



Chris Nelson, Chairman  
Kristie Fiegen, Vice Chairperson  
Gary Hanson, Commissioner



## PUBLIC UTILITIES COMMISSION

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Consumer Hotline  
1-800-332-1782

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March 22, 2021

Patricia Van Gerpen, Executive Director  
South Dakota Public Utilities Commission  
500 East Capitol Ave.  
Pierre, SD 57501

### **RE: New Docket, Formal Complaint**

Ms. Van Gerpen:

Attached for filing please find a consumer complaint received by the Commission's Consumer Affairs Program. Included are public and confidential versions of the complaint.

Pursuant to ARSD 20:10:01:08.01, Staff attempted to resolve the matter informally prior to filing this matter as a formal complaint. Having been unable to informally resolve the matter, Staff requests a docket be opened at this time.

This complaint is being served upon attorney for Respondent by copy of this correspondence. This correspondence shall also serve as notice pursuant to ARSD 20:10:01:09 of Respondent's opportunity to answer within 20 days of receipt of this filing.

Regards,

Kristen N. Edwards

Staff Attorney

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Enc.

Cc: William Hustead, Attorney for Respondent