

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

CE05-001
RECEIVED
MAY 20 2005
SOUTH DAKOTA
UTILITIES COMMISSION

Date Docketed MAY 26 2005

500 East Capitol Building, Pierre SD 57501

COMPLAINT

Complainant(s) (Person(s) filing the complaint)		Respondent(s) (Person(s) or Company complained against) At a minimum, the name of the company	
Name	LARRY L. FLISS	Utility Company	OTTERTAIL POWER CO.
Address	103 N. LK. HENDRICKS DR.	Contact Person	1. CHARLES KREBS 2. TIMOTHY MELBY
City, State, Zip	HENDRICKS, MN. 56136	Address	P.O. BOX 570
Work Phone		City, State, Zip	MORRIS, MN. 56267
Home Phone	1-605-479-3661	Phone	1-800-257-4044 ext. 6204
Cellular Phone		Fax	1-218-739-8528
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:			

These are the facts giving rise to my complaint:

First, I'm a South Dakota resident with a Minnesota address.
 As per my informal letter of complaint to Jodi Klemann, I will reiterate.
 For the last 4+ years, we on North Lake Hendricks Drive have experienced blinking-flickering lights. The problem seems to start in the Spring when the Hendricks Golf Club opens and lasts through Fall.
 I have no documentation to present to you other than my informal letter signed by our neighbors, experiencing the same problem. Ottertail did put an instrument on our panel that clearly showed dips, but they have the printouts. Ottertail also stated that the problem stems from the Golf Club.

Please complete the reverse side of this document

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.

Larry Fliss contacted the PUC on May 13, 2004, stating that for approximately four years he has constantly experienced light flickering from the time the local golf course begins its season until it closes in the fall. He contacted Otter Tail and has been told the voltage is at an acceptable range.

On June 22, 2004, Kevin from Otter Tail called. Representatives from the golf course met last week and said they will change their watering schedule from 12:00 a.m. to 6:00 a.m. They are also looking into some grants through community projects to offset any cost of possible repairs with new soft starts. Kevin gave the golf course an estimate of the cost of soft starts. He said he will be checking back with them to see if they received any grants.

Steve Wegman, a PUC analyst, has had conversations with all parties involved. He has determined that the golf course is causing interference on the Otter Tail line. The interference causes blinking lights and other voltage disruptions to Mr. Fliss. The question that has not been answered is who should pay to correct the problem - Otter Tail, Hendricks Golf Course, or both.

The following was found in Otter Tail's general policy book:

10. SPECIAL EQUIPMENT: At a customer's request, the Company will make service available to certain special equipment over a separate service line or separate transformer, and through a separate meter with separate billing. If it appears to the Company that its expenditure may not be justified by the anticipated revenue, the rule covering extension of service will apply. Equipment which, because of its operating characteristics, may interfere with satisfactory service to other customers may, at the Company's option, be served through a separate service and meter with separate billing. When this condition is encountered, the customer shall at his expense make the necessary changes to properly correct the existing condition.

It still begs to ask the question "What if I (the customer) don't want to do anything?"
What recourse do we have?