
From: g dorr[SMTP:GFDORR@GMAIL.COM]

Sent: Tuesday, December 02, 2014 12:31:39 PM

To: Edwards, Kristen

Cc: woodsfuller.com; james.moore; bill.taylor@woodsfuller.com;
Matt.rappold01@gmail.com; 350.org; Arthur R. Tranderup;
Benjamin D. Gotschall; Beth Lone Eagle; Boettcher Organics;
Carolyn P. Smith; Chastity Jewett; Cindy Myers, RN; CRST Chairman;
Dallas Goldtooth; Debbie J. Trapp; Diana L. Steskal; DRA - Attorney;
DRA - Frank; DRA - Sabrina; Gena M. Parkhurst; Jane Kleeb; Jeff Jensen;
John Harter; Joye Braun; Lewis GrassRope; Louis T. Genung; Nancy Hilding;
Paul F. Seamans; Paula Antoine; Robert G. Allpress; Robert Gough;
RST President; RST TUC; SD Wildlife Federation; Sierra Club;
SRST Attorney; Tom BK Goldtooth; Viola Waln; Wrexie Lainson Bardaglio;
YST Attorney; YST Chairman; Douglas, Tina (PUC); Van Gerpen, Patty;
Kearney, Darren; Rounds, Brian; PUC Docket Filings

Subject: Re: Keystone XL HP14-001

Auto forwarded by a Rule

IN REGARDS TO THE BROKEN E-FILING AND THE EMAIL PROCESS FOR THE DOCKET HP 14-001:

I am curious as to when the information regarding the central email for the PUC was passed out to us prior to this notification from you at this late hour?

In looking at the email history prior to this email from you, I do not see the PUCdocketfilings@state.sd.us in any of our emails.

Can you please let us know when this change went into affect?

It has obviously created some confusion and consternation for the intervenors. I would hope that since you sent it at such a late hour that some leeway would be afforded those that already sent to the commission in the same fashion we have been doing.

If there is an announcement regarding procedures could we have that statement made publicly at the next hearing?

At the very least, **could we please have it sent out earlier in emails?**

I am not sure if you are aware of the process to use the e-filing system. I will give you the rundown on it because it is very unfriendly to users. I attempted to send comments before using the e-filing system. Let me tell you why it didn't work. And I would suggest you use a "USER ACCOUNT" to verify the information I am explaining to you. It does no good to be inside the system and try to see what I am talking about outside the system. Your web specialist should be able to do this if you don't already have one.

1. I went to the SD PUC WEBSITE and clicked on the e-filings.
2. I got the "efiling options" page.
3. I clicked on the "New docket and docketed filings" button.
4. I filled out the form on the DocketFiling page using only my name and put "N" in all the blanks except for my email address. I also put in HP14-001 in the docket number block.
5. I clicked on "existing docket" in the blue lettering at the bottom of the page.
6. Nothing. Nothing happens. YOUR LINK IS BROKEN.
7. Instead I click on "don't prefill body of the email" and then click back on "existing docket" again.
8. I then get this page. Notice there is nowhere on this page to attach documents.



9. It is only after you read more closely that you can see that you are supposed to cut and paste everything from this page into your own email client and there is an ominous blue asterisk on the side that says "*IE only."

So, I am at a loss for words. The Commissioner said in the meeting that you could post from the page. If you get to the step 5 which I put above in this email, NOTHING will happen. I would suggest that you provide a legally sound process for the public to advance "E-filings" to your page. In the meanwhile, I would at least suggest that you put the email address "PUCdocketfilings@state.sd.us" SOMEWHERE on the page so that in the event that more people get to my step 5 and NOTHING happens, they can send an email to that address which is not listed in plain sight for the average citizen to be able to find. I would suggest that you exit the system and operate as an end-user to see what I am talking about. If you try to do this from within your own system I'm sure you will be confused about what I, the customer, am going through.