

NORTHWESTERN PUBLIC SERVICE COMPANY

33 THIRD ST SE PO BOX 1318
HURON, SOUTH DAKOTA 57350-1318

TELEPHONE (605) 352-8411
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September 26, 1995

RECEIVED

SEP 27 1995

SOUTH DAKOTA PUBLIC
UTILITY COMMISSION

Ms Leni, Consumer Representative
Public Utilities Commission
State of South Dakota
500 E Capitol Ave
Pierre SD 57501

Re: Docket #EL95-027

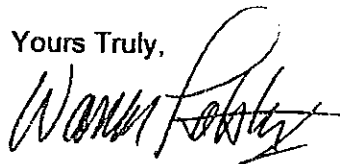
Dear Ms Hook:

We acknowledge having received the above referred complaint, signed by Marlys Krietlow regarding service for the Blue Room Bar at Geddes, South Dakota.

In your absence today, Alan Dietrich and I had a phone conversation with Martin Bettmann. He indicated that October 17, 1995, might be the earliest date this matter may be heard. Based on that, Alan Dietrich will be in charge of our investigation and response.

If we can be of any help in the meantime, just call.

Yours Truly,



Warren Lotsberg
Vice President-Public Affairs

cc Alan Dietrich

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THE COMPLAINT WE HAVE IS IN REGARD TO THE LOSS OF POWER IN THE CITY OF GEDDES IN JULY OF 1995 THE POWER WENT OFF IN THE LATE AFTERNOON FOR ABOUT AN HOUR WHEN THE POWER CAME BACK ON THE FIRST DAY, IT DID NOT SEEM TO BE AT FULL POWER THE LIGHTS WERE VERY DIM THE NEXT DAY WE LOST POWER AGAIN, ABOUT THE SAME TIME OF DAY THE POWER WAS NOT OFF AS LONG ON THE SECOND DAY IT SEEMED AS IF OUR AIR CONDITIONERS COULD NOT "CATCH UP" AFTER THESE OUTAGES OUR ICE MACHINE COULD NOT "CATCH UP" EITHER AND IT EVENTUALLY RAN OUT OF ICE WE HAVE A BIG SCREEN T.V. ON ONE SIDE OF THE BAR AND A 25 INCH T.V. ON THE OTHER SIDE OF THE BAR BOTH T.V.S HAD LINES RUNNING THRU THEM AND WERE IMPOSSIBLE TO WATCH WE CALLED "RONFELDT ELECTRIC" TO COME DOWN AND WORK ON THE AIR CONDITIONERS WE ASKED JIM FRANSDEN TO REPAIR OUR ICE MACHINE WE WERE INFORMED THAT BOTH AIR CONDITIONERS HAD TO BE REPLACED AND AFTER SOME TIME WE WERE ABLE TO REPAIR THE ICE MACHINE

WE CONTACTED OUR INSURANCE AGENT AND ASKED THEM TO FILE OUR CLAIM WE WERE LATER INFORMED THAT OUR INSURANCE WOULD NOT COVER THIS SITUATION AS IT WAS NOT "AN ACT OF GOD" THEY SUGGESTED WE CONTACT NORTHWESTERN PUBLIC SERVICE BECAUSE THEY WERE RESPONSIBLE FOR THE LACK OF POWER

ON AUGUST 28TH I CALLED THE 1-800 NUMBER ON THE BACK OF THE NWPS BILL IT WAS DISCONNECTED THE OTHER NUMBER GAVE ME THE PUBLIC UTILITIES COMMISSION THEY GAVE ME THE NUMBER FOR NWPS AND TOLD BE IF I WAS NOT SATISFIED WITH THEIR SUGGESTIONS TO CALL THEM BACK. THE NUMBER GIVEN TO ME WAS FOR AN OFFICE IN MITCHELL THEY SUGGESTED I CALL THE NWPS OFFICE IN PLATTE I SPOKE TO VERN MACHACEK AND HE SUGGESTED I TALK TO RICK HOFFMAN WHEN I CALLED RICK HE ASKED IF HE MAY INCLUDE CRAIG IN THE CONVERSATION I EXPLAINED THE SITUATION TO THEM AND THEY WOULD INVESTIGATE THE MATTER.

A FEW DAYS LATER I RECEIVED A CALL FROM NWPS THEY TOLD ME THAT WHAT HAD HAPPENED WAS KIND OF LIKE "AN ACT OF GOD" AND THAT THEY HAD NOT THOUGHT THE PROBLEM THEY HAD, HAD EXTENDED TO THE GEDDES AREA. I EXPLAINED THAT OUR INSURANCE COMPANY DID NOT FEEL THAT THIS WAS "AN ACT OF GOD" AND AS HE HAD HIS JOB, MINE WOULD BE EXPLAINING TO THE OWNERS OF THE BAR THAT THIS EXPENSE WAS GOING TO FALL SOLELY ON THEM I ALSO EXPLAINED THAT I HAD TALKED TO SOME OF THE BUSINESS OWNERS IN PLATTE AND THEY TOLD ME THAT THEY HAD BEEN CONTACTED BY NWPS DURING THESE POWER FAILURES AND WERE TOLD TO SHUT THEIR AIR CONDITIONERS DOWN DURING THAT TIME. I THEN CALLED THE PUBLIC UTILITIES COMMISSION AND TALKED

TO MARTIN HE SAID HE WOULD REFER THIS MATTER TO LENI HOOK. HE ASKED IF WE WOULD LIKE TO FILE A FORMAL COMPLAINT I TOLD HIM THAT WE WOULD RATHER NOT, AS WE ARE NEIGHBORS TO THE PLATTE COMMUNITY MARTIN TOLD ME THAT LENI WOULD BE CONTACTING ME AFTER SHE SPOKE TO NWPS.

ON 9-14 I CALLED LENI HOOK AND ASKED IF SHE HAD ANY NEW INFORMATION ON THE MATTER. SHE TOLD ME THAT NWPS HAD NOT YET RESPONDED TO HER QUESTIONS IT WAS AT THAT TIME THAT WE DECIDED TO FILE A FORMAL COMPLAINT WE HAVE NOT SOUGHT LEGAL ADVICE ON THIS MATTER AT THIS TIME

OUR DAMAGES OUR AS FOLLOWS:

LIEUWEN'S ACE HARDWARE	
FAN, PHONE BATTERY, FLOOR FAN	\$ 144 82
RONFELDT ELECTRIC	
AIR CONDITIONER REPLACED	1643 32

DUE TO THE CHANGE IN WEATHER WE HAVE BEEN ABLE TO COOL THE BAR WITH ONE AIR CONDITIONER. WE ARE WAITING FOR ESTIMATES ON THE REPLACEMENT AIR CONDITIONER, HOPING WE WILL BE ABLE TO REPLACE IT A LITTLE CHEAPER THAN THE OTHER ONE WE WERE NOT ABLE TO WAIT WITH THE OTHER ONE, AS THE DAYS WITHOUT ANY AIR HURT OUR BUSINESS ENOUGH. THE DAMAGE DONE TO OUR T V S , COOLERS, AND FREEZERS CANNOT BE DETERMINED. I SPOKE TO OUR ELECTRICIAN AND HE SAID THE DAMAGE THAT CAN BE DONE IN THIS SITUATION IS PERMANENT AND THE LIFE EXPECTANCY OF THESE MAJOR APPLIANCES IS NOW QUESTIONABLE

WE URGE THIS MATTER BE RESOLVED AS SOON AS POSSIBLE WE FEEL MONETARY DAMAGES SUFFERED AND THE LOSS OF BUSINESS DURING THE TIME OF REPAIR HAVE CAUSED OUR BUSINESS EXTREME DAMAGE

RONFELDT ELECTRIC

RT 2 BOX 92
LAKE ANDES SD 57356
605-487-7036

TO: BLUE ROOM
MAIN
GEDDES SD 57348

BILL NUMBER 191
DATE: 8/23/95

NUMBER	DESCRIPTION	PRICE PER ITEM	TOTAL
1	5 TON AIR CONDITIONAR	\$1334.01	\$1334.01
3	LBS. OF R-22	\$5.89	\$17.67

6	MATERIAL TAX	6.00%	\$81.10
	LABOR	\$24.00	\$144.00

	CONTRACTORS EXCISE TAX	2.00%	\$31.54
	SHIPPING CHARGE	\$35.00	\$35.00

TOTAL \$1643.32

Handwritten: \$3986

LIEUWEN'S ACE HARDWARE
P.O. BOX 545
PLATTE, SD 57369-0545

08/31/95

BLUE ROOM
P.O. BOX
GEDDES, SD 57342

DATE	ITEM	TOTAL	PAID	BAL
07/31/95	FAN	39.74	0.00	39.74
08/07/95	PHONE BATTERY	10.59	0.00	50.33
08/08/95	FAN BLADE	10.37	0.00	60.70
08/17/95	FAN	65.71	0.00	126.41
08/26/95	YARD GUARD	18.41	0.00	144.82

#3993

WINCHESTER DOVE SHELLS ONLY \$3.80 A BOX

Current	Over 30	Over 60	Over 90	Over 120
144.82	0.00	0.00	0.00	0.00