

**MONTANA-DAKOTA UTILITIES CO.  
SOUTH DAKOTA PUBLIC UTILITIES COMMISSION  
SECOND DATA REQUEST ISSUED JUNE 2, 2020  
DOCKET NO. GE20-002**

- 2-10. Refer to Attachment 1-6. Explain why automated calls were ceased rather than allowed to take place as a reminder for those in jeopardy of disconnection once the moratorium is complete to pay their bills?

**Response**

The automated calls were replaced with personal calls in order to fully discuss options available to the customer, including available assistance and payment plans, in order to bring their utility bill to a current status.