

NEXT

DOCUMENT (S)

DISREGARD

BACKGROUND

PLEASE TYPE OR PRINT CLEARLY
 Please Note: \$137.31 paid
 I'll be shut off

BEFORE THE PUBLIC UTILITIES COMMISSION
 OF THE STATE OF SOUTH DAKOTA

Complaint # 011/205878/012
 NWPS Acct # Now 011/3773408/021

123.24
 112.48 ID
 12/20/97
 I filed for bankruptcy in Feb '97
 Since I had no other bills my bankrupt
 was included of 1117 S High St. 2 was included
 in Jan '97 was transferred and bill to my
 name.

COMPLAINT

Complainant(s) (The party filing the complaint)		Respondent(s) (The person or Company complained against)	
Name	Nilda LaPointe	Contact Person	Darnell
Address	608 N. Dakota St.	Company	North Western Public Service
City, State, Zip	Aberdeen, S.D. 57401	Address	
Work Phone	226-7393	City, State, Zip	Aberdeen, S.D.
Home Phone	225-8071	Work Phone	1-800-245-6977 (don't know Aberdeen's number)
Cellular Phone		Cellular Phone	
Fax		Fax	

If the Complainant is represented by an attorney, please list the attorney's name, address, telephone number and fax number below.
 If Complainant is not represented by an attorney, please leave blank:

The facts giving rise to my complaint: I moved to Aberdeen in 1990 to complete my education and start a New life without abuse. I expected to be happy. I wanted to set a good example for my three boys.

When I divorced my ex-husband in 1994 he left me with alot of bills and no child support to this date. It took some time but I cleared you old bill with NWPS. When I went back into Service in 1996 I had to pay a \$200 deposit which was a hardship right away. Since I was in college working a part-time job. It was told to me by Darnell that made me feel like an irresponsible person, that "you must pay for what you use of our service" We don't know that.

If you can my friends you'll find that my payments made on my account 011/205878/012 at 1117 S High St. Apt. #4 was paid for Assistance, except a \$189.21 payment. I was going to school was stress looking for help, I even met with Karen Hunter at Consumer Credit Counseling (229-5100) She informed me with my low income they couldn't help me. In February I see gave up my college degree. I'm only 6 hours away from my B.S. degree. I had money for that last semester only through all this financial stress, evasive notices & NWPS & others threatening I quit school searching out a full-time job. I started on my position now \$1457. It's going to take 3 months to get on my feet. Anyways, I explained this all to Darnell but I was informed by her, I need to pay the backlogs too. She found about \$200 payment every two weeks. This would be \$400 a month. My rent is \$350 and I'm going into two months behind if I get evicted. I won't need to

NOTE: Please attach additional pages, if necessary, to explain your situation. Also attach copies of any bills or other documents which are material to your complaint.
 Worry about any bills with them because I'll be out on the street. SEE ATTACHED

I was to pay 173.95 on 7/15th I got only 1/2 check so while I was figuring how to not get evicted and pay 173.95 to NWPS and feed my sons my lights were shut off 7/16. So I paid this amount and hook up and left me 17.00 to eat on for two weeks and partial rent paid. I sold some things to eat. It's been a struggle since 1990, I finally got a good job, and now these places including NWPS needs these large payments I can't do it. August is my first month to get a good income to start paying everyone. I'm willing to work to pay this but time is what I'm not being allowed.

I need to look at getting my present place caught up. With Acct # 011/1205878/012 put on hold I figure from my last bill total \$840.37 - 423.74 from other house = \$416.63 at 608 N. Dakota (011/3773408/021.

Note: I didn't receive my billings at 608 N. Dakota until June and they totalled over 300 - they were going to the owner and he never forwarded to me. Maybe he made payments on that amount too. I called that 800 # and informed them of my bankruptcy and going to be new address I still didn't get anything. I had my lawyer's secretary call they said they'd send \$ and some dollars. they didn't just a note that I owed 300 and some dollars.

Darnell said why didn't you call, I did, but nothing transferred over so I thought everything was taking time because of my large old bill and bankruptcy.

I'd like to start paying on the up to date bill as of today of \$123.24 on 8/12th. Then on 8/26 send \$50.00 to show them I'm willing to pay the up to date bill or I don't continue in the rent and make \$50 on the old bill on the second pay check of every month until my present place gets caught up then start paying \$50 a month on the old bill on acct # 011/1205878/012 with the up-to-date bill. This is the best I can do to get my rent and everything else caught up and feed my children. I don't receive any assistance.

Please note a large amount from Acct # 011/1205878/012 was from a certain amount taken off due to the old and then it would be paid back in portions, but it transferred over in this \$423.74 in full.

PRAC# 01112058/10/012

What I'm saying, I claimed \$423.74 with my
 bankruptcy I filed in Feb. '97 with Gary Gellhaus at 229-5914.
 In June NWPS plused Acct # 0111205898/012 onto my
 Present Acct # 011/3773408/021.

I can only pay so much and still feed my children.
 I'm a single parent doing the best I can.

Yes, I got a job now, but I'm going to need time
 to get on my feet.

By paying the up-to-date billing every month at present
 place + \$50⁰⁰ on back owed at present address I can get
 caught up.

-Then-

work on the amount I listed on bankruptcy in February
 that NWPS continued to plus on to my present Acct.

Thank you.

Shinda LaPointe

I pray for understanding and time in my
 favor.

RESOLUTION REQUEST

I ask that the Public Utilities Commission grant the following relief. (What do you think the Commission should do to solve this problem?)

To give me time with NWPS to get back on my feet since August will be my first month with a full paycheck. IF I could pay 8/12 the new billing of \$123.24, then start in September paying new bill and \$50 toward past bill on Acct # 01113773408/027. When it's caught up pay new billing plus \$50 on Acct # 011205878/012 until caught up.

NOTE: Please attach any additional pages, if necessary. I know this is a large amount but I can only pay 50 each month, I'm a single parent with no other assistance or child support.

VERIFICATION

Signature must be witnessed by a notary public.

Shinda M. LaPointe

8/7/97

Complainant's Signature

Date

State of South Dakota)
County of Brown)SS

On this 7th day of August, 1997, before me personally came and appeared Shinda M. LaPointe 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

Shinda J. Lypson
Signature of Notary Public

(SEAL)
My commission expires: 2/19/01

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

IN THE MATTER OF THE COMPLAINT FILED) ORDER CLOSING DOCKET
BY LINDA LAPOINTE, ABERDEEN, SD,)
AGAINST NORTHWESTERN PUBLIC SERVICE) EL97-016
COMPANY REGARDING PAYMENT OF BILL)

On August 7, 1997, the South Dakota Public Utilities Commission (Commission) received a complaint from Linda LaPointe (LaPointe), Aberdeen, SD, against Northwestern Public Service Company (Northwestern) regarding payment of a bill. The complaint describes the history of her service and payments with Northwestern. LaPointe requested time to catch up on the past due account. Subsequently, the Commission received information indicating that a resolution of the complaint had been reached.

On August 18, 1997, at its regularly scheduled meeting, the Commission considered this matter. Commission Staff recommended closing the docket.

The Commission has jurisdiction over this matter pursuant to SDCL Chapter 49-34A, specifically 49-34A-4 and ARSD 20.10. The Commission unanimously voted to close the docket. It is therefore

ORDERED, that Docket EL97-016 be closed.

Dated at Pierre, South Dakota, this 27th day of August, 1997.

CERTIFICATE OF SERVICE	
The undersigned hereby certifies that this document has been served today upon all parties of record in this docket, as listed on the docket service list, by facsimile or by first class mail, in properly addressed envelopes, with charges prepaid thereon.	
By	<u>Linda LaPointe</u>
Date	<u>9/3/97</u>
(OFFICIAL SEAL)	

BY ORDER OF THE COMMISSION:

James A. Burg
JAMES A. BURG, Chairman

Pam Nelson
PAM NELSON, Commissioner

Laska Schoenfelder
LASKA SCHOENFELDER, Commissioner