids

State Code : sd

ZipCode: 57022

County Name : minn

Home Phone :

Customer Work Phone : [REDACTED]

Email : [REDACTED]

Utility Account Number :

Complaint Company Name :

Complaint Company Address :

Complaint Company City :

Complaint Company State :

Complaint Company Zip :

Date :

Complaint Information - Please explain your complaint in detail : NG16-014 is the docket number regarding the farm taps that NW energy wants to shut off. After our forefathers gave them permission in good faith, some dishonest CEO decides to shut off service to the farmers whose land their pipes are crossing. This is a dishonest disgrace that we trust the PUC will address to protect the farmers in Minnehaha county. Please help us with this dishonest action!!!!!!

Did you speak to a supervisor from your utility company? : No

If 'Yes', what was the result? :

Are you subject to disconnection? : No

What do you think the company should do to resolve your complaint? : NOT to let them shut off the natural gas to the farmers. This will cost the farmers a lot to replace corn dryer hookups , furnace lines etc. Why should the farmer be penalized while they will still supply the city with natural gas!!

**From:** PUC

**Sent:** Wednesday, December 28, 2016 4:24 PM

**To:** [REDACTED]

**Subject:** Message from the SD Public Utilities Commission

Dear Mr. Klein:

Thank you for your email regarding the farm taps matter, docket NG16-014. I understand your concern about the possibility of losing your farm tap and natural gas supply.

The commission held a hearing on this matter on December 14, 2016, with testimony provided by Northern Natural Gas and NorthWestern Energy officials as well as PUC staff members. My fellow commissioners and I stated at the close of this hearing that we would take this matter up again at our first commission meeting of the new year on January 3, 2017. You can listen to the hearing by clicking on the following link and clicking on Recording. <http://puc.sd.gov/Dockets/NaturalGas/2016/ng16-014.aspx>

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If you wish to communicate with a PUC staff member regarding this docket, please contact the commission by calling 1-800-332-1782 or 605-773-3201 or emailing [PUC@state.sd.us](mailto:PUC@state.sd.us).

Sincerely,

Chris Nelson  
Chairman  
SD Public Utilities Commission  
[www.puc.sd.gov](http://www.puc.sd.gov)

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