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Page 1 of 2.

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Wentworth SD  
57075-0096

ATT: Lewi Hook

RECEIVED

DOCKET NUMBER

EL 95-014

Ph.# 605-483-3485

SOUTH DAKOTA PUBLIC UTILITIES COMMISSION

In Addition TO THE COMPLAINT FILED ON JUNE 13<sup>TH</sup>, 1995

ON 6/12/95 OTTERTAIL PULLED THE METER SOMETIME BETWEEN 12:30 pm AND 2:30 pm. WHILE I WAS AWAY FROM MY HOME MY KIDS SAID THEY DIDN'T KNOW. THEY JUST PULLED THE METER. THE KIDS CALLED MY WIFE AT WORK, SHE TOOK TIME OFF FROM HER JOB TO TRY TO FIND ME SO I COULD GET THE LIGHTS RESTORED. SHE WAS UNABLE TO FIND ME. I DID NOT RETURN HOME UNTIL ABOUT 10:00 pm.

ON 6/13/95 I CALLED THE P.U.C. TALKED WITH LEWI HOOK SHE CALLED OTTERTAIL THEY RESTORED MY LIGHTS ABOUT 11:00 AM. 6/13/95.

MY LIGHTS WERE OFF A TOTAL OF TWENTY AND A HALF HOURS. I LOST THE FOOD STUFF IN THE REF: AGAIN. THIS TIME I ALSO LOST THE BEEF, DEER, FISH ICE CREAM, ETC. IN THE FREEZER. I ALSO LOST MY PAPAVERINE HYDROCHLORIDE INJECTIONS PRESCRIBED BY MY DOCTOR. COST

UNKNOWN AT THIS TIME.

SO NOW THIS HAS COST ME MORE THAN A WEEKS WORK. MY WIFE A HALF A DAYS WORK. THE PHONE CALLS TO OTTERTAIL, THE P.U.C. MY ATTORNEY. BESIDES THE STRESS CAUSED BY ALL OF THIS.

AT THIS TIME IT WOULD BE VERY HARD TO ESTIMATE THE LOSE. MY FAMILY AND I HAVE SUFFERED BY ALL OF THIS.

THANK YOU.  
A VERY CONCERNED  
CONSUMER.

Tom Shuman

THE NEXT TIME I HEARD FROM OTTERTAIL WAS AT ABOUT 5:15 PM. ON 5/17/95. WHEN MARK PEDERSON CALLED ME FROM I ASSUME HIS HOME IN EGAN SD AT THIS TIME HE TOLD ME HE WOULD PUT MY METER BACK IF I GAVE HIM A CK. FOR \$249.75/ I TOLD HIM I DIDN'T HAVE THAT MUCH MONEY. HE SAID \$249.75/ OR NO METER. I THEN CALLED OTTERTAIL TALKED TO MANAGER LEON. ABOUT 5:30 PM. 5/17/95 TOLD HIM I DIDN'T HAVE THE \$249.75/. AT THAT TIME HE TOLD ME IF I HAD A CK. FOR \$140.00 HE WOULD SEND MARK P. BACK TO PUT MY METER BACK HE ALSO TOLD ME HE WOULD CALL MARK P. AND TELL HIM THE AGREEMENT WE HAD REACHED. AT ABOUT 6:00 PM. OFF MANAGER LEON CALLED ME BACK AND TOLD ME MARK P. WOULD NOT PUT MY METER BACK UNLESS I GAVE HIM A CK FOR \$249.75/. SO TO GET MY LIGHTS RESTORED I TOLD LEON I WOULD GIVE MARK P. A CK FOR THE \$249.75/ I ALSO TOLD HIM REPEATEDLY THAT THIS CK# 226 WAS NOT GOOD. THIS PHONE CALL WAS ALSO RECORDED. AT ABOUT 9:30 PM. MARK P. RETURNED TO MY HOME AND PUT MY METER BACK. HOWEVER BEFORE HE DID HE CALLED THE LAKE CO. SHERIFF'S DEPT. TOLD THEM HE WAS AFRAID TO RETURN TO PUT MY METER BACK. SO THEY SAT ACROSS THE ST. AND WATCHED.

ON 5/18/95 AT ABOUT 10:00 AM. I CALLED OTTERTAIL TO SEE IF THEY HAD RECEIVED MY CK. AT THAT TIME THEY HAD NOT.

(OVER)

THE LADY I SPOKE WITH SAID SHE WOULD LET ME  
KNOW WHEN SHE RECEIVED IT. LATER THAT DAY OTTERTAIL  
CALLED ME BACK SAID THEY HAD MY CK. # 222.

I TOLD THE LADY I SPOKE WITH TO CASH THAT CK.  
BECAUSE CK # 226 WAS NOT GOOD. SHE TOLD ME  
SHE HAD ORDERS TO SEND IT BACK TO ME!

ON 5/31/95 OTTERTAIL CAME BACK & CUT THE WIRE AT THE  
POND IN THE ALLEY. I AT THAT TIME CALLED THE P.U.C.  
TALKED WITH LENNEY AND ANOTHER GENTLEMAN TOLD THEM  
WHAT HAD HAPPENED. THEY CALLED OTTERTAIL AND RETURNED

MY CALL LENNEY TOLD ME THEY WOULD RECONTACT  
ME FOR \$240.00. AT THAT TIME I TOLD LENNEY  
THAT I DID NOT HAVE \$240.00. I ALSO TOLD I  
HAD THE CK FOR \$140.00. I WOULD GLADLY GIVE THEM

THAT. SHE SAID THAT SHE WOULD CALL OTTERTAIL AND  
TELL THEM. SHE RETURNED MY CALL AND SAID  
THAT OTTERTAIL HAD AGREED TO TAKE THE \$140.00.

BUT THEY WANTED THE MONEY TO BE IN THE FORM  
OF CASH, CK, MONEY ORDER, OR CASH. AND  
LEFT AT ANOTHER PLACE FOR THEM TO PICKUP.

I AGREED. AND LEFT THE MONEY WITH BRENDA BANOWIN

AT THE WENTWORTH BAR, PH # 483-3213. I GAVE  
HER A CK FOR CASH WHICH SHE WOULD CASH AND  
GIVE ME CASH.

...

FOR USING FOUR LANGUAGE & CURSING THE CUSTOMERS.  
SINCE HE SEEMS TO HAVE STRONG PERSONAL FEELINGS  
ABOUT ME, I WOULD REALLY LIKE OTERTRIN TO  
HAVE A DIFFERENT REPRESENTATIVE. HANDLE THEIR  
BUSINESS WITH ME IN THE FUTURE. ALSO I THINK  
THAT THE MANAGER LEON SHOULD BE REPRIMANDED  
FOR ALLOWING THE SERVICE TO BE DISCONNECTED  
WHILE A COMPLAINT WAS BEING PREPARED FOR THE P.U.C.  
THIS ACTION WAS AN ATTEMPT BY THEM TO  
INTIMIDATE ME AND PUNISH ME FOR GOING OVER  
THEIR HEADS. ALSO, I THINK THE P.U.C. SHOULD  
CONSIDER FINING OTERTRIN FOR ANY VIOLATIONS OF  
P.U.C. RULES THAT HAVE OCCURRED.