

**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF SOUTH DAKOTA**
500 East Capitol Building, Pierre SD 57501

RECEIVED

DEC 13 2007

COMPLAINT

**SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION**

Complainant(s) (Person(s) filing the complaint)		Respondent(s) (Person(s) or Company complained against) At a minimum, the name of the company	
Name	Jack + Cindy Brunson	Utility Company	Golden West
Address	[REDACTED]	Contact Person	
City, State, Zip	Edgemont, SD 57735	Address	
Work Phone		City, State, Zip	Wall, SD
Home Phone	605-662-7871	Phone	
Cellular Phone		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:)

These are the facts giving rise to my complaint:

Construction began in 2004
 Talked with local serviceman Don Anderson about getting phone service. He brought out wire for wiring interior of building.
 Fall of 2005 Don Anderson was going to install line but machine that was necessary for installation was taken to another area so he couldn't complete job. Spring of 2006 talked with Mr Stan Townsend requesting service to schoolhouse.
 Discussed Easements no compensation and Golden West engineer stated he preferred going in road ditch and not dealing with land owners. Other neighbors didn't provide easements but they placed new cable directly to ranch homes and didn't require new easement. When they went by our ranch home they wouldn't lay cable to our ranch home. Golden West had an existing phone easement going by schoolhouse that was active. We contacted local serviceman Don Anderson again he stated he could get it done in a few hours and wrote up work order. Jerry Schrader area manager withdrew work order. The distance from their existing active line is 400 feet to the school house. The school house had phone services previously when Depot was operating. Everytime Golden West with holds our service they draft a new easement broadening the easement in their favor and nothing to protect our agricultural use. They want to place phone line on our waterline. Golden West is withholding service knowing its costing us business due to fact we have to drive 1/2 mile every time we need to use the phone at our ranch house. We also pay \$10⁰⁰ per month to satellite company because of no land line. Judy Bielmaier has stated they could install line right away.

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.

RESOLUTION REQUEST

I ask that the Public Utilities Commission grant the following remedy. (What do you think the Commission should do to solve your complaint? Be specific in your request for a resolution.)

Determine we are entitled to phone service and a line hooked up

NOTE: Please attach any additional pages, if necessary.

AFFIRMATION STATEMENT

I hereby affirm that these statements are true and accurate to the best of my knowledge.

Cindy Brunson *12-10-07*
Complainant's Signature(s) Date

CERTIFICATE OF SERVICE
The undersigned hereby certifies that this document has been served today upon
John Vielmeyer
Helen West

electronically
by facsimile at *polymer@siemens.com*
By: *Kara Semmler*
Date: *12/13/07*
Time: *4:00 PM*



FINLEY ENGINEERING COMPANY, INC.



1981 Engbretson Avenue • Box 259 • Slayton, MN 56172 • Phone (507) 777-2000 • FAX (507) 777-2200

Writer's Direct Dial Number

June 15, 2006

Jack and Cindy Brunson

[REDACTED]
Edgemont, SD 57735

RE: Golden West Easement
07-40508002-13

Dear Jack and Cindy,

Enclosed for your review find the Golden West easement we discussed last Friday morning. This easement is along Hwy 471 between Provo and Rumford. I need to do more research on the proposed cable placement west of 471 toward Igloo. Current plans will have me in the Edgemont area after the 4th of July. I will give you a call then to get together to discuss these matters. If you have any questions in the mean time, feel free to call me at 507-777-2250 between 7 a.m. and 5 p.m. central time Monday thru Friday.

I look forward to meeting you.

Sincerely,

Stan Townsend
Right of Way Agent

ST
encl

CINDY BRUNSON

Account Number: [REDACTED]

November 14, 2007

Service Date(s) Detailed Charges

	Previous Balance	\$77.99
Nov 03	Credit Card Payment	- 77.99
		\$0.00

From To Current Charges

Nov 29 - Dec 28	Additional Receiver	5.00
	DishDVR Advantage, You Saved \$3.98!	49.99
	3 Premium Package	30.00
	DISH Home Protection Plan (DHPP)	5.99
	Additional Receiver	5.00
		\$100.98

Adjustments

Nov 06	DHPP Credit 4 of 12 - Adjustment	- 5.99
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Taxes

Nov 14	State/Local Tax (Sales/Gross Receipts)	3.80
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Total AutoPay on Dec 4, 2007 \$98.79

Correspondence

Be sure to provide your name, telephone number and DISH Network account number whenever you contact us. See the front of this statement for contact information regarding billing matters. For other concerns you can also email us at FeedBack@customermail.dishnetwork.com.

Do not write comments on the return portion of your statement, or send correspondence to the payment address. Our electronic payment processing system cannot read comments. If you need to send comments by mail, write to DISH Network, PO Box 9033, Littleton, CO 80160.

Payment Information

All monthly services are billed in advance. Please send payment 7-10 days before due date to allow time for payment processing. Payment should be mailed to DISH NETWORK, Dept 0063, Palatine, IL 60055-0063.

To pay by:
Green Dot MoneyPak call 1-800-GreenDot or go to getmygreen.com
MoneyGram ExpressPay call 1-800-926-9400 (receive code: 1899)
ACE Cash Express call 1-800-991-9164
PreCash call 1-877-271-4073

Western Union Quick Collect call 1-800-325-6000
(code city: DISH Network, code state: CO)

Check payments: DISH Network processes personal checks electronically. Your bank statement is your proof of payment. If you wish to receive your cancelled check, if offered by your financial institution, please check the appropriate boxes on the remittance slip.

Please write your DISH Network account number on any checks or money orders.

Fees	
Returned Payment Fee	\$10.00
Late Payment Fee	\$5.00
Reconnect Fee	\$25.00
Additional Outlet Programming Access Fee	\$5.00
Additional Outlet Programming Access Fee (HD)	\$6.00
HD Enabling Fee	\$6.00
DISH Network DVR Service Fee	\$5.99
Change of Programming Service Fee	
Regular Programming	\$5.00
Adult Programming	\$10.00
There is no fee to add programming.	
Service Access Fee	\$6.00
Credit/Debit Card Payment Agent Handling Fee	\$5.00
Check by Phone Fee	\$9.99

Equipment Rental Charges

Digital Home Advantage (DHA) customers pay a monthly equipment rental fee based on the number and type of receivers on the account. The equipment rental fee for the first receiver is included in the package price. An additional equipment rental fee of \$5.00 (\$6.00 in the case of model 411, VIP211 or VIP622 DVR) per month will be charged to your account for each receiver beyond the first and will be displayed as a separate line item on your bill. Applicable tax charges are added.

Connection

To optimize the operation of your equipment, you must connect each DISH Network receiver on your account to a telephone line.

Terms and Conditions

Your Residential Customer Agreement is included in your User's Manual and is also available at www.dishnetwork.com. Please consult this and any promotional agreement for the terms and conditions applicable to programming and other services. By activating your DISH Network account and receiving services, you accept such terms and conditions. sb378009

Change of Personal Information (Check box on front of form.) Complete the information below. If you are moving your service location call 1-800-333-DISH (3474)

Now Address _____ Now Home Phone () _____
City _____ State _____ Zip _____

Make this your last Check! Enroll in AutoPay or Update your AutoPay Information (Check box on front of form.)

Do not use this form for one-time payment processing. Upon set up of AutoPay, include a payment or we will process a one-time payment for the balance due.

- Select from the following: **Electronic Funds Transfer (EFT)** (Include a pre-printed VOIDED check with this document).
(Signature Required Below) **Card Payment** (Visa, MasterCard, Discover Network, American Express, STAR, pulse and NYCE)
 Select: **ATM Debit** (No PIN Required) **Credit/Debit Card**

Enter your Card Number and Expiration Date: **Card Number** _____ **Exp. Date (MMYY)** _____

By signing below, I hereby authorize DISH Network to automatically charge this card or bank account for all future charges including but not limited to monthly programming, pay-per-view, early termination and equipment fees. I understand that all future bills will automatically be presented to this card or bank account on my billing due date. I acknowledge I must contact DISH Network at 1-800-333-DISH (3474) at least 7 days prior to my billing due date to allow time for billing questions or cancellation requests to be considered. I understand that I will be automatically enrolled in paperless billing unless I select the option on this form to unenroll. I further understand that by providing an Email address I will receive notification of when I can view my bill at www.dishnetwork.com or on DishHOME Channel 100.

- Unenroll from Paperless Billing** **Email Address** _____
 Check here to receive your cancelled checks if offered by your financial institution **Signature X** _____