

GE97-001

06/00

GE97-001

DOCKET NO.

In the Matter of _____

IN THE MATTER OF THE COMPLAINT
FILED BY TERESA VOGEL, DOLAND,
SD, AGAINST NORTHWESTERN
PUBLIC SERVICE COMPANY
REGARDING GAS AND ELECTRIC BILL

Public Utilities Commission of the State of South Dakota

DATE

MEMORANDA

DATE	MEMORANDA
3/21/97	Received,
3/24/97	Accepted,
4/2/97	Order dismissing Complaint and Closing Docket,
4/2/97	Docket Closed

PLEASE TYPE OR PRINT CLEARLY

GE 97-001

RECEIVED

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF SOUTH DAKOTA

MAR 21 1997

SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION

COMPLAINT

Complainant(s): (The party filing the complaint)		Respondent(s): (The person or Company complained against)	
Name	Teresa Vogel	Contact Person	Northwest Public Services
Address	Box 283	Company	Darnell
City, State, Zip	Doland S. Dakota 57436	Address	33 Third St. SE Box 1878 Huron S. Dakota 57350
Work Phone	-	City, State, Zip	Huron S. Dakota 57350
Home Phone	-	Work Phone	1-800-245-6977
Cellular Phone	-	Cellular Phone	-
Fax	-	Fax	-

If the Complainant is represented by an attorney, please list the attorney's name, address, telephone number and fax number below.
If Complainant is not represented by an attorney, please leave blank:

The facts giving rise to my complaint:

A bill was mailed to me in September of last year. I had a new residence charge at that time when I moved to the area. I was confused as to how much it was. I called the office and they said it was from the old bill. I was told they would tell me what address this bill was for. I was told my bill was for October to be paid along with my figures as to how much I actually owe. I was told that I would have to make up the amount in January of March but I was told by a new employee to hold off payment until the matter of account bill was settled.

NOTE: Please attach additional pages, if necessary, to explain your situation. Also enclose copies of any bills or other documents which may pertain to your complaint.

RESOLUTION REQUEST

I ask that the Public Utilities Commission grant the following relief. (What do you think the Commission should do to solve this problem?)

Allow me to make payment if necessary, solve problems with billing.

NOTE: Please attach any additional pages, if necessary.

VERIFICATION

Signature must be witnessed by a notary public.

Teresa Vogel 3-20-97
Complainant's Signature Date

State of South Dakota)
County of _____ :SS

On this _____ day of _____, before me personally came and appeared _____ known to me to be the individual described herein and who executed the foregoing instrument, and who duly acknowledged to me that he/she executed same for the purpose therein contained.

IN WITNESS WHEREOF, I hereunto set my hand and official seal.

Signature of Notary Public

(SEAL)
My commission expires: _____

RECEIVED

MAR 21 1997

SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION

As I figured my bill according to these records. Including the \$214.00 fee. charged \$244.74 was forwarded from Oct. bill to Nov. leaving my Oct. bill at the amount of \$30.00. Nov. bill \$111.00.

After Energy Ass. owed 97.00.

Made payment of \$160.00 = 37.00 owed.

Dec. 206.79 = E. Ass. pmt. \$165.00 = 41.19 owed

Jan. 290.82 = E. Ass. pmt. 240.9 = 234.73 owed

Feb. 200.69 = E. Ass. pmt. 65.00 = 135.00 owed.

(other payments) = Nov. \$160.00

203.56.

Dec. 47.11

Jan. 46.36

Feb. 56.09

203.56

Leaving 77.00 owed.

Mr. Bullard
I couldn't afford
the Notary fee.

NORTHWESTERN PUBLIC SERVICE COMPANY
33 THIRD ST SE P O BOX 1318
HURON, SOUTH DAKOTA 57350-1318
TELEPHONE 1-800-245-6977
MARCH 7, 1997

FINAL NOTICE OF INTENT TO DISCONNECT SERVICE

TERESA VOGEL
P O BOX 283
DOLAND SD
574360283

ACCOUNT NO: 073-0230509-024
SERVICE ADDRESS: MARTIN HOUSE

DEAR TERESA VOGEL

OUR RECORDS SHOW YOUR UTILITY ACCOUNT WITH US IS OVERDUE IN THE AMOUNT SHOWN BELOW:

DISCONNECT AMOUNT \$464.27 TOTAL AMOUNT OF BILL \$671.60

WE RECOGNIZE THAT FROM TIME TO TIME CUSTOMERS HAVE TEMPORARY FINANCIAL PROBLEMS MAKING IT DIFFICULT TO PAY BILLS PROMPTLY. WE ARE WILLING TO WORK WITH YOU TO RESOLVE THE PAYMENT OF YOUR UTILITY ACCOUNT. PLEASE CALL OUR 24-HOUR CUSTOMER SERVICE CENTER AT 1-800-245-6977 TO MAKE PAYMENT ARRANGEMENTS.

WE REGRET THAT UNLESS PAYMENT OR ARRANGEMENTS FOR PAYMENT OF YOUR OVERDUE ACCOUNT IS MADE PRIOR TO 03/17/97, SERVICE WILL BE DISCONNECTED. ONCE SERVICE IS DISCONNECTED, IN ADDITION TO PAYMENT OF THE UTILITY BILL, A RECONNECTION FEE OF \$42.00 PLUS TAX DURING BUSINESS HOURS (\$63.00 PLUS TAX AFTER BUSINESS HOURS) IS REQUIRED BEFORE YOUR UTILITY SERVICE IS RESTORED.

IF YOU BELIEVE THAT SOME OR ALL OF THE CHARGES ARE IN ERROR, WE ENCOURAGE YOU TO CONTACT US TO DISCUSS THE DISPUTED CHARGES.

IF WE CAN NOT RESOLVE THE DISPUTE, YOU SHOULD PAY THE UNDISPUTED PORTION OF THE BILL. SOUTH DAKOTA CUSTOMERS HAVE THE RIGHT TO APPEAL THE UNRESOLVED DISPUTE TO THE SD PUBLIC UTILITIES COMMISSION, STATE CAPITOL BUILDING, PIERRE, SD 57501, TELEPHONE NUMBER 1-605-773-3201.

PLEASE DISREGARD THIS NOTICE IF PAYMENT OF YOUR OVERDUE ACCOUNT HAS ALREADY BEEN MADE AND THANK YOU FOR YOUR COOPERATION.

SINCERELY,
NWPS
COLLECTION DEPARTMENT

NORTHWESTERN PUBLIC SERVICE COMPANY
33 THIRD ST SE P O BOX 1318
HURON, SOUTH DAKOTA 57350-1318
TELEPHONE 1-800-245-6977

JANUARY 3, 1997

TERESA VOGEL
P O BOX 283
DOLAND SD
574360283

FINAL NOTICE OF INTENT TO DISCONNECT SERVICE

ACCOUNT NO: 073-0230509-024
SERVICE ADDRESS: MARTIN HOUSE

DEAR TERESA VOGEL

OUR RECORDS SHOW YOUR UTILITY ACCOUNT WITH US IS OVERDUE IN
THE AMOUNT SHOWN BELOW

DISCONNECT AMOUNT	\$79.10	TOTAL AMOUNT OF BILL	\$289.64
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WE RECOGNIZE THAT FROM TIME TO TIME CUSTOMERS HAVE TEMPORARY
FINANCIAL PROBLEMS MAKING IT DIFFICULT TO PAY BILLS PROMPTLY. WE
ARE WILLING TO WORK WITH YOU TO RESOLVE THE PAYMENT OF YOUR
UTILITY ACCOUNT. PLEASE CALL OUR 24-HOUR CUSTOMER SERVICE CENTER
AT 1-800-245-6977 TO MAKE PAYMENT ARRANGEMENTS.

WE REGRET THAT UNLESS PAYMENT OR ARRANGEMENTS FOR PAYMENT OF
YOUR OVERDUE ACCOUNT IS MADE PRIOR TO 01/13/97, SERVICE WILL BE
DISCONNECTED. ONCE SERVICE IS DISCONNECTED, IN ADDITION TO
PAYMENT OF THE UTILITY BILL, A RECONNECTION FEE OF \$42.00 PLUS
TAX DURING BUSINESS HOURS (\$63.00 PLUS TAX AFTER BUSINESS HOURS)
IS REQUIRED BEFORE YOUR UTILITY SERVICE IS RESTORED.

IF YOU BELIEVE THAT SOME OR ALL OF THE CHARGES ARE IN ERROR,
WE ENCOURAGE YOU TO CONTACT US TO DISCUSS THE DISPUTED CHARGE.

IF WE CAN NOT RESOLVE THE DISPUTE, YOU SHOULD PAY THE
UNDISPUTED PORTION OF THE BILL. SOUTH DAKOTA CUSTOMERS HAVE THE
RIGHT TO APPEAL THE UNRESOLVED DISPUTE TO THE SD PUBLIC UTILITIES
COMMISSION, STATE CAPITOL BUILDING, PIERRE, SD 57501, TELEPHONE
NUMBER 1-605-773-3201.

PLEASE DISREGARD THIS NOTICE IF PAYMENT OF YOUR OVERDUE
ACCOUNT HAS ALREADY BEEN MADE AND THANK YOU FOR YOUR COOPERATION.

SINCERELY,
NWPS
COLLECTION DEPARTMENT

33 THIRD ST SE P O BOX 1318
HURON, SOUTH DAKOTA 57350-1318
TELEPHONE 1-800-245-6977

DECEMBER 16, 1996

TERESA VOGEL
P O BOX 283
DOLAND SD
574360283

FINAL NOTICE OF INTENT TO DISCONNECT SERVICE

ACCOUNT NO: 073-0230509-024
SERVICE ADDRESS: MARTIN HOUSE

DEAR TERESA VOGEL

OUR RECORDS SHOW YOUR UTILITY ACCOUNT WITH US IS OVERDUE IN
THE AMOUNT SHOWN BELOW

DISCONNECT AMOUNT	\$79.10	TOTAL AMOUNT OF BILL	\$289.64
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WE RECOGNIZE THAT FROM TIME TO TIME CUSTOMERS HAVE TEMPORARY
FINANCIAL PROBLEMS MAKING IT DIFFICULT TO PAY BILLS PROMPTLY. WE
ARE WILLING TO WORK WITH YOU TO RESOLVE THE PAYMENT OF YOUR
UTILITY ACCOUNT. PLEASE CALL OUR 24-HOUR CUSTOMER SERVICE CENTER
AT 1-800-245-6977 TO MAKE PAYMENT ARRANGEMENTS.

WE REGRET THAT UNLESS PAYMENT OR ARRANGEMENTS FOR PAYMENT OF
YOUR OVERDUE ACCOUNT IS MADE PRIOR TO 12/23/96, SERVICE WILL BE
DISCONNECTED. ONCE SERVICE IS DISCONNECTED, IN ADDITION TO
PAYMENT OF THE UTILITY BILL, A RECONNECTION FEE OF \$42.00 PLUS
TAX DURING BUSINESS HOURS (\$63.00 PLUS TAX AFTER BUSINESS HOURS)
IS REQUIRED BEFORE YOUR UTILITY SERVICE IS RESTORED.

IF YOU BELIEVE THAT SOME OR ALL OF THE CHARGES ARE IN ERROR,
WE ENCOURAGE YOU TO CONTACT US TO DISCUSS THE DISPUTED CHARGES.

IF WE CAN NOT RESOLVE THE DISPUTE, YOU SHOULD PAY THE
UNDISPUTED PORTION OF THE BILL. SOUTH DAKOTA CUSTOMERS HAVE THE
RIGHT TO APPEAL THE UNRESOLVED DISPUTE TO THE SD PUBLIC UTILITIES
COMMISSION, STATE CAPITOL BUILDING, PIERRE, SD 57501, TELEPHONE
NUMBER 1-605-773-3201.

PLEASE DISREGARD THIS NOTICE IF PAYMENT OF YOUR OVERDUE
ACCOUNT HAS ALREADY BEEN MADE AND THANK YOU FOR YOUR COOPERATION.

SINCERELY,
NWP S
COLLECTION DEPARTMENT

01 200 144-0

NEXT

DOCUMENT (S)

DISREGARD

BACKGROUND

1
1
4
1
1
NORTHWESTERN PUBLIC SERVICE COMPANY
34 THIRD ST SE P O BOX 1318
NEJRON, SOUTH DAKOTA 57350-1318
TELEPHONE 1-800-245-6977

OCTOBER 31, 1996

JOHN VOGEL
P O BOX 283
DOLAND SD
574360283

FINAL NOTICE OF INTENT TO DISCONNECT SERVICE

Aberdeen
n.w.r.s. P.O. Box
1120 A.

ACCOUNT NO: 073-0230509-023
SERVICE ADDRESS: MARTIN HOUSE

DEAR JOHN VOGEL

57402 att. Darnell

OUR RECORDS SHOW YOUR UTILITY ACCOUNT WITH US IS OVERDUE IN THE AMOUNT SHOWN BELOW

DISCONNECT AMOUNT \$121.16 TOTAL AMOUNT OF BILL \$214.08

WE RECOGNIZE THAT FROM TIME TO TIME CUSTOMERS HAVE TEMPORARY FINANCIAL PROBLEMS MAKING IT DIFFICULT TO PAY BILLS PROMPTLY. WE ARE WILLING TO WORK WITH YOU TO RESOLVE THE PAYMENT OF YOUR UTILITY ACCOUNT. PLEASE CALL OUR 24-HOUR CUSTOMER SERVICE CENTER AT 1-800-245-6977 TO MAKE PAYMENT ARRANGEMENTS.

WE REGRET THAT UNLESS PAYMENT OR ARRANGEMENTS FOR PAYMENT OF YOUR OVERDUE ACCOUNT IS MADE PRIOR TO 10/10/96, SERVICE WILL BE DISCONNECTED. ONCE SERVICE IS DISCONNECTED, IN ADDITION TO PAYMENT OF THE UTILITY BILL, A RECONNECTION FEE OF \$42.00 PLUS TAX DURING BUSINESS HOURS (\$63.00 PLUS TAX AFTER BUSINESS HOURS) IS REQUIRED BEFORE YOUR UTILITY SERVICE IS RESTORED.

IF YOU BELIEVE THAT SOME OR ALL OF THE CHARGES ARE IN ERROR, WE ENCOURAGE YOU TO CONTACT US TO DISCUSS THE DISPUTED CHARGES.

IF WE CAN NOT RESOLVE THE DISPUTE, YOU SHOULD PAY THE UNDISPUTED PORTION OF THE BILL. SOUTH DAKOTA CUSTOMERS HAVE THE RIGHT TO APPEAL THE UNRESOLVED DISPUTE TO THE SD PUBLIC UTILITIES COMMISSION, STATE CAPITOL BUILDING, PIERRE, SD 57501, TELEPHONE NUMBER 1-605-773-3201.

PLEASE DISREGARD THIS NOTICE IF PAYMENT OF YOUR OVERDUE ACCOUNT HAS ALREADY BEEN MADE AND THANK YOU FOR YOUR COOPERATION.

SINCERELY,
NMP
COLLECTION DEPARTMENT



NORTHWESTERN PUBLIC SERVICE COMPANY

07302305090240000671608

SEND PAYMENT TO...

P O BOX 5163
SIOUX FALLS SD
57117-5163

3431
TERESA VOGEL
P O BOX 283
DOLAND SD 57436-0283

DATE DUE	
02/24/97	
PAY THIS AMOUNT	
\$	471.40

ACCOUNT NUMBER
073-0230509-024
U

PLEASE RETURN THIS PORTION WITH PAYMENT

NAME		ACCOUNT NUMBER		BILLING DATE		BALANCE FORWARD	
D6 TERESA VOGEL		073-0230509-024		02/10/97		529.27	
SERVICE ADDRESS		METER NUMBER		LIFE PAYMENT CHARGE		6.64	
MARTIN HOUSE							
DATE OR CODE	REAL FEE	METER NUMBER	MC	DAY	METER READING	CURRENT	PREVIOUS
E10		1069524	02 06	30	03779	03208	
G81		2055358	02 06	30	0369	0114	
(ATMOS PRESSURE ADJ 0.9690 BTU ADJ 1.015)						571 KWH	49.79
NOTE: ENERGY ASSISTANCE REMAINING IS .00 AFTER PMT OF						255 CCF	141.35
						251 THERMS	65.00CR
ELECTRIC COST INCLUDED (KWH)		CITY TAX		STATE TAXES		LOCAL TAXES	
2.23CR		7.44		1.91		9.55	
PREVIOUS BALANCE		PAYMENTS/CREDITS		FINANCE CHARGE		CURRENT CHARGES	
						NET BALANCE	
						471.40	
CURRENT CHARGE TX		8.72		WILL BE ADDED		TOTAL AMOUNT	
						NOW DUE	
						471.40	

06 ACCOUNT NO. 073-0230509-024
LAST PAYMENT ON 01/09/97 WAS \$56.09. EARLY PAYMENT DISCONNECT NOTICE

ACCORDING TO THE EARLY PAYMENT CREDIT POLICY WHICH APPLIES TO THIS ACCOUNT, SERVICE DISCONNECTION WILL OCCUR IF PAYMENT IS NOT RECEIVED OR ACCEPTABLE PAYMENT ARRANGEMENTS MADE PRIOR TO FEB. 24, 1997. WE ARE WILLING TO WORK WITH YOU TO RESOLVE PAYMENT. PLEASE CONTACT A COLLECTION REPRESENTATIVE AT OUR 24-HOUR CUSTOMER SERVICE CENTER 1-800-245-6977. IF SERVICE IS DISCONNECTED, IT WILL NOT BE RESTORED WITHOUT PAYMENT OF YOUR BILL AND A RECONNECTION FEE. TO AVOID DISCONNECTION SEE REVERSE SIDE FOR CUSTOMER SERVICE INFORMATION.

CURRENT CHARGES		
E10	METERED ELECTRIC 30 DAY BILL AVERAGE COST PER DAY IS	\$1.66
G81	METERED GAS 30 DAY BILL AVERAGE COST PER DAY IS	\$4.71

NOW YOU CAN DEFER 1/3 OF YOUR WINTER ENERGY BILLS WITH NORTHWESTERNS 1997 BLIZZARD BEATER PROGRAM. CALL 1-888-SNO-1997 TO SIGN-UP TODAY!



07302305090240000529277

SEND PAYMENT TO...

P O BOX 5163
SIOUX FALLS SD
57117-5163

3444
TERESA VOGEL
P O BOX 283
DOLAND SD 57436-0283

DATE DUE
01/27/97

ACCOUNT NUMBER
073-0230509-024

PAYMENT AMOUNT
\$ 529.27

PLEASE RETURN THIS PORTION WITH PAYMENT

NAME		ACCOUNT NUMBER		BILLING DATE		BALANCE FORWARD	
04 TERESA VOGEL		073-0230509-024		01/09/97		289.64	
SERIAL ADDRESS: MARTIN HOUSE		LAST PAYMENT CHARGE				4.90	
METER(S) MAKE	METER NUMBER	WARRANTY	DATE	NO. OF READING	PREVIOUS	MULTIPLIER	LAST
E10	1069526	01 07	34	03208	02534		674 KWH
G81	2055358	01 07	34	0114	9785		329 CCF
(ATMOS PRESSURE ADJ 0.9690 BTU ADJ 1.017)							324 THERMS
NOTE: ENERGY ASSISTANCE REMAINING IS						.00	AFTER PMT OF
							217.01
							56.09CR
ELECTRIC COST INCLUDES SPIN		CUSTOMER	STATE TAXES	LOCAL TAXES	OTHER		
-51CR			11.08	2.77			
PREVIOUS BALANCE		PAYMENTS/CREDITS		FINANCE CHARGE	CURRENT CHARGES	NEW BALANCE AS OF THIS BILL	
ELECTRIC DISCONNECT FEE							
ELECTRIC RECONNECT FEE							
ELECTRIC DISCONNECT CHARGE OF		7.29		TAX BE ADDED			
EQUIPMENT IS NOT REQUIRED IN OUR TRUCKS IN OFFICE BY NEXT BILLING						TOTAL AMOUNT DUE	529.27

06 ACCOUNT NO. 073-0230509-024
LAST PAYMENT ON 12/09/96 WAS \$40.36.

EARLY PAYMENT DISCONNECT NOTICE

ACCORDING TO THE EARLY PAYMENT CREDIT POLICY WHICH APPLIES TO THIS ACCOUNT, SERVICE DISCONNECTION WILL OCCUR IF PAYMENT IS NOT RECEIVED OR ACCEPTABLE PAYMENT ARRANGEMENTS MADE PRIOR TO JAN. 27, 1997. WE ARE WILLING TO WORK WITH YOU TO RESOLVE PAYMENT. PLEASE CONTACT A COLLECTION REPRESENTATIVE AT OUR 24-HOUR CUSTOMER SERVICE CENTER 1-800-245-6977. IF SERVICE IS DISCONNECTED, IT WILL NOT BE RESTORED WITHOUT PAYMENT OF YOUR BILL AND A RECONNECTED FEE. TO AVOID DISCONNECTION SEE REVERSE SIDE FOR CUSTOMER SERVICE INFORMATION.

CURRENT CHARGES
E10 METERED ELECTRIC 34 DAY BILL AVERAGE COST PER DAY IS \$1.76
G81 METERED GAS 34 DAY BILL AVERAGE COST PER DAY IS \$6.38

SEND PAYMENT TO...

7022
 TERESA VOGEL
 P O BOX 283
 DOLAND SD 57436-0283

P O BOX 5163
 SIOUX FALLS SD
 57117-5163

DATE DUE
12/23/96
PAY THIS AMOUNT
\$ 289.64

ACCOUNT NUMBER
073-0230509-024

PLEASE RETURN THIS PORTION WITH PAYMENT

NAME		ACCOUNT NUMBER		BILLING DATE		BALANCE FORWARD	
06 TERESA VOGEL		073-0230509-024		12/10/96		244.74	
SERVICE ADDRESS: MARTIN HOUSE				LATE PAYMENT CHARGE		4.45	
REC'D CODE	METER NUMBER	CONTRACT NO.	DAYS	CONTRACT RATE	METER-READING	PREVIOUS	
E10	1069526	12 04 30	02534	02108		426 KWH	38.52
G81	2055358	12 04 30	9785	9551		234 CCF	
(ATMOS PRESSURE ADJ 0.9690 BTU ADJ 1.014)						230 THERMS	157.75
NOTE: ENERGY ASSISTANCE REMAINING IS						56.09 AFTER PMT OF	165.64CR

{ 1-800-245-6977
 M. ndy 7408 }

ELECTRIC COST INCLUDES SUPPLY	CUSTOMER CONNECT CHARGE	STATE TAXES	LOCAL TAXES	OTHER
1.61CR		7.85	1.97	
PREVIOUS BALANCE	FORFEITS/CREDITS	FINANCE CHARGE	CURRENT CHARGES	NEW BALANCE AS OF THIS BILL
				9.82

RATE PAYMENT CHARGE OF 4.90 WILL BE ADDED. TOTAL AMOUNT NOW DUE 289.64
 PAYMENT IS NOT RECEIVED IN OUR OFFICE ON DATE OF NEXT BILLING. EARLY PAYMENT DISCONNECT NOTICE
 06 ACCOUNT NO. 073-0230509-024 #47.11.
 LAST PAYMENT ON 11/08/96 WAS

ACCORDING TO THE EARLY PAYMENT CREDIT POLICY WHICH APPLIES TO THIS ACCOUNT, SERVICE DISCONNECTION WILL OCCUR IF PAYMENT IS NOT RECEIVED OR ACCEPTABLE PAYMENT ARRANGEMENTS MADE PRIOR TO DEC. 23, 1996. WE ARE WILLING TO WORK WITH YOU TO RESOLVE PAYMENT. PLEASE CONTACT A COLLECTION REPRESENTATIVE AT OUR 24-HOUR CUSTOMER SERVICE CENTER 1-800-245-6977. IF SERVICE IS DISCONNECTED, IT WILL NOT BE RESTORED WITHOUT PAYMENT OF YOUR BILL AND A RECONNECTION FEE. TO AVOID DISCONNECTION SEE REVERSE SIDE FOR CUSTOMER SERVICE INFORMATION.

CURRENT CHARGES

E10 METERED ELECTRIC 30 DAY BILL AVERAGE COST PER DAY IS	\$1.28
G81 METERED GAS 30 DAY BILL AVERAGE COST PER DAY IS	\$5.26



NORTHWESTERN PUBLIC SERVICE COMPANY

0730230507024000244745

SEND PAYMENT TO...

6951
TERESA VOGEL
P O BOX 283
DOLAND SD 57456-0283

P O BOX 5163
SIOUX FALLS SD
57117-5163

DATE DUE

11/25/96

PAY THIS AMOUNT

\$ 244.74

PLEASE RETURN THIS PORTION WITH PAYMENT

NAME		ACCOUNT NUMBER	BILLING DATE	BALANCE FORWARD											
06 TERESA VOGEL		073-0230509-024	11/08/96	238.01											
SERVICE ADDRESS MARTIN HOUSE			LATE PAYMENT CHARGE	4.00											
DATE (OR COX)	READ	METER NUMBER	RECORDS	DAYS	CURRENT	PREVIOUS	MULTIPLIER	CHARGE	SEC	REAS	USE	OFF			
E10		1069526	11	04	28	02108	01655			453	KWH		38.51		
G81		2055358	11	04	28	9551	9439			112	CCF				
(ATMOS PRESSURE ADJ 0.9690 BTU ADJ 1.016)													111	THEMS	47.20
NOTE: ENERGY ASSISTANCE REMAINING IS													221.73	AFTER PMT OF	108.27CR
ELECTRIC COST INCLUDED (EPFA)		CUSTOMER ENERGY FEE	STATE TAXES	LOCAL TAXES	OTHER										
3.84CR			4.23	1.06										5.29	
PREVIOUS CHARGE PLAN		PREVIOUS BALANCE	PAYMENTS	FINANCE CHARGE	CURRENT CHARGES	NEW BALANCE									
RECONNECTION FEE PLAN						ALL OF THIS BILL									
LATE PAYMENT CHARGE OF		4.45	WILL BE ADDED:												
IF PAYMENT IS NOT RECEIVED IN OUR DIVISION OFFICE BY NEXT BILLING											TOTAL AMOUNT	244.74			
06 ACCOUNT NO. 073-0230509-024											NEW DUE				
LAST PAYMENT ON 11/05/96 WAS \$60.00.											EARLY PAYMENT DISCONNECT NOTICE				

ACCORDING TO THE EARLY PAYMENT CREDIT POLICY WHICH APPLIES TO THIS ACCOUNT, SERVICE DISCONNECTION WILL OCCUR IF PAYMENT IS NOT RECEIVED OR ACCEPTABLE PAYMENT ARRANGEMENTS MADE PRIOR TO DEC. 23, 1996. WE ARE WILLING TO WORK WITH YOU TO RESOLVE PAYMENT. PLEASE CONTACT A COLLECTION REPRESENTATIVE AT OUR 24-HOUR CUSTOMER SERVICE CENTER 1-800-245-6977. IF SERVICE IS DISCONNECTED, IT WILL NOT BE RESTORED WITHOUT PAYMENT OF YOUR BILL AND A RECONNECTION FEE. TO AVOID DISCONNECTION SEE REVERSE SIDE FOR CUSTOMER SERVICE INFORMATION.

CURRENT CHARGES

E10 METERED ELECTRIC 28 DAY BILL AVERAGE COST PER DAY IS \$1.38
G81 METERED GAS 28 DAY BILL AVERAGE COST PER DAY IS \$2.40

**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF SOUTH DAKOTA**

**IN THE MATTER OF THE COMPLAINT FILED) ORDER DISMISSING
BY TERESA VOGEL, DOLAND, SD, AGAINST) COMPLAINT AND CLOSING
NORTHWESTERN PUBLIC SERVICE) DOCKET
REGARDING A DISCONNECTION) GE97-001**

On March 21, 1997 the Public Utilities Commission (Commission) received a complaint from Teresa Vogel (Complainant), Doland, SD, against Northwestern Public Service (NWPS). The complaint involves a dispute of the amount Complainant owes NWPS. In the complaint, the Complainant indicates a desire to make payments on the correct amount owed and alleges that an NWPS' employee had recommended that payments be withheld until the correct billing amount was determined. NWPS has foregone disconnection of Complainant's account pending the Commission's consideration of this matter.

The Commission has jurisdiction over this matter pursuant to SDCL 49-34A-2, 49-34A-4 and ARSD 20 10 01 07 01, 20 10 01 08 01 and 20 10 01 09. Pursuant to ARSD 20 10 01 08 01 and 20 10 01 09, if a complaint cannot be settled without formal action, the Commission shall determine if the complaint shows probable cause of an unlawful or unreasonable act, rate, practice or omission to go forward with the complaint.

On March 26, 1997, at a duly noticed ad hoc meeting, the Commission reviewed the complaint and voted to find that there was not probable cause of an unlawful or unreasonable act, rate, practice, or omission and that the complaint be dismissed and the docket closed. It is therefore

ORDERED that the complaint be dismissed and that docket GE97-001 be closed.

Dated at Pierre, South Dakota, this 2nd day of April, 1997.

CERTIFICATE OF SERVICE
<small>The undersigned hereby certifies that this document has been served today upon all parties of record in this docket, as listed on the docket service list, by facsimile or by first class mail in properly addressed envelopes, with charges prepaid thereon.</small>
By <u><i>Alana Kato</i></u>
Date <u>4/2/97</u>
<small>(OFFICIAL SEAL)</small>

BY ORDER OF THE COMMISSION

James A. Burg
JAMES A. BURG, Chairman

Pam Nelson
PAM NELSON, Commissioner

Laska Schoenfelder
LASKA SCHOENFELDER, Commissioner