





**SIoux  
VALLEY**  
ELECTRIC

P.O. Box 216 • Colman, South Dakota, 57017-0216

Phone: 605-534-3535

Toll Free: 1-800-234-1960

June 15, 1995

RECEIVED

JUN 15 1995

Mr. and Mrs. Dale K. Snyder  
26559 463rd Avenue  
Hartford, SD 57033-6906

SOUTH DAKOTA PUBLIC  
UTILITIES COMMISSION

Dear Mr. and Mrs. Snyder,

The South Dakota Public Utilities Commission has advised Sioux Valley Electric that you have filed a service complaint with their office. In the complaint you request that your electric service be provided by Northern States Power Company, and that Sioux Valley pay for damages to your home caused by electric power outages.

Sioux Valley is disappointed that you feel it necessary to change power suppliers to receive good electric service. At the same time, however, we understand why you are dissatisfied with the service reliability provided to you over the past few years. The power outages in your area have exceeded reasonable limits. Enclosed with this letter is a listing of the outages that have occurred since July 1993, along with a brief comment as to the cause of the outage, the date and time, and the length. This list shows that there have been 22 outages totaling 23 hours over the past two years. Barring severe storm damage, our goal is to average no more than 3.5 hours of outage time per customer per year.

The reliability of Sioux Valley's electric service in your area has fallen short of our standards and your expectations. We continuously monitor and evaluate outage reports and underground cable failures so that plans are in place to upgrade our overhead lines and replace faulty cable before service continuity drops to an unsatisfactory level. In late 1993, we developed a two-year plan for cable replacement and service improvement in the Wall Lake area. The plan was initiated during 1994, but unfortunately, over the past eight months, the combination of an accelerated cable failure rate and some extreme weather caused your service continuity to fall even further below our established standard.

Our revised construction schedule, designed to quickly remedy this situation, was seriously slowed by the weather and high water conditions we have been experiencing this spring. In spite of this, we expect to have this major line construction completed by June 20th. Some additional switching and fusing facilities will also be installed in your area.

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We expect to complete this work, and have your source of supply completely renovated in the next few months. When this project is completed, the Cooperative will have invested over \$400,000 with the expectation that these new facilities will provide service reliability within acceptable standards

We would appreciate an opportunity to review the outage history with you, and to show you how the improvements that are underway will improve service to the area

Sincerely,



John E. Miller

Director of Engineering & Operations

✓cc. South Dakota Public Utilities Commission

\*\*\*PLEASE TYPE OR PRINT\*\*\*

95-013

BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF SOUTH DAKOTA

MAY 31 1995

SOUTH DAKOTA PUBLIC  
UTILITIES COMMISSION

COMPLAINT

Complainant(s): (The party filing the complaint)		Respondent(s): (The person or Company complained against)	
Name	Dale R. Snyder	Company	Snoox Valley Electric
Address	3659 463rd Ave.	Address	Ruforte
City, State, Zip	Hartford SD 57033-6906	City, State, Zip	Leban SD 57017
Work Phone	338-1977	Contact Person	Miller
Home Phone	546-6681	Phone	180-334-1960

The facts giving rise to my complaint are: We have been with Snoox Valley Electric Co. for 18 years. The past 10 years service has been deplorable with the past 5 showing very poor service. The yrs. 1993, 94 and 95 being extremely poor service. The summer of 93, we had many outages, some times on bright sunny, cloudless days, the power would be off.

We live near Little Lake, so we have 2 sump pumps running inside. Outside, so having dependable electric service is very important to us.

Our basement has been wet so many times. We have bedrooms downstairs plus a living room, and laundry room. 2 days flood, when I say the basement has been wet.

We fear what this will do to resale value of our home. Also when selling, a buyer will want the truth if we have dependable power out here at the lake.