



UTILITIES CO.

A Subsidiary of MDU Resources Group, Inc.

400 North Fourth Street

Bismarck, ND 58501

(701) 222-7900

July 29, 2019

Ms. Patricia Van Gerpen
Executive Director
South Dakota Public Utilities Commission
State Capitol Building
500 East Capitol
Pierre, SD 57501-5070

Re: Electric and Gas Forms
Customer Reference Book
GE19-__

In accordance with the Commission's Rules 20:10:13:12 and 20:10:16:02, Montana-Dakota Utilities Co. (Montana-Dakota), herewith electronically submits this request for Commission approval of its revised Customer Information Booklet now referred to as the Customer Reference Guide and proposed revisions to its Electric and Gas tariffs to provide updated forms within Section 6 of the Electric and Gas tariffs.

The revisions to the electric tariff are provided in Exhibit A and the revised natural gas tariffs are provided in Exhibit B.

Montana-Dakota is updating every form at this time to reflect that effective January 1, 2019, Montana-Dakota became a subsidiary of MDU Resources Group, Inc. (rather than a division of MDU Resources Group, Inc.) pursuant to a corporate reorganization approved by the Commission by Order dated February 28, 2018 in Docket No. GE18-001. The tariff form has also been updated to reflect this change.

In addition to the corporate name change, Montana-Dakota is proposing to add the following two forms:

- Customer's Agent Authorization Form (Electric tariff, Section No. 6, Original Sheet Nos. 16-16.2 and Natural Gas Tariff, Section No. 6 2nd Revised Sheet No. 14 and Original Sheet Nos. 14.1-14.2. This is a new form that will allow a customer to designate an authorized agent to act as a personal representative for the customer on record, as if they were the customer. The authorization provided to the agent is specifically identified on the form. In addition to requiring

a signed form, a Montana-Dakota representative will follow up with the customer of record to ensure the customer is fully aware that the release has been executed and confirm the action that has taken place. The creation of this form is in response to customers, primarily small commercial customers, that utilize a third party to manage their utility accounts.

- Consent to Disclose Utility Energy Usage Information (Electric tariff, Section No. 6, Original Sheet Nos. 17-17.1 and Natural Gas tariff, Section No. 6, 2nd Revised Sheet 15 and Original Sheet No. 15.1). This form authorizes Montana-Dakota to release customer energy usage information for a single utility account. Montana-Dakota's customers request that we provide this type of information to housing organizations, realtors etc. This form will ensure compliance with the Meter Data and Privacy Policy set forth in Rate 140 in the Montana-Dakota's Electric and Natural Gas tariffs.

The use of the forms described above will be beneficial to both the customer and the Company to have the authorization of release of information on file and a standard form and process in place to continue to ensure the protection of Personally Identifiable Information.

The Customer Reference Guide, provided as Exhibit C, reflects a reorganization of information and updates regarding process changes or additional services Montana-Dakota offers.

The primary revisions are described below:

- Page 9: Buried Gas Lines. The statement "Plumbing contractors and heating contractors in your area can provide locating, inspecting, new installation and repair services on your buried gas lines" was added to paragraph 3 of this section to comply with the Department of Transportation's requirement to disclose this information to customers pursuant to CFR Title 49 Part 192.16 (B) 5.
- Pages 11-13: Customer Bill Form. This section has been updated to reflect the currently approved bill form and the explanation of the bill form.

- Page 14: Changes have been made to the “Payment and Billing Options” section to include a description of the online account services available to customers. This section also includes a change in the direct bank payment option referred to as “Easy Pay”. Montana-Dakota changed the Easy-Pay program to only allow a checking account to be used for a direct bank payment. Customers previously were allowed to have a direct bank payment associated with a savings account. Montana-Dakota encountered that electronic and direct payments from a savings accounts are handled differently, and some banks are only allowing three such transactions each month. This created situations where payments are being returned and extra charges are being assessed to the customer even when there are funds available in the savings account. This causes customer confusion and additional processing by the Company. Currently, Montana-Dakota has 27 South Dakota customers that use their savings account in the Easy-Pay program. These customers were grandfathered in and can continue to have funds drawn from their savings to pay their utility bill.
- Page 17: Connecting and Disconnecting Service. A reference to the additional option for customers to start, stop or transfer service by visiting the Company’s website “montana-dakota.com” was added to this section.

Today, each Montana-Dakota customer receives the following information when they become a new customer:

- Welcome Letter
- Customer Reference Guide
- Additional Information Brochure for South Dakota customers
- The most recent natural gas and/or electric rate insert
- The most recent third party notice insert
- Natural Gas scratch & sniff odorant insert (for natural gas customers).

Montana-Dakota is proposing to modify the delivery process for the new customer packet to allow the customer the option to receive this information electronically. The modification in business process will save money in reduced printing, labor and postage. If customer chooses to receive the above information electronically, the natural gas scratch & sniff odorant information would be included electronically which describes the distinct smell of natural gas. Montana-Dakota does provide the scratch and sniff odorant insert with bills, so all customers are aware of the smell of natural gas.

When customers call Montana-Dakota's Customer Service Center to sign up for a new service, the customer representative will explain that the customer will be receiving a new customer packet and provide the customer a choice to receive this packet electronically (through e-mail), or through the mail. Montana-Dakota also posts the most recent Customer Reference Guide and the Additional Information Brochure on the Company's web site for customers to view at any time.

Montana-Dakota respectfully requests Commission approval of the following tariff sheets:

- Electric Tariff Section No. 1 (Exhibit A)
 - Second Revised Sheet No. 1.1
- Electric Tariff Section No. 6 (Exhibit A)
 - First Revised Sheet No.1 through First Revised Sheet No. 15.1
 - Original Sheet Nos. 16 through 17.1
- Gas Tariff Section No. 1 (Exhibit B)
 - Sixth Revised Sheet No. 1.1
- Gas Tariff Section No. 6 (Exhibit B)
 - Second Revised Sheet Nos. 1 through 4, 8, 9-11, 12, 14, 15, 18, 21.1, 22, 24-25.4
 - Third Revised Sheet Nos. 4.1, 5, 7-7.1, 13,16, 21
 - First Revised Sheet Nos. 6, 8.1, 17-17.3, 19-19.7, 20-20.1, 23
 - Original Sheet Nos. 11.1, 14.1-14.2, 15.1, 17.4

In accordance with the Administrative Rules of South Dakota (ARSD), 20:10:13:39 (6), it is noted that the proposed tariff changes may potentially affect 8,519 electric and 61,026 South Dakota customers. Exhibit D is the South Dakota "Report of Tariff Schedule Change " form required pursuant to ARSD 20:10:13:26.

Please refer all inquiries regarding this filing to:

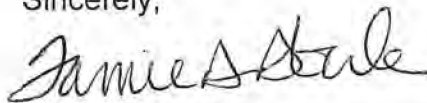
Ms. Tamie A. Aberle
Director of Regulatory Affairs
Montana-Dakota Utilities Co.
400 North Fourth Street
Bismarck, ND 58501

Also, please send copies of all written inquiries, correspondence and pleadings to:

Mr. Karl A. Liepitz
Senior Attorney
MDU Resources Group, Inc.
P. O. Box 5650
Bismarck, ND 58506-5650

Montana-Dakota respectfully request that this filing be accepted as being in full compliance with the filing requirements of this Commission.

Sincerely,



Tamie A. Aberle
Director of Regulatory Affairs

Attachments

cc: B. Koenecke