



April 21, 2023

Ms. Patricia Van Gerpen  
South Dakota Public Utilities Commission  
State Capitol Building, 1<sup>st</sup> Floor  
500 E. Capitol Ave.  
Pierre, SD 57501

via eFiling

Re: *Information filing regarding Revisions to the Continuous Service Agreement, Section 6 of NorthWestern's Gas and Electric Sample Forms Tariffs*

Dear Ms. Van Gerpen:

With this letter, NorthWestern Corporation d/b/a NorthWestern Energy ("NorthWestern") is filing with the South Dakota Public Utilities Commission (the "Commission") revisions to its Electric and Natural Gas Sample Forms Tariffs. As discussed below, NorthWestern proposes revisions to its Continuous Service Agreement ("CSA"). NorthWestern proposes to implement these proposed revisions on June 1 unless the Commission desires to review this change through an official docket.

Pursuant to ARSD 20:10:13:38, NorthWestern states:

1. *The documents submitted with this filing include:*
  - A redline version of the CSA noting the proposed changes.
  - The proposed revised tariff schedules as follows:
    - Electric Tariff Section No. 6, 5th Revised Sheet Nos. 12 & 12.1
    - Natural Gas Tariff Section No. 6, 3rd Revised, Sheet Nos. 12 & 12.1
2. *The proposed effective date is June 1, 2023.*
3. *Brief description of the proposed tariff changes:*

Under ARSD 20:10:13:12, sample copies of printed forms that are normally used in connection with customers' services are considered a part of a utility's tariff schedules. NorthWestern's Sample Forms Tariffs include a CSA. The CSA allows a landlord to continue service to a property when a tenant has asked to discontinue service or may be disconnected due to nonpayment.

Under Section 4 of the CSA, a landlord may authorize users to obtain information and conduct business on its behalf. There are two levels of authorization: information only or full authorization. An information-only user may receive, but not modify, account information. Full authorization allows a user to modify account information (including



payment arrangements), change a mailing address, discontinue billing, terminate service, establish new accounts, or remove properties from the CSA.

The current CSA requests ID information for any authorized users. However, a landlord now has the ability to add or remove authorized users online through NorthWestern's Property Management Portal. This process is more efficient and less confusing for the landlord and more efficient for NorthWestern. NorthWestern proposes revisions to the CSA to reflect this practice. The revised CSA no longer collects ID information for authorized users; instead, the CSA directs the landlord to the online portal. The revised CSA retains the description of the two levels of authorization that may be granted through the portal.

NorthWestern's proposed revisions update the CSA to align with the current process for a landlord to designate authorized users. The revisions do not affect the rates, terms, or conditions of service. These changes are designed to increase efficiency for the landlord and NorthWestern and remove confusion that is often present with the current CSA.

If additional information for this filing is needed, please let us know.

Sincerely,

**Jeff J. Decker**

*Regulatory Specialist*

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