



Pamela A. Bonrud
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NorthWestern Corporation
d/b/a NorthWestern Energy
3010 West 69th Street
Sioux Falls, SD 57108-5613
Telephone: (605) 978-2900
Facsimile: (605) 978-2910
www.northwesternenergy.com

August 18, 2010

Patricia Van Gerpen, Executive Director
South Dakota Public Utilities Commission
523 E. Capitol
Pierre, SD 57501

Re: *In the Matter of the Complaint filed by Kathleen Soesbe, Springfield, South Dakota, against
NorthWestern Energy regarding a Billing Dispute, CE10-002*

Dear Ms. Van Gerpen:

Attached for filing is NorthWestern Corporation d/b/a NorthWestern Energy's Answer to the customer Complaint in the above-referenced matter. By copy of this correspondence, the foregoing is being served upon parties of record.

Respectfully submitted,

A handwritten signature in blue ink that reads "Pamela A. Bonrud".

Pamela A. Bonrud
Director - SD/NE Government and Regulatory Affairs

Enclosure

cc via mail: Kathleen Soesbe, Complainant

cc via e-mail: Kara Semmler, PUC Staff Attorney
Deb Gregg, PUC Consumer Affairs Director
Sara Greff Dannen, Corporate Counsel, NorthWestern Energy
Lori St. Aubin, Manager - Customer Care, NorthWestern Energy

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF SOUTH DAKOTA

Kathleen Soesbe, Complainant, vs. NorthWestern Energy, Respondent.	CE10-002 Answer
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NorthWestern Corporation d/b/a NorthWestern Energy, for its Answer to Kathleen Soesbe's Complaint, states and alleges as follows:

1. NorthWestern Energy denies each and every matter, allegation, and thing in the Complaint except as expressly admitted below.
2. NorthWestern Energy denies that it has violated any law, statute, order, or rule in connection with Soesbe's statements about her account at 614 Walnut, Springfield, South Dakota, or her request that service at 705 College Street, Springfield, South Dakota, be placed in her name.
3. NorthWestern Energy admits that Soesbe contacted customer service on October 12, 2005, and advised she would be moving the following week. The customer service representative advised Soesbe to call back when she knew the specific off date. NorthWestern Energy denies that Soesbe notified customer service when to turn off service.
4. The next contact from Soesbe was on December 10, 2005. Customer service obtained confirmation from the landlord that the premises had been winterized and then generated an off order. The off read was obtained on December 12, 2005, and the final bill was

generated. Attached as Exhibit A are the December 8, 2005, normal cycle bill and the December 15, 2005, final bill for the premises at 614 Walnut, Springfield, South Dakota.

5. The final bill reflects a total amount due of \$70.77. NorthWestern Energy records indicate that no payment was received and \$70.77 was charged off on February 28, 2006.

6. NorthWestern Energy admits that Soesbe contacted customer service on July 12, 2010, and asked to be listed on the account at 705 College Street, Springfield, South Dakota. NorthWestern refused Soesbe's request pursuant to ARSD 20:10:20:01(1).

7. NorthWestern Energy is without information sufficient to admit or deny Soesbe's allegations that stress-induced seizures are recently intensifying and puts Soesbe to her strict proof thereof. NorthWestern Energy specifically denies that any action on its part or on the part of its agents or employees proximately caused the alleged stress-induced seizures.

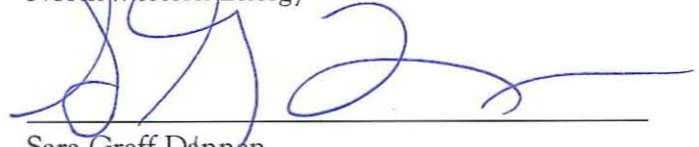
8. NorthWestern Energy is without information sufficient to admit or deny the remaining allegations in the Complaint and puts Soesbe to her strict proof thereof. To the extent that an answer is required, NorthWestern Energy denies the remaining allegations in the Complaint.

WHEREFORE Defendant NorthWestern Corporation d/b/a NorthWestern Energy prays as follows:

1. That the Complaint be dismissed on the merits and with prejudice;
2. That Soesbe pay \$70.77 for services provided by NorthWestern Energy; and
3. That NorthWestern Energy recover its costs and disbursements together with such other and further relief as the Commission deems just and equitable.

Dated at Sioux Falls, South Dakota, this 18th day of August, 2010.

North Western Corporation d/b/a
North Western Energy



Sara Greff Dannen
3010 West 69th Street
Sioux Falls, SD 57108
(605) 978-2942
Sara.Dannen@northwestern.com
Attorney for North Western Corporation
d/b/a North Western Energy

CERTIFICATE OF SERVICE

Sara Greff Dannen, counsel for NorthWestern Corporation d/b/a NorthWestern Energy, hereby certifies that on this 18th day of August, 2010, a true and correct copy of the foregoing Answer was served upon the following by United States mail, postage prepaid:

Kathleen Soesbe
PO Box 201
Springfield, SD 57062

and upon the following by electronic mail:

Patricia Van Gerpen, Executive Director
South Dakota Public Utilities Commission
patty.vangerpen@state.sd.us

Kara Semmler, Staff Attorney
South Dakota Public Utilities Commission
kara.semmler@state.sd.us

Deb Gregg, Consumer Affairs Director
South Dakota Public Utilities Commission
deb.gregg@state.sd.us

with copies provided to:

Pamela Bonrud, Director – SD/NE Government and Regulatory Affairs
NorthWestern Energy
Pam.Bonrud@northwestern.com

Lori St. Aubin, Manager – Customer Care
NorthWestern Energy
Lori.StAubin@northwestern.com



Sara Greff Dannen

00031704950000000444653

NORTHWESTERN ENERGY
PO BOX 1338
BUTTE MT 59702-1338

KATHLEEN SOESBE
PO BOX 201
SPRINGFIELD SD 57062-0201



317049-5

12/19/2005
\$444.65

317049-5
12/08/2005

KATHLEEN SOESBE
614 WALNUT SPRINGFIELD SD

<u>Energy Costs</u>		Previous Balance	270.60
Elec Cost Per Day	4.48	Payments Received Through 12/08/2005	.00
Gas Cost Per Day	.00		
<u>Information Center</u>		<u>Utility Service</u>	
Pay by Phone Options: Che (800) 218-4959 Credit/De visit our website at: www		Outdoor Lighting	.00
		Electric	161.28
		Natural Gas	.00
		Taxes	8.06
		Total Current Utility Charges	169.34
		<u>Products & Services</u>	
		Monthly Fixed Charges	.00
		Other Charges	.00
		Other Taxes	.00
		Adjustments	.00
		Late Payment Fee	4.71
		Total Amount Due	444.65

(See back of page for additional billing details)

A late fee of \$2.00 plus 1 % of the unpaid utility balance, will be assessed if not paid by the due date.

Products and Services

Account Number 317049-5

Utility Billing Detail

			Read	Read			Meter Readings				
Rate	Code	Meter No	Mo	Da	Days	Current	Previous	Mult	Usage	Units	Amount
11	Elec Residential Htg	Est	1068277	00	00	36	8236	1	2876.00	KWH	
						Energy Charge					109.77
						Elec Fuel Purchase Power					51.51
									Service Total		161.28
Taxes State Sales Tax		6.45	City Sales Tax		1.61	Total Taxes		8.06			

This page for information only. All charges are included in the amount due on the cover page.

We appreciate the opportunity to serve you and welcome your feedback.

We invite you to contact us with your suggestions, concerns or questions 24 hours a day at 1-800-245-6977, email us at advocate@northwestern.com, or write us at P.O. Box 1318, Attention: Customer Advocate, Huron SD 57350. South Dakota customers with unresolved questions or concerns may contact the consumer affairs division of the South Dakota Public Utilities Commission at 500 East Capital Avenue, Pierre, SD 57501, or by Telephone at 1-605-773-3201.

Exhibit A

00031704950000000070771

NORTHWESTERN ENERGY
PO BOX 1338
BUTTE MT 59702-1338

KATHLEEN SOESBE
PO BOX 201
SPRINGFIELD SD 57062-0201



317049-5

12/26/2005
\$70.77

317049-5
12/15/2005

KATHLEEN SOESBE
614 WALNUT SPRINGFIELD SD

<u>Energy Costs</u>	Previous Balance	174.05
Elec Cost Per Day 2.46CR		
Gas Cost Per Day .00		
<u>Information Center</u>		
Pay by Phone Options: Che		
(800) 218-4959 Credit/De		
visit our website at: www		
	<u>Utility Service</u>	
	Outdoor Lighting .00	
	Electric 98.37CR	
	Natural Gas .00	
	Taxes 4.91CR	
	Total Current Utility Charges	103.28CR
	<u>Products & Services</u>	
	Monthly Fixed Charges	.00
	Other Charges	.00
	Other Taxes	.00
	Adjustments	.00
	Late Payment Fee	.00
	Total Amount Due	70.77

(See back of page for additional billing details)

A late fee of \$2.00 plus 1 % of the unpaid utility balance, will be assessed if not paid by the due date.

Products and Services

Account Number 317049-5

Utility Billing Detail

Rate	Read Code	Meter No	Read			Meter Readings		Mult	Usage	Units	Amount
			Mo	Da	Days	Current	- Previous				
11 Elec Residential Htg		1068277	12	12	40	8882	8236	1	646.00	KWH	
						Energy Charge					51.34
						Elec Fuel Purchase Power					11.57
									Service Total		62.91
11 Elec Residential Htg		1068277	12	08	36	11112	8236		2876.00-	KWH	
						Energy Charge					161.28CR
									Service Total		161.28CR

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Exhibit A