

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

- 2-3. Explain any new and creative billing and collection procedures the Company has begun to employ during this moratorium period to keep nonpayment to a minimum.

Response:

The Company's collection efforts during this time have involved direct calls to customers that are in arrears in order to discuss financial assistance that may be available to the customer as well as setting up payment arrangements for pas due accounts.