



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

DOCKET NUMBER EL 95-015

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF SOUTH DAKOTA RECEIVED

COMPLAINT

JUN 15 1995

SOUTH DAKOTA PUBLIC UTILITIES COMMISSION

Complainant(s): (The party filing the complaint)		Respondent(s): (The person or Company complained against)	
Name	ROSE SULIVERES	Company	Black Hills P & L
Address	631 Lemmon Ave	Address	P.O. Box 1440
City, State, Zip	Rapid City SD 57701	City, State, Zip	Rapid City SD 57709-1440
Work Phone	342-1300 Ramadahn ask for Kitchen	Contact Person	Karen (in dept.)
Home Phone	348-6175	Phone	342-0184

The facts giving rise to my complaint are: I HAVE BEEN A CUSTOMER OF BHP&L since 1975. Recently the credit dept. has changed it's workers in this dept. I have always worked with "Ann" for years, until a few months ago, now it's "KAREN" who handles my account. Three months ago, I WAS SHUT OFF, I MADE A PAYMENT AND WAS TURNED BACK ON. Then May 8, 1995 I WAS SHUT OFF AGAIN, I WAS 3 days late with my payment (over weekend). I went in and talked with (Gloria or Lou) not sure of name Head person in credit dept. I explained to her, that I was having a hard time with financial's, because of health problems. I told her I had called Karen and talked with her, but she would not work with me she would set the monthly amount to be paid which at this time was \$25 a month. I told her that I have Belle's Palsy and I was out out work for 2 weeks. So she's telling me I need to catch up on my bills I told her I know what I owe and I want to pay it, but I have many other bills. And that my insurance lapsed and I need to reinstate my insurance. I WAS VERY UPSET SHE WAS WANTING larger payments. So I SAID I'll try

To pay \$200 a month if I can. My income is only average \$730 a month. I have many bills, I own my home so there's no utilities paid. My electric bill is always high in the winter. As high as

(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. If you know them, please make reference to any laws, rules, or orders of which a violation is claimed.)

WHEREFORE, I ask that the Commission enter an Order granting the following relief: (What do you think the Commission should do to solve your problem?) Let me try to get on my feet by letting me pay \$140 a month.

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ON  
NEXT  
PAGE

(NOTE: Attach any additional pages, if necessary.)

Dated at Rapid City, South Dakota, this 13<sup>th</sup> day of June, 1995

Rose M Sullivan  
Signature of the Complainant

Name, address and telephone number of your attorney, if any. If Complainant is not represented by an attorney, leave blank.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(Complaint must be notarized before a notary public prior to sending it to the Commission.)

VERIFICATION

State of South Dakota )  
                                  ) :SS  
County of Pennington )

On this 13<sup>th</sup> day of June, 1995, before me personally came and appeared Rose M Sullivan, known, and known to me, to be the individual described herein and who executed the foregoing instrument, and who duly acknowledged to me that he/she executed same for the purpose therein contained.

IN WITNESS WHEREOF, I hereunto set my hand and official seal.

(SEAL)  
WENDY SMALLEY, NOTARY PUBLIC  
FENNINGTON COUNTY, S.D.  
My commission expires: My Comm. Exp. July 25, 1997

Wendy Smalley  
NOTARY PUBLIC

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\$180- to \$220- a month. <sup>in winter:</sup> And we have many cold months in South Dakota. I receive energy ASST. about \$500 a year. But even after this is paid I still have a remaining balance of est. \$300- in the past years it has been higher. I have always paid my bill. In the month of MAY I paid \$120- on May 8<sup>th</sup> then \$20- a week. which added to \$180-. I called Karen on June 5<sup>th</sup> to see if I could lower the payments to \$150 or \$140- a month. I told her my summer bill is usually about \$155- est. This would still give me \$50-60 a month on the past due amount. She said no the lowest she could take is \$175- a month. I told her, I work for a catering buss. so I only work when there's a function. Plus I'm trying to keep my stress level low as possible to recover from Belle's Patsy. I work an average of 20-26 hrs a wk. sometimes more 36-55 a wk it depends on the functions scheduled.

Karen said no I must have \$175 -  
by the end of the month or you  
will be shut off. Even if I pay  
\$160 - or \$170 - I will be shut off.  
I paid \$70 - on June 6th. There  
is no way that I can pay \$205 - by  
the end of the month. I can pay  
another \$170 - this would be a total  
of \$340 - This is still \$175 - more  
than the original payment plan  
made in March 1995. This is a  
hardship on me because I do not  
like to owe anyone anything.  
My bill enclosed will be only  
\$361 - since I already paid \$70 -  
In the summer time we do not  
use the central air cause we know  
the hardship of this bill, my  
daughter understands it.  
Karen suggested I go to Health +  
Human services + church response.  
I called them both they said they  
do not help with past due amounts  
only recurring bills.  
I would like to pay \$175 - a  
month until this balance is \$0 -

cont pg ③

Please contact me. at (605) 348-6175.  
ROSE SULIVERES 631 Lemmon Ave  
Rapid City, S.D 57701

Ann who works for BHP&L will  
know who I am. I have worked with  
her for years over the phone; then one  
day I went in to meet her. She is  
a very nice lady. You can go back  
on my bill at this address as far  
as 6 1977 my bill has been as  
high as \$700-\$800 which always get  
PAID.

Thank-you  
for your time  
please let me know the  
results of this hearing.

Rose M Suliveres

6-13-95