

**RECEIVED**

APR 30 2026

**SOUTH DAKOTA PUBLIC  
UTILITIES COMMISSION**

██████████  
Rapid City, SD 57702

~~8-Sept-2022~~

20 Apr 2026

Chris Nelson  
Public Utilities Commission  
South Dakota Capitol Bld., 1<sup>st</sup> floor  
500 E. Capitol Ave.  
Pierre, SD 57501-5070

Dear MR. Nelson

Re: Black Hills Energy company consumer relations

Received recent letter from BH about 15 April '26. Same old story with BH in trouble with their Colorado investments and wanting SD customers to bail them out. Easier to just dig up old correspondence on subject from 2022 below.

Jim S., 20 Apr '26

A week or so ago I had a bad experience with BHE. I went to their new giant building South on highway 16 hoping to talk and discuss their billing numbers. The building had a uninformed guard and was closed to all customers. Went to their old office on Deadwood Avenue and the door was locked. Tried one of their **advertised** bill payment locations (Pilot gas station) and the clerk never heard of such a thing!

Went home and tried their multipage web site and could find no information explaining the details of the "Cost Adjustment Summary" which is nearly half the total Energy Charge. Finally gave up and wrote a semi-nasty message on the contact portion of the web site mentioning a possible lack of management. Received no reply.

Decided later to check the bio's of their board members and was somewhat shocked with the lack of engineering experience (except for mining) and the large number of accountants. No education locations or times were listed. Maybe I should sell all my BHP stock??? **I DID**

Sincerely,



James A. Schmitendorf, [Retired Electrical Engineering Professor from School of Mines]

Encl's: ~~a. Campaign Donation~~  
~~b. Electric bill example~~