

Exhibit A

Exhibit A



**State of South Dakota
 Electric Rate Schedule – SDPUC Volume No. 2**

Section No. 1
 2nd Revised Sheet No. 1.1
 Canceling 1st Revised Sheet No. 1.1

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Issued By:	Tamie A. Aberle Director – Regulatory Affairs		
Docket No.:	GE19-004		



Montana-Dakota Utilities Co.
A Subsidiary of MDU Resources Group, Inc.
 400 N 4th Street
 Bismarck, ND 58501

**State of South Dakota
 Electric Rate Schedule – SDPUC Volume No. 2**

Section No. 6
 1st Revised Sheet No. 1
 Canceling Original Sheet No. 1

CONSUMER DEPOSIT RECEIPT

Page 1 of 1



*PO Box 7608 Boise, ID 83707-1608
 Phone: 1-800-638-3278 - Fax: 701-323-3104
 Customer Service Hours: 7 a.m. - 7 p.m. Mon-Fri
 www.montana-dakota.com*

Re: Account #
 Service Address:

Dear

CONSUMER'S DEPOSIT RECEIPT

We have received your deposit payment in the amount of \$ This deposit serves as a security for the payment of any charges for utility services which may become due to Montana-Dakota Utilities Co. Your paid deposit is not considered a payment on your account; however, as an option, Montana-Dakota Utilities Co. may apply the deposit to your account if it becomes past due.

Deposits are refunded, with interest, provided all bills have been paid in full when your utility service has ended, or when you have established satisfactory credit in accordance with South Dakota Public Utilities Commission rules. This deposit will bear interest at the rate of 7.00% or at a rate required by the South Dakota Public Utilities Commission on an annual basis. Interest will accrue from the date payment is made on the deposit until the day the deposit is refunded or the service is discontinued. Accrued interest will be credited to your account annually during the month of December. This statement constitutes a receipt of payment of the deposit and is not transferable to another consumer.

Sincerely,

Montana-Dakota Utilities Co.
 Customer Service: 1-800-638-3278
 Email: *customerservice@mdu.com*

MDUDEPACT

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**State of South Dakota
 Electric Rate Schedule – SDPUC Volume No. 2**

Section No. 6
 1st Revised Sheet No. 2
 Canceling Original Sheet No. 2

CONSUMER BILL

Page 1 of 2



SERVICE FOR
 ANY CUSTOMER
 SECOND CUSTOMER
 123 N MAIN ST
 ANY TOWN, SD 12345-6789
 www.montana-dakota.com

ACCOUNT NUMBER 123 456 7890 3
 DATE DUE Aug 28, 2019
 BILL DATE Aug 6, 2019
 AMOUNT DUE \$337.04

PAGE 1 of 2

ACCOUNT SUMMARY

Previous Balance	\$183.08
Payment Received 7/19/2019 Thank you	-183.08
Current Gas Charges	17.50
Current Electric Charges	319.54
Amount Due on 8/28/19	\$337.04

CUSTOMER SERVICE & EMERGENCY SERVICE

1-800-638-3278

Emergencies: 24 hours a day
 Non-emergencies: Mon-Fri, 7 a.m. - 7 p.m.

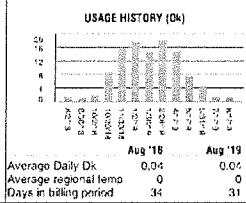
Email: customer.service@mdu.com
 Mail: Montana-Dakota Utilities Co.,
 Attn: Customer Service, PO Box 7608, Bismarck, ND
 58707-1608. Please include your account number
CALL BEFORE YOU DIAL 811



Payment Due ▲
 See "Ways to Pay Your Bill"
 on the back of this page.

Gas Charges

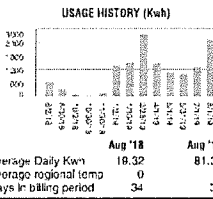
BILLING PERIOD	DAYS
7/2/19 - 8/1/19	31
METER NUMBER	
1 12333443	
METER READ DATE	
8/1/19	
Next scheduled read 8/30/19	
RATE	
60 - Residential Gas	



CURRENT READING	PREVIOUS READING	DIFFERENCE	THRUEN FACTOR	Dk USED
37.3	36.1	= 1.2	x 1.044516	= 1.3
Basic Service Charge 31 Days x \$0.30				
9.30				
Distribution Delivery 1.3 Dk x \$1.836				
2.39				
Cost of Gas 1.3 Dk x \$9.62				
12.51				
OTA 1.3 Dk x \$0.022				
0.03				
State Tax 4.5% x \$16.43				
0.74				
City Tax 2% x \$16.43				
0.33				
Total Charges				\$17.50

Electric Charges

BILLING PERIOD	DAYS
7/2/19 - 8/1/19	31
METER NUMBER	
998877605	
METER READ DATE	
8/1/19	
Next scheduled read 8/30/19	
RATE	
10 - Residential Electric	



CURRENT READING	PREVIOUS READING	TOTAL USED
40018	37497	= 2,521 Kwh
Basic Service Charge 31 Days x \$0.247		
7.65		
Energy 2,521 Kwh x \$0.07862		
198.20		
Fuel & Purchased Power 2,440 Kwh x \$0.02458		
60.17		
Transmission Cost Rider 61 Kwh x \$0.02114		
1.29		
Infrastructure Rider 2,521 Kwh x \$0.00515		
12.98		
State Tax 4.5% x \$300.04		
13.50		
City Tax 2% x \$300.04		
6.00		
Total Charges		\$319.54

PLEASE KEEP THIS PORTION FOR YOUR RECORDS

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT, MAKING SURE THE RETURN ADDRESS SHOWS IN THE ENVELOPE WINDOW.



ACCOUNT NUMBER
 123 456 7890 3

DATE DUE
 Aug 28, 2019

UTE 319.54
 UTG 17.50

Has your mailing address
 or phone number changed?
 Check here and provide details on back.

AMOUNT DUE
 \$337.04

ANY CUSTOMER
 PO BOX 999
 ANY TOWN SD 12345-0001

PO BOX 5600
 BISMARCK ND 58506-5600

Please enter amount enclosed
 if different than amount due.

\$

Write account number on check and
 make payable to MDU

001234567890300000337040000000000

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Montana-Dakota Utilities Co.
 A Subsidiary of MDU Resources Group, Inc.
 400 N 4th Street
 Bismarck, ND 58501

**State of South Dakota
 Electric Rate Schedule – SDPUC Volume No. 2**

Section No. 6
 1st Revised Sheet No. 2.1
 Canceling Original Sheet No. 2.1

CONSUMER BILL

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Page 2



Customer Service: 1-800-638-3278 • 7 a.m.-7 p.m. Monday-Friday
 Call volume is generally higher on Mondays, for faster service please call Tuesday-Friday.
www.montana-dakota.com

Ways to Pay Your Bill

Online: Go to www.montana-dakota.com for our free online payment service. Once you have registered, simply log in each month to make your payment using any active U.S. checking account. It's an easy and secure way to view and/or pay your bill online 24/7.

Easy-Pay: Automatically pay your bill each month by having Montana-Dakota Utilities withdraw your preauthorized payment from your financial institution 10 business days following your bill date, which is shown on your bill stub. Enroll electronically by logging into your account online and completing the online form.

By Phone: Our self-service automated telephone system allows you to pay your bill or deposit anytime it is convenient – 24/7. To make a debit, credit card or check-by-phone payment, simply call our Customer Service number and follow the prompts to be connected with our independent service provider. A convenience fee for each transaction will apply.

Payment Locations: Pay by cash, check or money order at one of our payment locations; there is no charge for this service. Call Customer Service or visit our website for the nearest payment location. Payments made at a payment location are not credited to your account until they are received by Montana-Dakota Utilities.

By Mail: Mail your payment along with your bill stub to **MDU, P.O. Box 5600, Bismarck, ND 58506-5600**. Be sure to allow time for mailing so your payment is received by the due date.

Balanced Billing: This billing plan levels out your monthly bill so you can reduce fluctuations brought on by changes in the weather and the cost of energy. If interested, sign up through your account using Online Account Services at www.montana-dakota.com or contact Customer Service at 1-800-638-3278.

Payment Due Date: Your bill is past due if not paid by the due date shown on the front of this billing statement. If you are paying with a credit card or paying at one of our payment locations in response to a Disconnection of Service Notice, please contact Montana-Dakota at 1-800-638-3278 and let us know that payment has been made.

Billing Terms and Definitions

The rates reflected on your bill have been approved by the Public Service Commission or Public Utilities Commission in the state where service is provided. Copies of the company's current tariffs are available at www.montana-dakota.com.

- Basic Service Charge:** An monthly or daily charge designed to recover a portion of the fixed costs incurred in providing utility service regardless of how much energy is used.
- Constant:** A fixed value used to convert meter readings to actual energy use when certain equipment is used in the metering process such as current and potential transformers.
- Cost of Gas:** This charge covers the cost of gas itself as well as other related costs. Montana-Dakota incurs from its pipeline suppliers in providing natural gas service. The costs are strictly a pass-through to customers and does not provide Montana-Dakota with a profit.
- CTA – Conservation Tracking Adjustment:** A charge that provides funding for commission-approved conservation programs.
- Demand Charge:** A charge designed to recover the demand or peak-related costs associated with the delivery of electric service from the generation source to your meter.
- Distribution Delivery Charge or Energy Charge:** A volumetric charge to recover the costs of delivering energy to your meter. This amount varies with the amount of energy used.
- DDSM – Distribution Delivery Stabilization Mechanism:** A charge applicable to gas service designed to adjust for the over- or under-collection of distribution delivery revenues due to actual temperature deviations from normal temperatures. This adjustment is applicable during the billing periods Nov. 1-May 1.
- DK – Dekatherms:** The DK billed is reflective of the total amount of natural gas used in the billing period. The amount of natural gas used as measured by the gas meter is converted to DK by applying a therm factor to the measured use in order to reflect the heating value of natural gas delivered.

- Fuel and Purchased Power:** This charge recovers the fuel and purchased power costs the company incurs in supplying its customers with electricity. This cost is a pass-through to customers and is subject to change on a monthly basis.
- Tax Tracking Adj:** A charge to reflect changes in Montana-Dakota's Montana state and local taxes, such as property taxes, including a true-up of taxes recovered to actual taxes paid.
- Generation Rider:** A charge per kWh or kW for certain investments in electric power generation necessary to meet the requirements of Montana-Dakota's electric service customers.
- Kw – Kilowatt:** The kilowatt is the peak demand (or maximum 15-minute measured demand) for electricity during the billing period or the minimum kW amount as stated in the company's tariffs.
- kWh – Kilowatt-hour:** The kWh billed is the total amount of electricity used in the billing period.
- Kvar Penalty:** A penalty applicable to a customer operating its facilities outside the power factor range stated on the company's tariffs.
- Power Supply Cost Adj:** Adjustment per kWh to reflect changes in the cost of fuel and purchased power the company incurs in supplying its customers with electricity. This adjustment is a pass-through to customers and is subject to change on an annual basis.
- Renewable Resource Adj./Infrastructure Rider:** A charge per kWh for certain investments in renewable generation.
- TCA – Transmission Cost Adjustment:** A charge per kWh applicable to electric service for recovery of transmission-related expenditures and investments net of recoveries received from others. The TCA is subject to change on an annual basis.
- Therm Factor:** The therm factor adjusts the amount of natural gas measured by the meter for the heat content and atmospheric pressure of the gas delivered to a customer's premise. This conversion ensures that all customers are billed based on the heat value of the gas during the applicable billing period.
- USBC – Universal System Benefits Charge:** A charge that provides funding for conservation and low-income programs.

Important Customer Information

If you have questions regarding your bill or service, please call Montana-Dakota Customer Service **FIRST** at 1-800-638-3278. If you cannot pay your bill at this time, we are **willing to make satisfactory payment arrangements**. If your questions are not resolved after you have called Customer Service, you may contact the regulatory agency governing in the state where service is provided:

- MT PSC: 1-800-646-6150 or write to P.O. Box 202601, Helena, MT 59620-2601
- ND PSC: Write to 600 E. Boulevard, Bismarck, ND 58505-0480
- SD PUC: 1-605-773-3201
- WY PSC: Write to 2515 Warren Ave., Suite 300, Cheyenne, WY 82002

Payments made by check or electronically that are dishonored by the bank will be assessed a returned payment fee.

When you provide a check as payment, you authorize us to use information from your check either to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer (EFT), funds may be withdrawn from your account as soon as the same day we receive your payment. The transaction will appear on your bank statement as EFT and you will not receive a copy or an image of your check from your financial institution.

Payments marked with a restrictive legend (Paid in Full, for example) will not act as an accord and satisfaction without our express prior written approval.

Save a Stamp! Receive, view and pay your bill online at www.montana-dakota.com.

Moving? To avoid being billed for service you have not used, please contact us at least two business days before you want service disconnected.

Has your mailing/email address or phone number changed?

Please provide details here and check the box on the front of this stub.

Account No.: _____

Name: _____

Mailing Address: _____

City: _____ State: _____ ZIP: _____

Home Phone: (____) _____ Cell Phone: (____) _____

Email: _____

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 Director - Regulatory Affairs

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 400 N 4th Street
 Bismarck, ND 58501

**State of South Dakota
 Electric Rate Schedule – SDPUC Volume No. 2**

Section No. 6
 1st Revised Sheet No. 3
 Canceling Original Sheet No. 3

DISCONNECT NOTICE

Page 1 of 1



*PO Box 7608 Boise, ID 83707-1608
 Phone: 1-800-638-3278 - Fax: 701-323-3104
 Customer Service Hours: 7 a.m. - 7 p.m. Mon-Fri
 www.montana-dakota.com*

Re: Account #

DISCONNECT NOTICE

*WE WANT TO CONTINUE OUR DEPENDABLE SERVICE TO YOU, OUR
 VALUED CUSTOMER, BUT YOU MUST TAKE ACTION NOW.*

Payment of your service account is now past due. Your service will be disconnected on _____ unless your past due amount is paid in full or satisfactory arrangements are made before this date. Should this action result in your service being disconnected, payment in full plus a charge for reconnection will be required. In addition, a security deposit or an additional deposit may be required before service is restored.

PLEASE CONTACT US NOW AT 1-800-638-3278

UTILITY	SERVICE ADDRESS	PAST DUE	ACCOUNT BALANCE
Utility			
Deposit			

<p>Payment Options: <u>By Phone:</u> To make a debit, credit card or check-by-phone payment, call our customer service number and follow the prompts to be connected with our independent service provider. A fee for each transaction will apply. <u>Payment Locations:</u> Pay by cash, check or money order at one of our payment locations. Call our customer service number or visit www.montana-dakota.com to find the nearest location.</p>	<p><u>Online:</u> Go to www.montana-dakota.com and use our free Online Account Services to make payments 24/7. <u>Mail:</u> Montana-Dakota Utilities Co. PO Box 5603 Bismarck, ND 58506-5603 <u>Direct Inquiries To:</u> Montana-Dakota Utilities Co. 1-800-638-3278 7 a.m. - 7 p.m. Mon-Fri</p>
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If, after contacting Montana-Dakota Utilities Co. you have unresolved questions regarding this notice, the South Dakota Public Utilities Commission staff is available at 1-800-332-1782 or mail to 500 E Capitol Ave Pierre, SD 57501-5070.

MDU DISC NT

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Bismarck, ND 58501

**State of South Dakota
Electric Rate Schedule – SDPUC Volume No. 2**

Section No. 6
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Reserved for Future Use

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**State of South Dakota
 Electric Rate Schedule – SDPUC Volume No. 2**

Section No. 6
 1st Revised Sheet No. 5
 Canceling Original Sheet No. 5

**NOTIFICATION THAT YOUR ELECTRIC SERVICE
 HAS BEEN LIMITED**

21259(5-05)-SD
 (Rev. 9/11)

MONTANA-DAKOTA UTILITIES CO.
 NOTIFICATION THAT ELECTRIC SERVICE HAS BEEN LIMITED

Name: _____ Date: _____
 Address: _____
 Account Number: _____

A Service Limiter (120 volts-_____ amperes) has been installed on your meter because of your delinquent account in the amount of \$_____. Your delinquent bill and payment history have forced us to limit the amount of credit available for your use. To have **NORMAL SERVICE** restored, you will be required to pay:

\$ _____	Delinquent Amount
\$ _____	Security Deposit
\$ _____	Reconnect Fee
\$ _____	TOTAL

To arrange for the restoration of normal service, call **1-800-MDU-FAST** (1-800-638-3278).

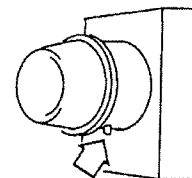
IT IS IMPORTANT FOR YOU TO UNDERSTAND THAT THE SERVICE LIMITER ONLY PROVIDES A PORTION OF THE NORMAL ELECTRIC SERVICE CAPABILITY. The Service Limiter only provides 120 volts which will be sufficient to operate your heating system, some basic lighting and possibly your refrigerator. **NO 240-VOLT APPLIANCES WILL OPERATE (WATER HEATER, ELECTRIC RANGE, CLOTHES DRYER, ETC.), AND YOU SHOULD NOT ATTEMPT TO USE THEM.**

IMPORTANT: IF YOU OR ANYONE LIVING IN YOUR HOME IS SERIOUSLY ILL AND REQUIRES THE USE OF A PARTICULAR APPLIANCE WHICH THE SERVICE LIMITER WILL NOT PERMIT TO OPERATE, OR IF ANY MEMBER IS 65 YEARS OF AGE OR OLDER, OR HANDICAPPED, WE WILL REMOVE THE SERVICE LIMITER FOR 30 DAYS SO YOU MAY WORK OUT A SATISFACTORY PAYMENT PLAN.

THE SERVICE LIMITER MAY BE REMOVED ANY TIME AFTER ONE WEEK AND ALL SERVICE WILL BE DISCONTINUED WITHOUT FURTHER NOTICE IF NO ARRANGEMENT FOR PAYMENT IS MADE.

SHOULD YOUR USE OF ELECTRICITY EXCEED THE CAPACITY OF THE SERVICE LIMITER, A CIRCUIT BREAKER WILL INTERRUPT YOUR ELECTRIC SERVICE. YOU CAN RESTORE SERVICE IN THE FOLLOWING MANNER:

1. Keep a flashlight with fresh batteries available.
2. Shut off all lights, motors and appliances.
 - To shut off the furnace fan, turn the furnace thermostat down.
 - To shut off the refrigerator, turn the temperature setting on the refrigerator up.
 - For customers living in a Mobile Home, heat tape on pipes that use electricity may cause the limiter to trip.
3. Go to your electric meter and locate the button on the bottom of the limiter.
4. To close the circuit breaker, pull down the limiter switch and push it back up like a breaker. If the Service Limiter has a button instead of a switch, push the reset button upwards until it is flush with the case and a "click" is heard.
5. If the breaker does not stay closed, check to be sure all lights, motors and appliances are turned off. Return to step 4.
6. When the breaker stays closed, return the furnace thermostat and refrigerator temperature setting to normal and resume limited electric service.
7. **Warning: Do not tamper with the service limiting device. If all lights, motors and appliances are off and you are unable to close the circuit breaker via the above steps, contact Montana-Dakota Utilities Co. immediately at 1-800-MDU-FAST (1-800-638-3278).**



RESET SWITCH/BUTTON

Tampering with this device can be dangerous and may result in prosecution.

Contact MDU if you feel that you have been improperly billed or you need further information. If, **AFTER** discussion with our representative, you remain dissatisfied, you may write the South Dakota Public Utilities Commission, Capitol Building, Pierre, South Dakota 57501 or call 800-332-1782.

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**State of South Dakota
Electric Rate Schedule – SDPUC Volume No. 2**

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CUSTOMER REFERENCE GUIDE

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Use this link for the [Customer Reference Guide](#)

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**State of South Dakota
 Electric Rate Schedule – SDPUC Volume No. 2**

Section No. 6
 1st Revised Sheet No. 7
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ADDITIONAL INFORMATION TO CUSTOMERS

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**ADDITIONAL CUSTOMER
 INFORMATION FOR
 SOUTH DAKOTA CUSTOMERS**

Montana-Dakota Utilities Co. (Montana-Dakota) is regulated by the South Dakota Public Utilities Commission whose duties were expanded in 1975 to include regulation of natural gas and electric utilities. It is the commission's duty to oversee rates and services of all investor-owned gas and electric utilities in the state.

Montana-Dakota feels it is important that you are satisfied with your natural gas or electric service. However, sometimes a question, misunderstanding or complaint may develop. If it does, please let us know. Our employees are trained to help you. Montana-Dakota will make a full and prompt investigation of all written complaints received. Please direct all written complaints to the Montana-Dakota office that appears on your utility bill.

DISPUTES

Whenever a customer advises Montana-Dakota, before the disconnection of natural gas or electric service, that any part of the billing, charges or service is in dispute, Montana-Dakota shall:

1. Investigate the dispute promptly.
2. Advise the customer of the investigation and its result.
3. Attempt to resolve the dispute.
4. Withhold disconnection of service providing the customer pays the undisputed portion of the bill.

If the dispute is not resolved Montana-Dakota must notify the customer that the customer has the right to appeal to the South Dakota Public Utilities Commission within ten (10) business days after the disconnection notice was sent for resolution of the dispute.

inspection, maintenance, replacement of equipment or to conduct investigations for hazardous conditions.

6. Unauthorized use of Montana-Dakota's equipment or tampering with Montana-Dakota's service equipment.

The following is a list of conditions, all of which must occur, before you will be disconnected for non-payment of a bill:

1. A customer may be receiving service from Montana-Dakota at more than one location. Only the service for which the bill is delinquent can be disconnected.
2. Bills are due when received. Bills become delinquent twenty-two (22) days after billing transmittal date. This period may be shortened if the customer's name is on the early payments list. This time period may be waived in cases of fraud, illegal use or when it is clearly indicated that the customer is preparing to leave. Montana-Dakota will send you a written notice giving you an additional ten (10) days in which to pay the bill to avoid disconnection.
3. If this is the customer's first disconnection notice, the customer will receive an additional personal notice by either telephone, visit or certified mail. Each written notice and personal notice shall contain a statement of the customer's right to appeal and where to appeal.
4. The customer, if he or she claims inability to pay or extenuating circumstances, is unwilling to enter into a reasonable agreement with Montana-Dakota to pay the service bill.
5. No bona fide or just dispute concerning the bill exists. A dispute shall not be defined as bona fide and just if the customer does not

The commission is available for consultation, you may write or call:

South Dakota Public Utilities Commission
 Capitol Building
 Pierre, South Dakota 57501
 1-605-773-3201

CREDIT AND DEPOSIT POLICIES

Montana-Dakota's deposit policy is predicated upon the credit risk of the individual as evidenced by past energy purchases without regard to the collective credit reputation of the area in which he or she lives and without regard to any of the traditional means for establishing credit such as home ownership or friendly relations with a bank.

This credit and deposit policy is administered without discrimination in regard to race, color, creed, religion, sex, ancestry, marital status, age or national origin.

Montana-Dakota will not require a deposit or guarantee from any new or present customers who have established good credit. Montana-Dakota will determine the credit standing of an applicant for service by referring to information about the applicant's prior energy usage and bill paying habits if the applicant has had service before. In the case of unknown credit, traditional means of credit rating can be supplied by the applicant.

A customer who has had one or more disconnections of service in the last year, or three or more disconnection notices in the last year, or has an undisputed outstanding debt with Montana-Dakota may be asked to reestablish credit through one of the following methods:

1. Make a cash deposit not to exceed one-sixth (1/6) of the estimated annual bill. Deposits will earn seven percent (7%) simple interest per

pay the undisputed portion of the bill and does not, after notice of their right to do so, contact the commission with the unresolved dispute within ten (10) working days after the disconnection notice was sent.

Natural gas or electric service shall not be disconnected on any Friday, Saturday, Sunday or legal holiday, or at any time when Montana-Dakota's business offices are not open to the public.

The customer can pay a delinquent bill at the last minute to avoid disconnection. Montana-Dakota's representative who comes to disconnect the service can also accept last-minute payments.

In a landlord-tenant situation, where the meter is in the landlord's name, Montana-Dakota will not disconnect the utility service until the tenant has been offered the opportunity to put the natural gas service or electric service in their own name and the tenant has turned down this offer. Montana-Dakota will not ask the tenant to pay any outstanding bills or other charges owed by the landlord.

The disconnection of utility services during cold weather could cause a threat to health and life. Montana-Dakota shall not disconnect residential utility service from Nov. 1 to March 31 without adding an additional 30 days to the normal disconnection date. Montana-Dakota shall notify the customer before the normal disconnection date that the customer has an additional thirty (30) days until disconnection of service.

If disconnection of utility services will aggravate an existing medical emergency of the customer, a member of his family or other permanent resident of the premise, Montana-Dakota will postpone disconnection of services

year from the date of the deposit to the date of refund or disconnection.

2. Provide a guarantor (residential only).
3. Be placed on an early payments list wherein the customer agrees to pay the bill for utility services within five (5) business days after it is received.
4. A non-residential customer may also provide a letter of credit, post a surety bond, or negotiate another option with the Company.

An existing customer will be given notice of not less than fifteen (15) days that a deposit, guarantor, or early payment is required.

REFUSAL AND DISCONNECTION POLICIES

Naturally, if your utility bill is not paid within a reasonable length of time, you cannot expect to continue to receive natural gas or electric service from Montana-Dakota.

We do not like to disconnect or refuse service to a customer, but sometimes it must be done. You will be notified before such action is taken if the reason is:

1. Non-payment of your utility service bill (after consumer deposit and earned interest, if any, have been applied to the outstanding bill).
2. You have failed to pay a required deposit or meet the credit requirements.
3. You have violated Montana-Dakota's rules on file with the South Dakota Public Utilities Commission. These rules are available for your inspection, please contact Montana-Dakota at 1-800-638-3278 to schedule an appointment.
4. You have broken the terms of the contract for service with Montana-Dakota or have failed to furnish those things necessary to obtain utility service.
5. You have failed to allow Montana-Dakota employees access to company equipment located on your premise for meter reading,

for 30 days from the date of a physician's certificate or notice from a public health or social services official that such a medical emergency exists. This extension is limited to a single thirty (30) day period.

INSUFFICIENT REASONS FOR REFUSAL

Montana-Dakota cannot refuse to serve a person:

1. Who will not pay a debt to another utility, or a debt for another class of service, or a debt for other bills not based on filed rates or charges;
2. For non-payment of a bill for which he or she is guarantor;
3. Asking for service in a dwelling where the former occupant was delinquent;
4. Who is living with someone that is in debt to Montana-Dakota in an attempt to force payment of that bill, except when that person, even though not personally liable to Montana-Dakota, is trying to get service back to the indebted household and no attempts are being made to pay the debt of that household.

This pamphlet is a summary of Montana-Dakota's customer rules. A complete listing of Montana-Dakota customer rules and South Dakota Public Utilities Commission rules, regulations and rate schedules are available for your inspection by contacting Montana-Dakota at 1-800-638-3278 to schedule an appointment. You can also visit www.montana-dakota.com or www.puc.sd.gov. Your billing, payment and deposit records are also available to you for inspection. Montana-Dakota will furnish additional information as you may reasonably request.



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 Docket No.: GE19-004



Montana-Dakota Utilities Co.
A Subsidiary of MDU Resources Group, Inc.
 400 N 4th Street
 Bismarck, ND 58501

**State of South Dakota
 Electric Rate Schedule – SDPUC Volume No. 2**

Section No. 6
 1st Revised Sheet No. 8
 Canceling Original Sheet No. 8

**DISCONTINUANCE NOTICE FOR
 UNAUTHORIZED USE OF SERVICE**

Page 1 of 1

20614(11-81)
 (Rev. 2/88)

MONTANA-DAKOTA UTILITIES CO.
DISCONTINUANCE NOTICE

NOTICE TO CUSTOMER:

Today we inspected your gas/electric service installation. This inspection has revealed that you are obtaining unauthorized gas/electric service at the address shown below. Under rules and regulations filed with, and approved by, the Public Utility Commission of _____, service can be terminated because of this irregularity. To avoid discontinuance of service bring this card to our office, no later than _____, at the address shown below, and we will discuss the conditions under which your gas/electric service will not be interrupted.

MONTANA-DAKOTA UTILITIES CO.	Date: _____
Address: _____	Customer: _____
_____	Address: _____
Telephone No.: _____	_____
	Meter No.: _____
	Employee: _____

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Montana-Dakota Utilities Co.
A Subsidiary of MDU Resources Group, Inc.
 400 N 4th Street
 Bismarck, ND 58501

**State of South Dakota
 Electric Rate Schedule – SDPUC Volume No. 2**

**DISCONTINUANCE NOTICE OF SERVICE
 FOR CAUSES OTHER THAN NONPAYMENT OF BILLS**

Section No. 6
 1st Revised Sheet No. 9
 Canceling Original Sheet No. 9

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20610(11-81)
 (Rev. 2/89)

MONTANA-DAKOTA UTILITIES CO.
DISCONTINUANCE NOTICE

NOTICE TO CUSTOMER:

Today we inspected your gas/electric service installation and under rules and regulations filed with, and approved by, the Public Utility Commission of _____, we are legally authorized to discontinue service due to an irregularity. In order to have your service restored, bring this card to our office, at the address shown below, and we will discuss the conditions under which gas/electric service may be restored.

MONTANA-DAKOTA UTILITIES CO.

Address: _____

Telephone No: _____

Date: _____

Customer: _____

Address: _____

Meter No.: _____

Employee: _____

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**State of South Dakota
 Electric Rate Schedule – SDPUC Volume No. 2**

Section No. 6
 1st Revised Sheet No. 10
 Canceling Original Sheet No. 10

THIRD PARTY NOTICE

Page 1 of 1

Would you like to be a designated Third Party?

Montana-Dakota Utilities Co. (MDU) has a program available called "Third Party Notice." This program is designed to help customers, especially the elderly or infirm or those with language or reading problems, when there is a risk of losing utility service due to nonpayment of past-due bills. The program is voluntary and completion of this form is not required to establish or continue utility service with Montana-Dakota Utilities Co.

Under the "Third Party Notice" program, if it would be necessary to disconnect service due to nonpayment of past due bills, the customer as well as the designated third party would be notified prior to the disconnect date. These notices include specific customer information such as, customer name, account number, past due and current balances owing on the account.

A third party can be a friend, relative, church or any community agency. The designated third party will have the right to receive and provide information regarding

the customer's personal circumstances. Please talk with this third party before you tell MDU this person will help you. The third party *will not* be responsible for payment of the customer's bill.

If your personal circumstances require that a third party be aware of a potential disconnection of your utility service, please complete and detach the form provided and return it to MDU as soon as possible. If you know of someone who might benefit from third party notification, please let them know of it. As individual circumstances frequently may change, Third Party Notices are valid for one year only, and an annual renewal is required. Please complete the form and return it to MDU – even if you have done so before.

For information of public agencies and community organizations which may be able to assist in payment of winter utility bills, please call 1-800-638-3278 or write to MDU at PO Box 5603, Bismarck, ND 58506-5603.



Request For A Third Party Notification
 (To be valid for one year only and annual renewal is required.)

Customer Name: (Please print)

Address: _____

City: _____ State: _____ Zip: _____

Telephone Number: _____

Account Number from Bill: _____

MONTANA-DAKOTA UTILITIES CO. has my permission to provide information to and accept information from the party named below.

Customer Signature: _____

Date: _____

Name of Third Party to be Notified: (Please print)

Address: _____

City: _____ State: _____ Zip: _____

Telephone Number: _____

MONTANA-DAKOTA UTILITIES CO. will make every effort to send a copy of the Notice of Proposed Disconnection to the party specified. These notices include specific customer information such as, customer name, account number, past due and current balances owing on the account. The customer making the request understands that MDU assumes no liability for failure of third party to receive or act upon said Notice.

*Complete all information and return to Montana-Dakota at
 PO Box 5603, Bismarck, ND 58506-5603 as soon as possible.*

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**State of South Dakota
 Electric Rate Schedule – SDPUC Volume No. 2**

Section No. 6
 1st Revised Sheet No. 11
 Canceling Original Sheet No. 11

CONTINUOUS SERVICE AGREEMENT

Page 1 of 2



Send and return via
 - Email: customerservice@mdu.com
 - Fax: 1-701-323-3104, or
 - Mail: Montana-Dakota Utilities Co., Attn: Customer Support, PO Box 7608, Bismarck, ND 58107-1608

- RECITATION.** The Undersigned (hereinafter referred to as "Customer") is the Financially Responsible Party (i.e. owner, manager, or otherwise financially responsible for the maintenance of the real properties described on Exhibit A hereto (hereinafter referred to as "Properties") which may be occupied by others (hereinafter referred to as "Tenants") from time to time. Montana-Dakota Utilities Co., a Subsidiary of MDU Resources Group, Inc. (hereinafter referred to as the "Utility") provides Natural Gas services (hereinafter referred to as "Energy Services") to the location of the Properties in accordance with the terms of tariffs filed with the state regulatory agency of the jurisdiction in which the Properties are located. The Agreement is intended to assure continuous Energy Services to the Properties during periods in which a Tenant has not arranged for or has failed to maintain Energy Services.
- TERM.** This Agreement between the Utility and the Customer is effective as of the date (hereinafter referred to as the "Effective Date") that it is processed by the Utility. For electronic communication purposes, the Customer must provide an active email address prior to processing. Utility will provide email notification that the Agreement has been processed. This Agreement will continue in effect until cancelled by either party upon five (5) days prior written notice sent in accordance with Paragraph 5 below. Properties subject to this Agreement must have Energy Services activated prior to or on the Effective Date. Termination of this Agreement does not relieve the Customer from its obligation to pay for any Energy Service charges incurred under this Agreement prior to the effective date of termination. In the event the Customer cancels this Agreement with respect to one or more Properties listed on Exhibit A, the Customer may not be eligible to enter another Continuous Service Agreement for a period of 12 months with respect to those Properties that were cancelled. Failure on the part of the Customer to pay their bills promptly when due shall constitute sufficient grounds for termination of this Agreement by the Utility.
- RESPONSIBILITY.** The Utility agrees to provide Energy Services at the Properties specified by the Customer between occupancy by tenants, regardless of the time of year, until this Agreement is terminated with respect to the properties. The Customer assumes liability for Energy Service charges incurred during periods in which a Tenant has not assumed responsibility for payment of Energy Services to the Properties.
 In the event of a dispute regarding any sums due, the date of discontinuance, or the effective date of Energy Services, the Utility's records will be presumed correct unless the Customer presents information showing the Utility's records are incorrect in which event the presumption shall no longer apply.
- DISCONNECTION.** The Utility reserves the right to deny service or disconnect Energy Services pursuant to the rules and regulations of the applicable regulatory agency. If a Tenant is denied Energy Service, or Energy Services to the Tenant have been disconnected, the Customer may request that the Energy Services to the applicable Property be disconnected without affecting this Agreement. A disconnection of Energy Services to the Properties at the request of the Customer for any other reason may terminate the Agreement.
 If a Tenant account at a Property is discontinued for Nonpayment of Services, I DO I DO NOT request the Utility to continue Energy Services at the Property and bill me for such Energy Services until a new Tenant account is opened or I request termination of the Agreement with respect to the Property. These instructions will apply even if the Tenant remains in the Property.
- CHANGES AND DELETIONS.** The Customer agrees to provide PRIOR WRITTEN NOTICE to the Utility of any changes in telephone number, mailing address, email address or additions and deletions to Exhibit A, Service Property Locations.
 By signing this Agreement as the Customer, the undersigned is authorized to start or stop Energy Services, make additions or deletions of Properties to this Agreement and to enter into this Agreement. Other persons authorized to act on behalf of the Customer under this Agreement are shown on Exhibit B which may be amended by Customer upon receipt of written notice by the Utility.
- MISCELLANEOUS.** This Agreement constitutes the entire Agreement between the parties and supersedes all prior Agreements and understandings relating to continuation of Energy Services to any of Customer's properties prior to the effective date of this Agreement. The Utility has no further responsibility or liability to the Customer, expressed or implied, for continuation of Energy Services to Customer's properties except as set forth herein.
- LIABILITY LIMITATION.** THE LIABILITY OF THE UTILITY UNDER THIS AGREEMENT SHALL BE LIMITED TO DIRECT ACTUAL DAMAGES OF CUSTOMER NOT TO EXCEED \$500 AND NEITHER PARTY SHALL BE RESPONSIBLE FOR SPECIAL, INCIDENTAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES OR ANY COMMERCIAL LOSS OF ANY KIND (INCLUDING LOSS OF BUSINESS OR PROFITS). THIS LIMITATION APPLIES TO ALL CLAIMS WHETHER BASED ON BREACH OF EXPRESS OR IMPLIED WARRANTY, NEGLIGENCE, STRICT LIABILITY IN TORT, OR OTHER LEGAL THEORY.
- SIGNATURE.** This Agreement must be signed by the Customer. If property management services are used and a Property Manager signs this Agreement, the Property Manager assumes financial responsibility for Energy Services pursuant to this Agreement.

BILLING INFORMATION

Please Print (* An asterisk indicates that the information is required for processing.)

E-mail Address: _____ Fax Number: (____) _____

(Enter an active e-mail address for electronic communication purposes.) *Emergency Contact Name: _____

Spouse/Partner Name: _____ *Address: _____

*Billing Address: _____ *City: _____ *State: _____ *Zip: _____

*City: _____ *State: _____ *Zip: _____ *Emergency Phone Number: (____) _____

*Primary Contact Phone: (____) _____ Employer Name: _____

Cell Phone: (____) _____ Work Phone: (____) _____

MDU Account Holder Name _____

Signature _____ Date: _____

Name that will appear on the bill financially responsible person or entity

CSA ID#	Processed by:	FOR OFFICE USE ONLY	Date:
---------	---------------	---------------------	-------

Continuous Service Agreement Form – Rev. 01/01/2019

Date Filed: July 29, 2019 Effective Date: Service rendered on and after October 1, 2019

Issued By: Tamie A. Aberle
 Director - Regulatory Affairs

Docket No.: GE19-004



Montana-Dakota Utilities Co.
A Subsidiary of MDU Resources Group, Inc.
 400 N 4th Street
 Bismarck, ND 58501

**State of South Dakota
 Electric Rate Schedule – SDPUC Volume No. 2**

Section No. 6
 1st Revised Sheet No. 11.1
 Canceling Original Sheet No. 11.1

CONTINUOUS SERVICE AGREEMENT

Page 2 of 2



**EXHIBIT A
 SERVICE LOCATIONS**

Scan and return via
 - Email: customerservice@mdu.com
 - Fax: 703-323-3104 or
 - Mail: Montana-Dakota Utilities Co., Attn: Customer Support, P.O. Box 7608, Boise, ID 83707-1608

IDENTIFICATION NUMBER (OFFICE USE ONLY)	COMPLETE STREET ADDRESS	APT. NO.	CITY, STATE
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			
11.			
12.			
13.			
14.			
15.			
16.			
17.			
18.			
19.			
20.			

MDU Account Holder Name _____

Signature _____
Name that will appear on the bill-financially responsible person or entity

Date: _____

CSA ID#	Processed by:	FOR OFFICE USE ONLY	Date:
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Continuous Service Agreement Form – Rev. 01/01/2019

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 A Subsidiary of MDU Resources Group, Inc.
 400 N 4th Street
 Bismarck, ND 58501

**State of South Dakota
 Electric Rate Schedule – SDPUC Volume No. 2**

Section No. 6
 1st Revised Sheet No. 12
 Canceling Original Sheet No. 12

**GUARANTEE OF PAYMENT
 FOR NATURAL GAS AND/OR ELECTRIC SERVICE BY A
 SECOND PARTY IN LIEU OF A DEPOSIT**

2045818-011
 (Rev. 12/17/03)

MONTANA-DAKOTA UTILITIES CO.
**GUARANTEE OF PAYMENT FOR
 NATURAL GAS AND/OR ELECTRIC SERVICE**

To: Montana-Dakota Utilities Co. _____ (Date)

 (Address)

 (City, State, Zip Code)

For value received, I, _____ do hereby absolutely guarantee to pay to Montana-
 (Name of Guarantor)
 Dakota Utilities Co. (Montana-Dakota), upon its request and at the location listed above, the outstanding balance accrued
 by _____ in the event that Customer's bill for natural gas and/or electricity provided by
 (Name of Customer)
 Montana-Dakota at _____ is not paid when due, however, liability under
 (Customer's Service Address)
 this Guarantee, other than the collection costs noted below, shall not exceed the sum of \$ _____. As Guarantor,
 I request copies of all disconnect notices sent to the Customer.

Liability under this Guarantee shall begin on _____, 20____, and shall continue until Customer has
 paid for natural gas and/or electric service when due in a prompt and satisfactory manner for twelve consecutive months
 in accordance with Public Service Commission or Public Utilities Commission rules. I expressly waive receipt of notice of
 Montana-Dakota's acceptance of my guarantee.

I also agree to pay any and all costs that Montana-Dakota may incur in the collection of this guarantee. In the event
 legal action is required or becomes necessary to collect the outstanding balance accrued by the Customer from me under
 this guarantee, I agree to pay all legal fees, including attorneys' fees, in the amount the court determines is reasonable.

GUARANTOR: I ACKNOWLEDGE THAT I HAVE CAREFULLY READ THE ABOVE GUARANTEE AGREEMENT AND
 THAT I HAVE RECEIVED A COPY OF IT.

CUSTOMER: I GIVE MONTANA-DAKOTA PERMISSION TO PROVIDE MY ACCOUNT INFORMATION TO THE
 GUARANTOR, INCLUDING ALL DISCONNECT NOTICES SENT TO ME

_____ (Signature of Customer)	_____ (Signature of Guarantor)
_____ (Customer's Mailing Address)	_____ (Guarantor's Mailing Address)
_____ (Customer's Street Address)	_____ (Guarantor's Street Address-if Different than Mailing Address)
_____ (City, State, Zip Code)	_____ (City, State, Zip Code)
_____ (Customer's Telephone Number)	_____ (Guarantor's Telephone Number)

3 PAPER COPIES Original – DIVISION OFFICE Copy - CUSTOMER Copy - GUARANTOR

Clear Form

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Montana-Dakota Utilities Co.
 A Subsidiary of MDU Resources Group, Inc.
 400 N 4th Street
 Bismarck, ND 58501

**State of South Dakota
 Electric Rate Schedule – SDPUC Volume No. 2**

Section No. 6
 1st Revised Sheet No. 13
 Canceling Original Sheet No. 13

**FINAL BILL FOLLOWUP
 NUMBER 1**

Page 1 of 1



PO Box 7608 Boise, ID 83707-1608
 Phone: 1-800-638-3278 - Fax: 701-323-3104
 Customer Service Hours: 7 a.m. - 7 p.m. Mon-Fri
 www.montana-dakota.com



Re: Account #

REMINDER NOTICE

REMINDER OF AN UNPAID BALANCE ON YOUR CLOSED ACCOUNT

We appreciate having had the opportunity to serve you. This is a reminder that there is still a balance owing on the recently closed account for the address shown below.

If you have already made the payment, please disregard this notice.

PLEASE CONTACT US NOW AT 1-800-638-3278

SERVICE ADDRESS	PAST DUE	ACCOUNT BALANCE
-----------------	----------	-----------------

Payment Options:
By Phone: To make a debit, credit card or check-by-phone payment, call our customer service number and follow the prompts to be connected with our independent service provider. A fee for each transaction will apply.
Payment Locations: Pay by cash, check or money order at one of our payment locations. Call our customer service number or visit www.montana-dakota.com to find the nearest location.

Online: Go to www.montana-dakota.com and use our free Online Account Services to make payments 24/7.

Mail: Montana-Dakota Utilities Co.
 PO Box 5600
 Bismarck, ND 58506-5600

Direct Inquiries To:
 Montana-Dakota Utilities Co.
 1-800-638-3278
 7 a.m. - 7 p.m. Mon-Fri

MDU FB LT 1

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Montana-Dakota Utilities Co.
A Subsidiary of MDU Resources Group, Inc.
 400 N 4th Street
 Bismarck, ND 58501

**State of South Dakota
 Electric Rate Schedule – SDPUC Volume No. 2**

**FINAL BILL FOLLOW UP LETTER
 NUMBER 2**

Section No. 6
 1st Revised Sheet No. 14
 Canceling Original Sheet No. 14

Page 1 of 1



*PO Box 7605 Boise, ID 83707-1609
 Phone: 1-800-638-3278 - Fax: 701-323-3104
 Customer Service Hours: 7 a.m. - 7 p.m. Mon-Fri
 www.montana-dakota.com*



Re: Account #

FINAL NOTICE

YOUR ACCOUNT MAY BE ASSIGNED TO A COLLECTION AGENCY!

Due to your failure to pay the final bill or respond to our previous notices for the account referenced above, we are preparing to assign this to our collection agency.

You can still prevent this action by making a payment or contacting us at the number listed below, to make acceptable payment arrangements, within ten days from the date of this notice.

PLEASE CONTACT US NOW AT 1-800-638-3278

SERVICE ADDRESS	PAST DUE	ACCOUNT BALANCE
-----------------	----------	-----------------

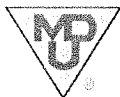
Payment Options:
By Phone: To make a debit, credit card or check-by-phone payment, call our customer service number and follow the prompts to be connected with our independent service provider. A fee for each transaction will apply.
Payment Locations: Pay by cash, check or money order at one of our payment locations. Call our customer service number or visit www.montana-dakota.com to find the nearest location.

Online: Go to www.montana-dakota.com and use our free Online Account Services to make payments 24/7.
Mail: Montana-Dakota Utilities Co.
 PO Box 5600
 Bismarck, ND 58506-5600
Direct Inquiries To:
 Montana-Dakota Utilities Co.
 1-800-638-3278
 7 a.m. - 7 p.m. Mon-Fri

MDU FB LT 2

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**State of South Dakota
 Electric Rate Schedule – SDPUC Volume No. 2**

Section No. 6
 1st Revised Sheet No. 15
 Canceling Original Sheet No. 15

**ELECTRIC SERVICE AGREEMENT FOR
 EXTENSION POLICY RATE 112**

706702-021
 01/12/2019

**ELECTRIC SERVICE AGREEMENT (Rate 112)
 (North Dakota, South Dakota, Montana)**

THIS AGREEMENT, made and entered into this _____ day of _____, by and between MONTANA-DAKOTA UTILITIES CO., 400 North Fourth Street, Bismarck, North Dakota, hereinafter called "Company," and _____ hereinafter called "Customer," whether one or more.

WHEREAS, Customer has requested that Company provide electric service to Customer at the following location:

Section _____, Township _____, Range _____, County of _____, State of _____.

WITNESSETH, That in consideration of the mutual promises and covenants herein stipulated to be kept and performed by the respective parties to this Agreement, it is mutually understood and agreed as follows:

- Company shall furnish all labor, materials and equipment, including necessary transformer(s), service and meter, for the construction of an electric line from its present distribution line to a convenient location on Customer's premises. The termination of the facilities furnished by Company shall be the point of connection of the service conductors to Customer's service entrance equipment.
- Customer shall furnish the service entrance equipment, which shall include the installation of the meter socket provided and owned by Customer, and all wiring beyond that equipment.
- Company will deliver electricity to Customer at the rate approved by the State Regulatory Commission.
- Customer shall execute and deliver to Company an easement granting perpetual right of way, releasing and waiving all rights thereto under and by virtue of the homestead exemption laws of the state, without cost, for the construction, reconstruction, maintenance and removal of Company's line, including tree-trimming rights. If Company extends its line built under this Agreement so as to provide service to other customers, such extension shall in no manner alter or affect the service to be rendered under this Agreement.
- Before Company shall commence construction, Customer shall deposit with Company a contribution toward construction as stated below. A contribution may consist of both a refundable and non-refundable contribution based on project cost and projected revenues. The initial contribution for developers of subdivisions shall be the estimated construction cost.

Refundable contribution	\$ _____
Nonrefundable contribution	\$ _____
Total	\$ _____ 0.00

There shall be a minimum annual bill of \$ _____. This amount shall be equal to the estimated annual revenue used in the contribution formula described in Rate 112.

The initial contribution required of any customer other than a developer shall be the estimated construction cost less two times the estimated annual revenue.
- The following additional terms and conditions shall apply to Company's construction of an electric line and installation of the necessary facilities as follows:
 - The following documents are attached hereto, and incorporated herein, as part of the Agreement:
 - Estimate of construction costs
 - Map showing the route of the extension
 - Economic analysis of the extension
 - Electric Extension Policy Rate 112, effective date: _____
 - If, within a five-year period from the date initial service is established, one or more additional customers are added to the above-referred-to extension, Company shall recompute the contribution required by combining the estimated proposed construction costs for the new customer(s) with the construction costs to those customers already taking service. If, by so combining the construction costs, the contribution of those customers already taking service would be less, Company shall make a proportionate refund, without interest, to those customers taking service prior to commencement of service to said additional customer(s). A refund will be made only when there is a reduction in the amount of contribution required.

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**State of South Dakota
Electric Rate Schedule – SDPUC Volume No. 2**

Section No. 6
Original Sheet No. 16

CUSTOMER'S AGENT AUTHORIZATION FORM

Page 1 of 3



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CUSTOMER'S AGENT AUTHORIZATION FORM

Scan and return via
- Email: customerservice@mdu.com
- Fax: 1-701-323-3104, or
- Mail: Montana-Dakota Utilities Co., Attn: Customer Support, PO Box 7608, Boise, ID 83707-1608

Instructions

To designate an authorized agent to act as a personal representative for a Montana-Dakota Utilities Co. (Montana-Dakota) customer of record, this form must be completed in full for the Agent to receive access privileges. By completing this form, the customer authorizes the following:

- Montana-Dakota agrees to provide access to all information about the customer's account(s) to the Authorized Agent designated below, and
- The Authorized Agent to act and conduct activity on behalf of the customer as described in Part B below.

The Montana-Dakota Customer seeking to designate an individual or organization Authorized Agent status must provide the information identified in Part A below, then complete and sign Part B.

The completed and signed form must be submitted to Montana-Dakota by email to customerservice@mdu.com, by mail to Montana-Dakota Utilities Co. Attn: Customer Support, PO Box 7608, Boise, ID 83707-1608, or by Fax at 701-323-3104. If any of the *required* information is not provided, or the form is otherwise incomplete, it may not be accepted by Montana-Dakota. If a Power of Attorney, any outside contract or letter of authorization is sent in lieu of the Authorization Form, it will not be considered a valid consent to grant Agent access.

A. PROVIDE INFORMATION FOR THE INDIVIDUAL OR ORGANIZATION THAT THE CUSTOMER IS CONSENTING AUTHORIZED AGENT STATUS.

(An asterisk * indicates that the information is required for processing.)

Please Print

Agent's Name*: _____ Contact Name: _____

Agent's Mailing Address*: _____ Agent's Phone*: _____

_____ Fax: _____

N

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Director - Regulatory Affairs

Docket No.: GE19-004



**State of South Dakota
 Electric Rate Schedule – SDPUC Volume No. 2**

Section No. 6
 Original Sheet No. 16.1

CUSTOMER’S AGENT AUTHORIZATION FORM

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B. CUSTOMER INFORMATION AND AUTHORIZATION

By signing this Agent Authorization form I agree to accept sole responsibility for all charges incurred as a result of actions taken by the Authorized Agent. I authorize Montana-Dakota to disclose any and all information about my Montana-Dakota account(s), including customer usage data, to the Agent identified in Part A of this form and the Agent’s representatives (collectively, “Authorized Agent”) so the Authorized Agent can conduct the following activities on my behalf:

- Request and receive billing records, billing history and all energy usage information used for bill calculation.
- Request and receive Montana-Dakota correspondence and information regarding:
 - Verification of rate, date of rate change, and related information;
 - Contracts and service agreements;
 - Previous adjustments and/or credits; and
 - Other issues or unresolved/disputed billing adjustments.
- Request and receive verification of balances and interruption notices.
- Request utility accounts to be established or terminated.
- Enroll and utilize Online Account Services.
- Change mailing address for monthly statements and other notices.
- Update phone number and other account contact information.
- Receive, review, approve, dispute and pay energy service bills.
- Receive and process Notices related to disconnection.
- Sign-up to receive account alerts via text or email.
- Enter into written contracts, including a Continuous Service Agreement.

I agree that my Authorization is effective for ALL existing, and future Montana-Dakota accounts, including those accounts opened by my Authorized Agent on my behalf until I terminate this Authorization and withdraw consent to the release of additional information by Montana-Dakota to the Authorized Agent. I understand that I have the right to terminate this Authorization at any time. I understand that to terminate Authorization, I must provide that information to Montana-Dakota in writing. I understand that I must make termination of this Authorization or changes to my authorization, either by an attachment to this Authorization form or by separate notification, to Montana-Dakota Utilities, at customerservice@mdu.com or PO Box 7608, Boise, ID 83707-1608. I understand that termination requests may take up to thirty (30) days from Montana-Dakota’s receipt of my notice to take effect.

I understand that I have the right to keep certain information about my Montana-Dakota account confidential unless disclosure of it is required by law or unless I provide consent such as by my signature to this Authorization. I also understand that I am not required to make this Authorization, and if I choose not to make this Authorization, my Montana-Dakota utility services will not be affected.

Date Filed:	July 29, 2019	Effective Date:	Service rendered on and after October 1, 2019
Issued By:	Tamie A. Aberle Director - Regulatory Affairs		
Docket No.:	GE19-004		

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Montana-Dakota Utilities Co.
A Subsidiary of MDU Resources Group, Inc.
 400 N 4th Street
 Bismarck, ND 58501

**State of South Dakota
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CUSTOMER'S AGENT AUTHORIZATION FORM

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I understand that once my information has been provided to the Authorized Agent identified in Part A of this form, Montana-Dakota will have no control over and no responsibility for safeguarding the confidentiality or security of the information now in the possession of the Authorized Agent or for the Authorized Agent's use, disclosure or handling of the information. Montana-Dakota shall not be responsible for monitoring or taking any steps to ensure that the Authorized Agent is maintaining the confidentiality of the information or the information as I intend. I hereby release, hold harmless and indemnify Montana-Dakota from any liability, claims, demands, causes of action, damages or expenses resulting from: 1) any release of information to my Authorized Agent pursuant to this Authorization; 2) the unauthorized use of this information by my Authorized Agent; and 3) from any actions taken by my Authorized Agent pursuant to this Authorization, including rate changes.

SIGNED AUTHORIZATION

By my signature, I affirm that I am Customer of Record for the Montana-Dakota account(s) subject to this Authorization, everything in this Authorization is true and correct, and I authorize Montana-Dakota to disclose my customer information as specified in this form. In addition to the signature below, verbal confirmation by a representative of Montana-Dakota may be made with the Customer prior to final processing.

Name of person or business on account(s) _____

Authorized signature for Customer of Record _____

Printed Name _____ Title _____

Telephone Number _____ Date _____

FOR OFFICE USE ONLY		
ID # _____	Processed by: _____	Date: _____

3 of 3 Customer Agent Authorization – Rev. 02-13-2019

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**State of South Dakota
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Section No. 6
 Original Sheet No. 17

**CONSENT TO DISCLOSE UTILITY
 ENERGY USAGE INFORMATION**

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CONSENT TO DISCLOSE UTILITY ENERGY USAGE INFORMATION

All information requested on this form must be provided for the consent to be valid. If you have questions or require assistance, please contact Montana-Dakota Utilities Co. (Montana-Dakota). This form may be available from your utility provider in other languages. To obtain a copy in another language, please contact your utility provider.

Montana-Dakota Utilities Co. Attn: Customer Support

Mailing Address: PO Box 7608, Boise, ID 83707-1608

Phone: 1-800-638-3278 Email: customerservice@mdu.com Fax: 701-323-3104

For additional information, including the utility's privacy policy, visit www.montana-dakota.com

TO BE COMPLETED BY THE CUSTOMER

By signing this form, you authorize Montana-Dakota to release the customer energy usage information to:

Organization/Trade Name: _____

Contact Person (if available): _____

Physical and Mailing Address: _____

Phone: _____ Email: _____ Fax: _____

This organization will receive the following information:

- The following energy usage information.
 - The date your natural gas meter was read by Montana-Dakota Utilities Co.
 - The number of days in the billing period.
 - The monthly gas energy usage in dekatherms for the specified period. *
 - The monthly electric energy usage in kilowatt hours for the specified period. *

Your consent to make available information from the previous _____ months.

*If you have resided at the address less than the amount of time designated above, energy usage will only be provided for the time that you have been the account holder or a maximum of 36 months.

- Information regarding your participation in energy efficiency or other Montana-Dakota programs.

This information will be used to (check all boxes that apply):

- Provide you with products or services you requested
- Offer you products or services that may be of interest to you
- Determine your eligibility for an energy program
- Analyze your energy usage
- Other (specify) _____

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**State of South Dakota
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**CONSENT TO DISCLOSE UTILITY
 ENERGY USAGE INFORMATION**

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ENERGY USAGE INFORMATION COLLECTION PERIOD

This consent is valid for a one-time disclosure of energy usage information relating to a single utility account. Montana-Dakota will require an original, separate consent form for disclosure of usage information for each utility account.

CUSTOMER DISCLOSURES

***Customer usage information can provide insight into activities within the premises receiving utility service. Montana-Dakota may not disclose your customer information except

1. if you authorize the disclosure
2. to contracted agents that perform services on behalf of the utility, or
3. as otherwise permitted or required by laws or regulations. ***

***You are not required to authorize the disclosure of your information, and your decision not to authorize the disclosure will not affect your utility services. ***

***You may access your standard customer energy usage information from Montana-Dakota without any additional charge. ***

***Note that Montana-Dakota will have no control over the information disclosed pursuant to this consent, and will not be responsible for monitoring or taking any steps to ensure that the recipient maintains the confidentiality of the information or uses the information as authorized by you. Please be advised that you may not be able to control the use or misuse of your information once it has been released. ***

***In addition to the energy usage information described above, the records received by the organization may include other information such as your name; account number; meter number; utility type; service address; premise number; premise description; meter read date(s); number of days in the billing period; utility invoice date or base rate bill amount. Montana-Dakota will not provide any other information, including Personally Identifiable Information such as your Social Security Number or any financial account number to the organization through this consent form. ***

PLEASE READ THE CUSTOMER DISCLOSURES ABOVE BEFORE SIGNING THIS FORM

By signing this form, you acknowledge and agree that you are the customer of record for this account and that you authorize Montana-Dakota to disclose your energy usage information as specified in this form.

 APPLICABLE CUSTOMER ACCOUNT NUMBER

 SERVICE ADDRESS

 PRINTED NAME

 SIGNATURE OF CUSTOMER OF RECORD

 DATE SIGNED

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