

**MONTANA-DAKOTA**

UTILITIES CO.

A Division of MDU Resources Group, Inc.

400 North Fourth Street
Bismarck, ND 58501
(701) 222-7900**RECEIVED**

NOV 25 2003

November 25, 2003

**SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION**

Ms. Pamela Bonrud
Executive Director
South Dakota Public Utilities
Commission
State Capitol Building
500 East Capitol
Pierre, SD 57501

RE: Customer Information Booklet

Dear Ms. Bonrud:

In accordance with the Commission's Rule 20:10:16:02, Montana-Dakota Utilities Co. (Montana-Dakota), a Division of MDU Resources Group, Inc., herewith requests Commission approval of its revised Customer Information Booklet.

The information attached as Exhibit A to be included in the booklet has been reorganized and the booklet has been revised to include updated information regarding utility issues and information regarding additional services Montana-Dakota offers. The revisions are described below:

- Page 8 - information regarding Federal Gas Safety Regulations that pertain to "Buried Gas Line" has been added under the section entitled "Important Reminders".
- Page 9 - information regarding issues surrounding pets and meter reading has been added under the paragraph entitled "Dog Days".
- Page 13 - Additional references to the billing statement have been included: Item #16 - Utility Type and Item #20 - Temperature differences.
- Page 14 - Under the Section entitled "Payment & Billing Options-an explanation of the Company's optional direct bank payment plan referred to as "Easy-Pay" has been added.
- Page 14 - The explanation of the Company's Balanced Billing Program has been updated and graphs have been included to demonstrate that while an account can fluctuate on the Balanced Billing Program the program reduces the spikes typically experienced during winter periods without the Balanced Billing Program.

- Page 15 – Under the paragraph entitled "Credit card-by phone or internet" the new optional payment service available for customers to pay their bill has been explained.
- Page 17 – Sections have been added to include contact information for both the Company and the Commission.

Montana-Dakota will continue to provide the Customer Information Booklet to each new customer and any existing customer upon request.

Attached as Exhibit B are revised tariff sheets denoting the Customer Information Booklet, Electric Rate Schedule Section No. 6, 3rd Revised Sheet No. 8, and Gas Rate Schedule Section 6, 3rd Revised Sheet No. 8. Also included as Electric Rate Schedule Section 6, 1st Revised Sheet No. 8.1 and Gas Rate Schedule Section 6, 1st Revised Sheet No. 8.1 is the pamphlet distributed with each booklet that contains additional information pertinent to customers in South Dakota.

In accordance with the Administrative Rules of South Dakota (ARSD), 20:10:13:39 (6), it is noted that the proposed tariff may potentially affect 53,993 South Dakota gas and electric customers. Also, attached is the South Dakota "Report of Tariff Schedule Change" form required pursuant to ARSD 20:10:13:26.

The original and ten (10) copies of this Letter of Transmittal and Customer Information Booklets have been provided to the South Dakota Public Utilities Commission.

Please refer all inquiries regarding this filing to:

Mr. Donald R. Ball
Asst. Vice President – 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. Douglas W. Schulz
Senior Attorney & Assistant Secretary
MDU Resources Group, Inc.
P.O. Box 5650
Bismarck, ND 58506-5650

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

Please acknowledge receipt by stamping or initialing the duplicate copy of this letter attached hereto and returning the same in the enclosed self-addressed stamped envelope.

Sincerely,



Donald R. Ball
Assistant Vice President -
Regulatory Affairs

Attachments
C: D. Schulz
D. Gerdes

EXHIBIT A

Report of Tariff Schedule Change

NAME OF UTILITY: Montana-Dakota Utilities Co.
 ADDRESS: 400 North Fourth Street
 Bismarck, ND 58501

Section No.		New Sheet No.
6	Customer Information Booklet Gas	8, 8.1
6	Customer Information Booklet Electric	8, 8.1

Change: Informational
 (State part of tariff schedule affected by change, such as: Applicability, availability, rates, etc.)

Reason for Change: Updated information and products

Present rates n/a
 Proposed Rates n/a
 Approximate annual reduction in revenue n/a
 Approximate annual increase in revenue n/a

Points Affected	Estimated Number of Customers Whose Cost of Service will be:					
	Reduced		Increased		Unchanged	
South Dakota	# of Customers	Amount in \$	# of Customers	Amount in \$	# of Customers	Amount in \$
					53,993	

Include Statement of Facts, expert opinions, documents and exhibits supporting the change requested.

Received: _____

By: _____
 Executive Director
 South Dakota
 Public Utilities Commission

By: Donald R. Ball
 Assistant Vice President-Regulatory Affairs
 (Name and Title)

Other important numbers:

Fire: _____
Hospital: _____
Police: _____

Customer Reference Guide
Important Utility Information

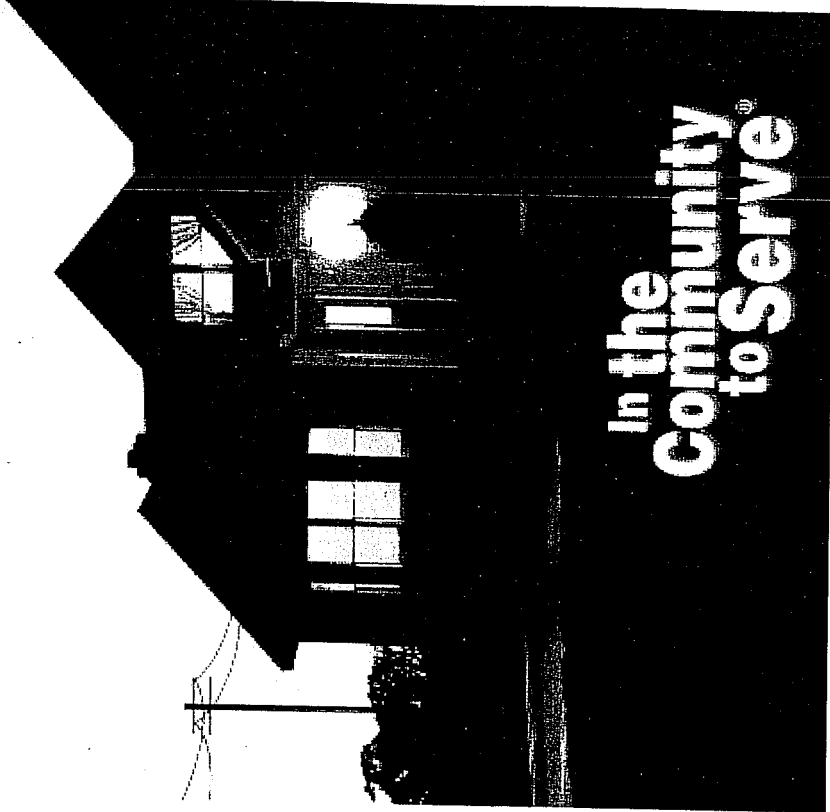


A Division of MDU Resources Group, Inc.

In the Community to Serve®

(Rev. 10/09)

**In the
Community
to Serve®**



We're here to serve you...



Welcome!

We're please to have you as a Montana-Dakota customer and have prepared this handy booklet for you to use as a reference tool for when you have questions.

Inside, you will find information on most utility issues and some of the additional products and services Montana-Dakota offers.

As always, Montana-Dakota employees are available to help with your questions. When you call 1-800-MDU FAST (1-800-638-3278), your call will be answered by a knowledgeable employee who is equipped to handle all your energy needs....

...That's what we do at MDU.



**In the Community
to Serve®**

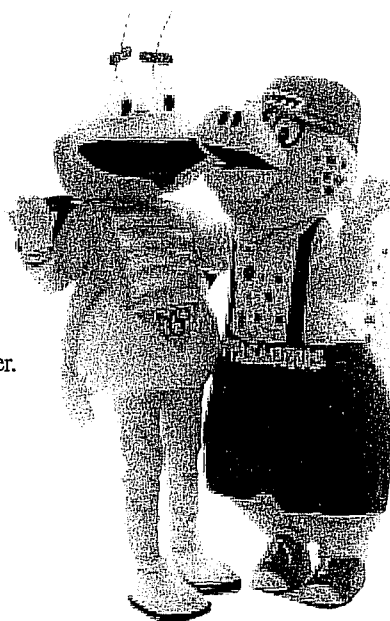
Contents

In the Community to Serve	2
For Our Natural Gas Customers.....	3
For Our Electric Customers.....	3
How You Buy Energy	
Natural Gas	4
Electricity	4
Meters.....	5
Conservation & Safety Tips	6
Life-Sustaining Equipment.....	8
Important Reminders	8
Special Services For You.....	10
Your Monthly Utility Bill	
How to Read Your Utility Bill	11
Payment & Billing Options	13
Why Your Monthly Bills Vary	15
What to Do if You Have Trouble Paying.....	16
When You Want to Contact Us	17
Contacting the Public Service Commission/Utilities Commission ...	17
Your Rights & Remedies	17
Connecting & Disconnecting Service	19

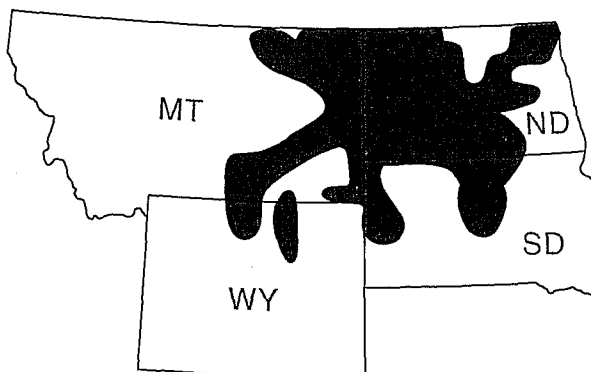
Welcome to MDU

We hope this booklet will serve as a valuable reference tool for you. It might be a good idea to keep it handy - should you have questions about our products and services in the future.

If you should have any additional questions, please call us at 1-800-MDU-FAST (1-800-638-3278) and a knowledgeable MDU employee will be happy to assist you further.



This is Montana-Dakota Country...



"In the Community to Serve"

Montana-Dakota Utilities Co. (Montana-Dakota) didn't come about overnight. No, it's taken well over 78 years of hard work to grow from a small electric company serving a handful of farm communities to a large regional energy supplier. During those years of growth, we changed our name a few times, acquired a number of smaller companies and progressed side by side with those we serve.

Today, we're a Division of MDU Resources Group, Inc., a diversified energy company. We provide retail natural gas and/or electric service to parts of Montana, North Dakota, South Dakota, and Wyoming. Our service area covers over 168,000 square miles (5.5 percent of the continental USA) and we serve a population of about 550,000.

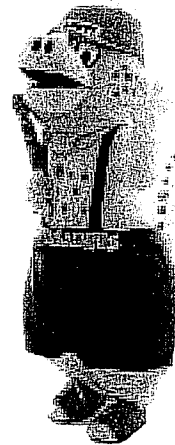
Over the years, Montana-Dakota has adopted the slogan "*In the Community to Serve*," and we believe in those words. Our success as a company is rooted in the growth and prosperity of our communities. We're committed to help meet tomorrow's challenges and opportunities by providing affordable and reliable energy services.

For Our Natural Gas Customers...

Natural gas is a naturally occurring mixture of gas found underground. It is usually found along with oil deposits, but can be found in deposits alone. Natural gas, like oil, is harvested from underground by drilling wells deep into the earth. In its natural state, natural gas is a colorless and odorless fuel. Natural gas is the cleanest most efficient energy source available to us today. We maintain a constant, reliable supply to meet your needs. The natural gas we purchase is produced from abundant domestic sources and is not vulnerable to supply disruptions by foreign governments.

Natural gas is also a very safe fuel. But, like other products in your home, it can be hazardous if misused. *Natural gas is given a distinct odor for your safety. If you smell gas, leave your home, then call us immediately.* We will respond to all natural gas emergency requests at no charge when it is related to Montana-Dakota's energy system.

Since natural gas is odorless, yearly we enclose a scratch-and-sniff insert with your utility bill so you and your family can recognize the odor associated with a natural gas leak. (See sample in the back of this book.) *If you smell this odor call 911.*

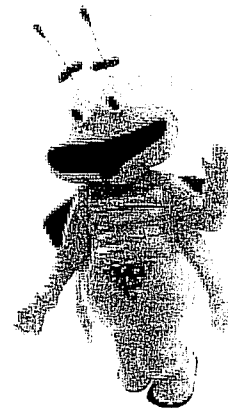


For Our Electric Customers...

We take pride in our record of reliable electric service. One never realizes how much they depend on this silent servant until it is interrupted by a bad storm or equipment failure.

If your power should go out:

- Find out if neighboring homes still have electric service.
- If they still have power, check your fuse box or circuit breaker panel.
- If a fuse is blown, or a circuit breaker is open, turn off the lights and appliances on that circuit. This will help prevent damage to your appliances and your electrical system as well.
- Replace the fuse with the correct amperage for that circuit or turn on the breaker.
- If a fuse continues to blow or breaker to open, call an electrician to find and repair the problem.
- When the electric outage is not confined to your home, disconnect or turn off as many electrical appliances and lights as possible. This will help protect your equipment and reduce the initial demand for electricity when the power is reconnected.
- Call Montana-Dakota at 1-800-MDU-FAST (1-800-638-3278) to report any outage not confined to your home, unless you know a neighbor has already reported it.



Montana-Dakota's primary goal is to furnish safe and reliable electric service at fair rates. Our electric system is widespread and exposed to storms and other factors we cannot control. Although we employ the latest techniques in equipment and operating methods to maintain adequate service, we cannot guarantee uninterrupted power. If you have computers and other sensitive equipment that require high grade, uninterrupted power, you should check with your computer equipment supplier or Montana-Dakota Utilities for information on devices that will ensure the power quality you need.

How You Buy Energy...

Every time you flip a switch or turn a dial you buy energy. It's our job to bring electricity and/or natural gas to your meters, but you are responsible for how it is used inside your home. You do have control over your bill. By being aware of how you use energy, and by eliminating waste, you may be able to reduce your bill.

Natural Gas: Your natural gas meter measures the volume of gas you use each billing period. Your bill shows the difference between your meter's present and previous readings in units called "Mcf" (an Mcf is one thousand cubic feet). Since the energy content of an Mcf of natural gas varies slightly throughout our service area, we convert the volume of gas you use to energy units called "decatherms" (a decatherm, or dk, equals one million British thermal units of energy). By doing this, we ensure you are billed for the amount of energy you used based on the energy content of natural gas for your locality.

Electricity: Your consumption of electricity is measured and billed in units called kilowatt-hours (kwh). The number of kilowatt-hours you use each month is shown on your bill. Light bulbs can be used to help you understand kilowatt-hours. If you turn on ten 100-watt bulbs, you create a demand of 1,000 watts or one kilowatt of electricity (10 bulbs x 100 watts). If those 10 bulbs burn for one hour, you've used one kilowatt-hour of electricity. If the lights burn for three hours, you have used 3 kwh. The expected demand in kilowatts is indicated on most electrical appliances.

Meters: Your electric and natural gas meters measure how much energy you use. Meters are accurate instruments and care must be taken to ensure they are not damaged. Tampering with a utility meter is not only a criminal offense, it is dangerous too.

A utility representative reads your meter about the same date every month. If we are unable to read your meter because of extreme weather conditions, or if the meter is located inside your home and you're not there, we may have to estimate usage on your bill that month. Any difference between our estimate and your actual usage will be corrected automatically the next time your meter is read.

After your meter is read, your bill is calculated according to the rates that have been approved by the Public Service Commission (PSC) or the Public Utilities Commission (PUC) of your state. Copies of these rates are available at your local Montana-Dakota office. When there is a change in rates, an explanation of the change is included with your utility bill.

Conservation & Safety Tips

Saving Energy and Money...

Managing your utility bill begins at home with you. There are three ways to help hold household energy costs down.

Weatherize your home: Projects can be as simple as caulking and weather stripping around windows and doors to a major undertaking like adding wall insulation. Montana-Dakota can provide you with free booklets that contain everything from conservation tips to “how to’s” on weatherization projects.

Change your living habits: You can also save energy by reducing the temperature setting on your water heater to the “warm” position and adjust your winter thermostat temperature down at night. Pull the drapes to minimize heat loss through windows.

Use appliances and equipment that are more energy efficient: Most appliance dealers and heating contractors sell products that are much more energy efficient than those available just a decade ago. Insist on a high efficiency model when you make your next major appliance purchase.

CAUTION: Montana-Dakota fully supports energy conservation, but we feel it is important to inform you about two dangers that might result from improper energy conservation practices. We don’t mean to frighten you – just inform you.

Hypothermia: Heating is the major consumer of energy in the home. To conserve energy, some people turn the heat down. This is great for healthy, active people who can just put on a sweater and feel comfortable. But, young children, people confined to a bed or chair due to illness, and the elderly may be in serious danger of accidental hypothermia.

Hypothermia (“hypo” - below, and “thermia” - temperature) is the result of the body not being able to produce enough heat. It is sometimes confused with “hyperthermia” which means abnormally high temperature.

With hypothermia, the body temperature drops lower than 94° F. at a point when uncontrollable shivering begins. As the body cools further, shivering will continue until it gets to 90° F., when it reaches the danger area. Below this temperature, a life-threatening situation is present and, if left untreated, can result in death.

Here are some symptoms of hypothermia:

- Skin is pale and waxy. Face may be puffy and swollen.
- Trembling may occur, accompanied by chills, but not always.
- The person may feel warm.
- Speech slows and words become slurred.
- The person becomes forgetful.
- The person becomes very tired.

Since mental confusion is one of the first symptoms, the person is normally not aware of what is happening. **Hypothermia, even in early stages, needs immediate attention!** If you can't reach a doctor, take the person to a hospital immediately.

Remember...everyone is susceptible to hypothermia if the conditions are right. Pay particular attention to those that appear overly tired or cold.

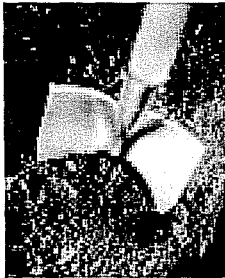
The best solution to hypothermia, of course, is to prevent it from happening. Keep your home warm enough so additional layers of clothing or bedding will prevent the first chill. Your doctor is your best source of additional information on hypothermia.

Back Drafting: In our efforts to reduce heating costs, many of us have turned to woodburning fireplaces and stoves as supplementary sources of heat along with natural gas furnaces. It's a good idea, but many homes are often too tight to provide adequate air for the safe operation of open flame heating systems (fireplaces, wood/coal stoves, natural gas furnaces, etc.). We feel that everyone should try to conserve energy, but after you weatherize you may need to add a combustion air source to prevent back drafting.

Fireplaces require a lot of air. If there is not enough air to satisfy the requirements of a fireplace or wood stove as well as a furnace or water heater all burning at the same time, the fireplace draft can pull toxic combustion products from these gas appliances back into the living area. This condition can seriously endanger health. The products of combustion (which may contain carbon monoxide) must be continuously removed while the fireplace or stove is operating. In fact, any device that exhausts air from the home (including kitchen or bathroom exhaust fans) can contribute to the back drafting problem.

To Check for Back Drafting: Start a fire in the fireplace on a cold day and after a few minutes, touch the vent pipe of the furnace, water heater, or any space heater. (*Careful, they may be very hot!*) If the vent is cold, your fireplace could be creating a dangerous back draft. Turn down the thermostats and water heater temperature controls, let the fireplace burn down and call a heating contractor or a Montana-Dakota serviceman.

Anyone requiring life-sustaining equipment must have an emergency standby power supply.



Montana
1-800-424-5555

North Dakota
1-800-795-0555

South Dakota
1-800-781-7474

Wyoming
1-800-849-2476

Life-Sustaining Equipment...Please read carefully.

Life-sustaining equipment includes any electrically operated support system.

If you are a landlord with tenants using such equipment, please advise them of the safety equipment requirement to have an emergency standby power supply.

Montana-Dakota does everything possible to provide reliable service. But, because of weather, mechanical failure, and other circumstances beyond our control, we cannot guarantee uninterrupted electric service.

Important Reminders...

Before You Dig: If you plan on digging on your property for any excavating, to plant trees or shrubs, or to put in fence posts, please call the applicable one-call centers two working days prior to digging to have your service lines located, (see left hand column).

There is no charge during normal working hours. You should have the service line located *before* you begin any repairs to water or sewer lines, foundation for additions to your house, constructing a fence, planting trees, pouring a patio or driveway, or any other excavation which requires deep holes or trenches on your property.

We sincerely hope that you will always call for location of your service lines *before* you start digging so that damage to the service line can be avoided. But, should you damage your service line, even if only the pipe coating is damaged, please call 1-800-MDU-FAST (1-800-638-3278) and have someone inspect and repair the damage immediately. ***Never backfill or cover a damaged line until repairs have been made by Montana-Dakota. Damaged lines may corrode causing them to leak in the future and possible harm your family.***

Buried Gas Line: If you have a buried gas line to your garage, shop, barbecue grill, gas light or any other location, United States Department of Transportation rules effective on August 14, 1995, apply to you.

Montana-Dakota operates and maintains all gas piping through your gas meter in accordance with Federal Gas Pipeline Safety Regulations. But buried gas lines downstream of the meter are your responsibility and subject to the same inspection and maintenance requirements as similar company-owned lines. That is, they must be monitored for corrosion and leakage. If unsafe conditions are found, buried lines must be repaired or disconnected.

When excavating near buried gas piping, the piping should be located in advance and the excavation around the piping must be done by hand.

After The Storm:

- Storms can down power lines. **Storm-downed lines should always be considered dangerous – so stay at least six feet away.**
- Power lines draped over highway barriers or fences can energize them for great distances. **Don't touch anything that's in contact with the wire.**
- If a power line falls on your car, **stay in your car.** You're safe as long as you do.
- Never try to cut fallen wires.
- Consider every fallen wire dangerous. **Report it to authorities or call Montana-Dakota.**

To help insure uninterrupted gas service to your home:

- Keep gas meters and regulators free of heavy accumulations of ice or snow.
- Do not strike meter when using snow blower, blades or shovels.
- Do not place metal objects close to the meter set.

Heavy snows, ice falling from eaves and various other problems can cause meters to snap off customer piping and interrupt service. Snow covering meters may cause the meter safety equipment to shut off service to your home.

If your natural gas service is interrupted, for any reason, please call us. We appreciate your cooperation.

Dog Days: On an average day, our meter readers visit 10,000 homes and businesses in our service area. Each day several will have painful skirmishes with a family dog and some will require medical attention.

We understand that dogs are being loyal and protecting their turf, but, that loyalty can cause you a lot of hassle. If your dog blocks access to your gas or electric meter, you may receive an estimated bill. If your pet bites one of our meter readers it could be impounded for medical tests.

You can avoid a lot of inconvenience and, at the same time, help us serve you more efficiently by following a few simple tips:

- Try to be aware when we will be reading your meter and take special precautions around that time. You can estimate when we will be at your house by looking at the "Reading Date" entry on your utility bill. We'll read about the same day each month.
- Secure pets well away from your meter(s) and place their food and water away from the meter.

In general, try to give us clear access to your meter(s). Dogs are the most hazardous obstacles, but not the only ones. Please avoid hanging ropes and garden hoses around the meter. Trim bushes, shrubs and large flowers so they don't completely cover the meter.

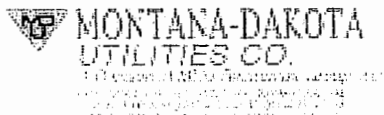
Special Services for You...

In addition to utility service and programs mentioned earlier in this booklet, Montana-Dakota offers other services. Visit the nearest Montana-Dakota office for further information or call us at 1-800-MDU-FAST (1-800-638-3278).

Programs and Speakers: A variety of subjects are available at no charge to civic groups, senior clubs and other organizations.

Gatekeeper Program: Many Montana-Dakota employees are trained to recognize possible problems with elderly and disabled customers. Those employees alert local social service agencies when the well-being of those customers appears to be threatened.

Your Monthly Utility Bill



I have read and understand the terms and conditions of this bill.

1

2

4

3

5

6

7

8	9	10	11	12	13	14	15
ACCOUNT NO.	ACCOUNT TYPE	ACCOUNT ADDRESS	ACCOUNT NAME	ACCOUNT ADDRESS	ACCOUNT ADDRESS	ACCOUNT ADDRESS	ACCOUNT ADDRESS

16

17

18

19

20

AMOUNT DUE

21

BY YOUR SERVICE NUMBER					
22	23	24	25	26	27
DATE	DESCRIPTION	AMOUNT	DATE	DESCRIPTION	AMOUNT

How to Read Your Utility Bill

Upper Portion (*Return with payment*)

1. Address of the Montana-Dakota payment processing center.
2. Your name and mailing address.
3. **Pay This Amount:** The amount you owe Montana-Dakota for this billing period.
4. Tear horizontally along perforation. The entire stub (upper portion) is to be returned to Montana-Dakota with your payment for prompt crediting of your account.

Other numbers and letters that appear on the upper portion of your bill are for Montana-Dakota office purposes only. Please do not write on or make any marks on the upper portion of your bill.

5. **Account Name and Service Address:** This number and name identifies your account on our records. It is the address where natural gas and/or electricity is used. We can serve you faster if you have this information available when you inquire about your bill.
6. **Billing Date:** The date this bill was printed.
7. **Due Date:** The date your bill for this month is due. A late payment charge may be added to overdue bills.
8. **Type of Service:** A two-letter code indicates your type of service. An explanation of your code(s) can be found on the back of your bill.
9. **Reading Date:** The date your meter was read.
10. **Number of Days:** The number of days between your present and previous meter readings. It shows the number of days of service covered by this bill.
11. **Meter Readings:** These numbers are the dial readings which appear on the face of your meter.
12. **Difference:** The amount of natural gas or electricity consumed. It is derived by subtracting the previous meter reading from the present meter reading.
13. **Billing Factor** (natural gas only): You'll notice a "TF" is displayed in the "for" column and a factor in the "multiplier" column. "TF" stands for thermal factor. A thermal factor is a combination of the energy content of the gas and the average atmospheric pressure at your location. The volume of natural gas displayed in the "difference" column is multiplied by the thermal factor to provide the total decatherms (dk) used.

14. **Usage kwh-kw-dk:** Shows the amount of electricity (kwh), metered demand for general service customers (kw) and natural gas (dk) you used during the billing period. Residential accounts are not billed for electric demand (kw).
15. **Amount:** Your total price for electricity, natural gas or other services.
16. **Utility Type:** Natural gas and/or electric.
17. **Electric Cost of Fuel Adjustment (FCA) and Purchased Gas Adjustment (PGA):** The adjustments are shown per kilowatt-hour or per decatherm of natural gas used. These adjustments reflect changes in the cost of fuels and natural gas purchased by Montana-Dakota. Montana-Dakota receives no profit from these charges. FCA and PGA changes must be approved by the state regulatory commissions.
18. **Your Average Daily Usage This Month:** This figure shows your average daily usage of electricity and/or natural gas during the current billing period.
19. **Your Average Daily Cost This Month:** This value shows how much it cost you for electricity and/or natural gas for the average day during the current billing period.
20. **Temperature differences:** This column compares the average temperature of the current billing period to your average temperature last month as well as last year.
21. **Inquiries:** For any inquiries about your Montana-Dakota bill, use the address and/or telephone number listed here.
22. **Other Services:** This part of the bill shows any business, other than the amount due for your natural gas or electric utility service. For example: you may have purchased a new appliance or had service call. If you have questions about your bill, call 1-800-MDU-FAST (1-800-638-3278). We'd be happy to help you better understand our billing procedures.

Payment & Billing Options

By mail: A return envelope is included with your bill. Don't forget to include the upper portion of your bill along with a check or money order. It is not a good idea to send cash through the mail. To ensure crediting to your account, please put the proper stamp on your envelope or the Post Office will return it to you.

In person: At your nearest Montana-Dakota office. Please bring your utility bill with you.

At payment drop boxes or local merchants: Which are authorized by Montana-Dakota to accept your payments. Call 1-800-MDU-FAST (1-800-638-3278) to find out if you can pay your bill in your community.

Direct bank payment: Our "Easy-Pay" plan allows you to have your bill automatically deducted from your bank account.

Here's how it works:

Each month you'll receive your Montana-Dakota bill as usual. Then 14 to 18 calendar days after the billing date, your financial institution will deduct your payment from your checking or savings account.

By taking advantage of Easy-Pay, you will be saving on postage and additional check writing. Best yet, the service is free.



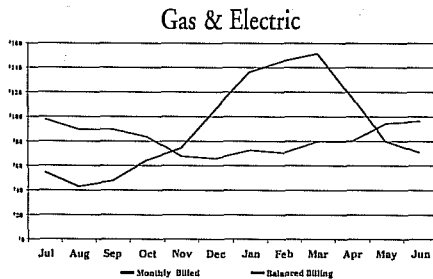
Balanced Billing: Balanced Billing takes the guesswork out of budgeting and levels out your monthly Montana-Dakota bill so you can reduce fluctuations brought on by changes in weather and the price of energy.

Here how it works:

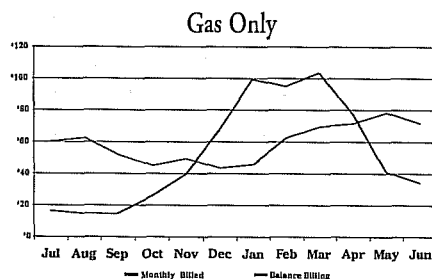
With Balanced Billing, your monthly natural gas bill is based on your average usage over the past 12 months at the current price of natural gas or electricity.

Balanced Billing is a free service and open to residential customers. To learn more or enroll call 1-800-MDU-FAST (1-800-638-3278).

Example: The following graph is an illustration of how an actual MDU *natural gas and electric* customer's bill looks like on Balanced Billing – and what it would look like without balanced billing.



Example: The following graph is an illustration of how an actual MDU *natural gas* customer's bill looks like on Balanced Billing – and what it would look like without balanced billing.



Credit card- by phone or internet: Paying by credit card is another payment option to help simplify your life and save you time. You can pay your MDU bill by credit card (Mastercard, Visa, or Discover) or by electronic check. A convenience fee of 2.8% of the total payment will be added to your credit card charge or deducted from your bank account if using an electronic check, and noted on your credit card or bank statement as a transaction fee from Speedpay. There's no need to sign up - just have your MDU bill in hand when you make the call or log-on - it's that easy!



Here how it works:

Each time a payment is authorized, by phone or on-line, you are reminded of the convenience fee and given the opportunity to accept the fee or end the transaction. Payments made after 4:00 PM Central Time will be processed the next business day. Services are provided by Speedpay.

Why Your Monthly Bills Vary

There are many reasons why your utility bill may vary from month to month. Here are some examples:

Weather: Cold, windy weather forces your furnace to provide more heat to keep your home comfortable. Likewise, hot, humid summers cause your air conditioner to use more energy to cool your home.

Longer Nights: Winter months bring shorter days and longer nights, which mean you'll have more indoor activity and use more energy.

Change in Life-style: House guests, illness, new baby, and so on can mean more showers, more laundry and more cooking. Each increases energy use, even if only for a short time.

Vacations: Your home will probably use less energy when you're away. But, remember your refrigerator, furnace and other appliances continue to operate (and use energy) while you are gone.

Appliances: Adding appliances or appliances that need cleaning or repair usually use more energy.

Seasonal Uses: Car engine heaters that help start your car in the winter or the extra refrigerator you use to cool additional food and beverages are examples of items that could increase your bills during various times of the year.

Number of Billing Days: Your billing days may vary. The more days you've used energy, the higher your bill will be. Your utility bill tells you how many days your bill covers.

Other Services: You may have incurred a charge for some service or purchased an appliance from Montana-Dakota. These costs added to your regular charge for energy will increase the total amount of your bill.

Why is my utility bill different from my neighbor's?

Housing Differences: The type of construction, size and location of a house have a lot to do with how much energy it uses. A large, well-insulated house protected from the wind may use less heating energy than a small, poorly insulated house exposed to cold winter gusts.

Differences in Occupancy: A dwelling's utility costs are also affected by its number of occupants, their ages and living habits. Since preferences in room temperatures, laundering, bathing and cooking styles differ among households, differences can be expected in the amount of energy used.

Appliances: The number and size of appliances found in a home and how often they are used can significantly affect energy usage, especially electricity.

Life-style: People who stay-at-home tend to use more energy than those who are out frequently.

What to Do if You Have Trouble Paying

Montana-Dakota is concerned when customers have difficulty paying their utility bills. If you experience trouble paying your bill on time, call us.

Payment Arrangements: Payment arrangements can be made to help get your payments back on schedule. The amount of each payment is based on: the amount of the unpaid balance; the customer's ability to pay; the customer's payment record; and the length of time the bill has been outstanding.

Energy Assistance: The federal government provides funding to each state to assist low-income households in paying their energy bills. In some areas, there are also private, charitable funds available for emergency assistance. Montana-Dakota can direct you to the agencies responsible for these programs.

Weatherization Programs: Assistance is available through some government agencies to weatherize eligible low-income homes.

Adding insulation, caulking and weather stripping are examples of the weatherization measures available at no cost to the homeowner. The added measures not only reduce the home's heating needs, but also improve its comfort.

Third Party Notice: Any Montana-Dakota customer can voluntarily select another person to be notified before utility service is disconnected. This "third party" is selected by the customer and usually is a friend, relative, clergyman or government agency. The third party program is strictly confidential.

The purpose of the third party is to make sure the customer receives and understands the disconnection notice and to help take action to prevent disconnection. Your local Montana-Dakota office will start the program after receiving a request from you or another responsible person.

When You Want to Contact Us...

Montana-Dakota Utilities Co. has a convenient 1-800 number. You can rely on knowledgeable employees to answer your questions. For all your utility needs, call 1-800-MDU-FAST (1-800-638-3278).

When You Want to Contact the...

Public Service Commission/Public Utilities Commission

Montana-Dakota considers it a privilege to serve you. Serving you quickly and efficiently is important to Montana-Dakota and we encourage you to contact us whenever you have a question or a problem with your utility service.

Your state's Public Service/Utilities Commission regulates Montana-Dakota and is available for consultation on utility matters.

You may call the office in your area (see right hand column).

Your Rights & Remedies...

The Public Service/Utilities Commission (Commission) in each state has established rules for you and Montana-Dakota, which must be followed before your utility service may be disconnected. Montana-Dakota provides you this information to advise you of your rights and to tell you how to avoid having your natural gas and/or electricity service disconnected. If you would like additional help in understanding the rules, please call us at 1-800-MDU-FAST (1-800-638-3278).

**Montana Public
Service Commission**
1-800-646-6150
Helena, MT 59620

**North Dakota Public
Service Commission**
1-701-221-4310
Bismarck, ND 58502

**South Dakota Public
Utilities Commission**
1-605-773-3201
Pierre, SD 57501

**Wyoming Public
Service Commission**
1-888-570-9905
Cheyenne, WY 82002

We do not like to disconnect or refuse service to a customer, but sometimes we must.

Some reasons for involuntary disconnection are:

1. You have not paid your bill on time. Bills are due when received and become delinquent if they are not paid by the due date shown on the bill. If you cannot pay your Montana-Dakota bill on time, please call us at 1-800-MDU-FAST (1-800-638-3278). Arrangements may be made for payment of bills before a notice of disconnection of service is necessary. (See page 16.)
2. It has been determined that the meter or other equipment installed by Montana-Dakota has been tampered with, there has been a diversion of services, natural gas or electricity have been utilized before the energy has passed through a meter installed by Montana-Dakota, or of a condition dangerous to life and property exists on your premises.
3. Safety is important to Montana-Dakota, that's why we enforce building codes pertaining to installation and operation of equipment and appliances, or for use of equipment which interferes with or affects the service to other customers. You will be given reasonable opportunity to change or disconnect such equipment.
4. Warning notice process. Prior to your service being disconnected, Montana-Dakota will give you written notice of shut-off. This notice will inform you of the necessary action required as well as a specific date that the action needs to be completed in order to avoid the pending disconnection of service.

After being notified, you may prevent disconnection by one of the following:

1. Paying the delinquent bill in full any time before actual disconnection of service takes place. The payment can be delivered to your nearest Montana-Dakota office.
2. Contact us to discuss a deferred installment agreement with Montana-Dakota for payment of the delinquent bill. If you enter into a deferred installment agreement, you must pay the delinquent account on or before the date specified in accordance with the deferred installment agreement plus the current bill. If you default on the terms of the installment payment agreement, Montana-Dakota may discontinue your service. You also have the opportunity to enter into an average monthly payment plan for future service. This is called the Balance Billing payment plan. (See page 14 for more details).

Disputes

Any time you receive a service bill from Montana-Dakota which you feel is wrong, please call us at 1-800-MDU-FAST (1-800-638-3278).

You have the right to dispute your service bill before the Commission. You may choose one of two ways:

1. Pay the disputed bill to Montana-Dakota under protest, to prevent disconnection for non-payment. Montana-Dakota will notify the Commission of the dispute and Montana-Dakota will refund any part of the payment made under protest found by the Commission to be in error.
2. Request a formal hearing before the Commission on the dispute and Montana-Dakota will not disconnect service for non-payment of the disputed bill until a final decision has been issued by the Commission .

Reconnection Process

If your service has been disconnected for nonpayment of a bill, you will be required to pay a reconnection fee; make an initial or additional deposit if required; and make a satisfactory settlement for the delinquent bill and for service rendered between the last reading date and the date service was disconnected.

Connecting & Disconnecting Service...

We try to make it as convenient as possible for you to begin or end natural gas and/or electric service. Here are some tips that will make it easier:

- Call 1-800-MDU-FAST (1-800-638-3278) and let us know the date you want service to start or stop. Please contact us as far in advance as possible.
- Access to your home may be required in order to start or stop service. Arrangements will be made when you contact us.
- Your deposit, if required, will be returned to you after 12 months if you have established a prompt payment record. Interest is payed on all required deposits. Customers who have established a good payment record will not be required to provide a deposit.
- If you request that we start or stop service during working hours there is no charge, provided that this service has not been previously requested within the past year.

EXHIBIT B

CUSTOMER INFORMATION BOOKLET

Date Filed: November 26, 2003 **Effective Date:** _____

Issued By: Donald R. Ball, Assistant Vice President – Regulatory Affairs

Docket No.: _____



MONTANA-DAKOTA

UTILITIES CO.

A Division of MDU Resources Group, Inc.

400 North Fourth Street

Bismarck, ND 58501

**STATE OF SOUTH DAKOTA
GAS RATE SCHEDULE**

SD P.U.C.

Section No. 6

3rd Revised

Sheet No. 8

Cancelling

2nd Revised

Sheet No. 8

Page 1 of 2

CUSTOMER INFORMATION BOOKLET

Date Filed: November 26, 2003

Effective Date: _____

Issued By: Donald R. Ball, Assistant Vice President – Regulatory Affairs

Docket No.: _____



STATE OF SOUTH DAKOTA ELECTRIC RATE SCHEDULE

SD P.U.C.

Section No. 6, Sheet No. 8, Sheet No. 8

1st Revised

Cancelling Original

CUSTOMER INFORMATION BOOKLET

ADDITIONAL CUSTOMER INFORMATION FOR SOUTH DAKOTA CUSTOMERS

Montana-Dakota Utilities Co. (Montana-Dakota) is required by the South Dakota Public Utilities Commission...

DISPUTES Whenever a customer advises Montana-Dakota, Dakota Office that appears on your utility bill...

3. Attempt to resolve the dispute. 4. Within 45 days of the date of the bill, the undisputed portion of the bill...

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...

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 year from the date of the deposit...

1. Customer may be receiving service from Montana-Dakota at more than one location. Only the service for which the bill is disconnected for non-payment of a bill...

1. A customer who has had one or more disconnection notices in the last year, or three or more disconnection notices in the last year, or has been asked to reestablish credit through one of the following methods...

Main body of the booklet containing detailed rules and regulations for utility service, including sections on disputes, deposits, and disconnections.

CUSTOMER INFORMATION BOOKLET

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 public 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 privilege 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.

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 any utility 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 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 at the Montana-Dakota office noted on your utility bill.
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, 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. Both 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 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 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 at the Montana-Dakota office noted on your utility bill. Your billing, payment and deposit records are also available to you for inspection. Montana-Dakota will furnish additional information as you may reasonably request.

South Dakota Public Utilities Commission

WEEKLY FILINGS

For the Period of November 20, 2003 through November 26, 2003

If you need a complete copy of a filing faxed, overnight expressed, or mailed to you, please contact Delaine Kolbo within five business days of this report. Phone: 605-773-3201

CONSUMER COMPLAINTS

CT03-157 In the Matter of the Complaint filed by Kevin Clarke, Wessington, South Dakota, against S&S Communications/Alterna-Cell Regarding Loss of Long Distance Services.

Complainant states that he purchased a seven-year pre-paid long distance service plan on 1/17/00. Service was terminated without notice in early June of 2003. Complainant seeks to be reimbursed for the pre-paid service not provided.

Staff Analyst: Jim Mehlhaff
Staff Attorney: Kelly Frazier
Date Docketed: 11/26/03
Intervention deadline: N/A

ELECTRIC

EL03-030 In the Matter of the Joint Request for an Electric Service Territory Boundary Change between Clay-Union Electric Corporation and the City of Vermillion.

The City of Vermillion and Clay-Union Electric Corporation have filed a joint request for a change in service territory from Clay-Union Electric to the City of Vermillion. The agreement for the transfer of territory was necessary as a result of annexation by the City of Vermillion. The area currently involves one active service. The territory to be changed includes the East half of the Northwest quarter of Section 13, Township 92 North, Range 52 West of the 5th P.M. Clay County, South Dakota, except Lots 1, 2, 3, and 4, Block 4, Johnson's Addition; the South 825 feet of the Southeast quarter of the Northwest quarter of said Section 13; and Lot H-1 in the Northeast quarter of the Northwest quarter of said Section 13. The City of Vermillion annexed this property into the city limits of Vermillion on May 5, 2003.

Staff Analyst: Michele Farris
Staff Attorney: Karen Cremer
Date Docketed: 11/21/03
Intervention Deadline: 12/12/03

EL03-031 In the Matter of the Filing by Otter Tail Power Company for Approval of Tariff Revisions.

Application by Otter Tail Power Company for approval to revise its tariffed Summary List of Contracts with Deviations. The existing contract with the City of Wilmot will expire on January 6, 2004. Otter Tail states the new agreement does not contain any deviations from Otter Tail's currently filed tariff and therefore requests that reference to a contract with the City of Wilmot be removed from the Summary List of Contracts with Deviations.

Staff Analyst: Keith Senger
Staff Attorney: Kelly Frazier
Date Docketed: 11/24/03
Intervention Deadline: 12/12/03

EL03-032 In the Matter of the Filing by Otter Tail Power Company for Approval of Tariff Revisions.

Application by Otter Tail Power Company for approval to revise its tariffed Summary List of Contracts with Deviations. The existing contract with the City of Castlewood will expire on January 15, 2004. Otter Tail states the new agreement does not contain any deviations from Otter Tail's currently filed tariff and therefore requests that reference to a contract with the City of Castlewood be removed from the Summary List of Contracts with Deviations.

Staff Analyst: Keith Senger
Staff Attorney: Kelly Frazier
Date Docketed: 11/24/03
Intervention Deadline: 12/12/03

GAS/ELECTRIC

GE03-001 In the Matter of the Filing by Montana-Dakota Utilities Co. for Approval of Revisions to its Customer Information Booklet.

Application by Montana-Dakota Utilities Co. to revise its Customer Information Booklet by reorganizing content, updating information regarding utility issues and providing information regarding additional services now being offered. The filing includes proposed tariff revisions denoting the new booklet and also the pamphlet containing information pertinent to South Dakota customers.

Staff Analyst: Dave Jacobson
Staff Attorney: Karen Cremer
Date Filed: 11/26/03
Intervention Deadline: 12/15/03

**You may receive this listing and other PUC publications via our website or via internet e-mail.
You may subscribe or unsubscribe to the PUC mailing lists at <http://www.state.sd.us/puc>**

**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF SOUTH DAKOTA**

IN THE MATTER OF THE FILING BY)	ORDER GRANTING
MONTANA-DAKOTA UTILITIES CO. FOR)	APPROVAL
APPROVAL OF REVISIONS TO ITS)	
CUSTOMER INFORMATION BOOKLET)	GE03-001

On November 26, 2003, the Public Utilities Commission (Commission) received a filing from Montana-Dakota Utilities Co. (MDU) requesting approval of revisions to its Customer Information Booklet by reorganizing content, updating information regarding utility issues and providing information regarding additional services now being offered. The filing includes proposed tariff revisions denoting the new booklet and also the pamphlet containing information pertinent to South Dakota customers.

At its regularly scheduled meeting of January 6, 2004, the Commission considered MDU's request for approval of its revised customer information booklet and pamphlet. Commission Staff recommended approval with revisions recommended by Staff and agreed to by MDU.

The Commission finds that it has jurisdiction over this matter pursuant to SDCL Chapter 49-34A, specifically, 49-34A-3, 49-34A-4, 49-34A-27 and ARSD 20:10:16:02. Further, the Commission finds that the customer information booklet and pamphlet are in the public interest and shall be approved with Staff recommended revisions. It is therefore

ORDERED, that the customer information booklet and pamphlet are approved, as revised.

Dated at Pierre, South Dakota, this 16th day of January, 2004.

CERTIFICATE OF SERVICE
The undersigned hereby certifies that this document has been served today upon all parties of record in this docket, as listed on the docket service list, by facsimile or by first class mail, in properly addressed envelopes, with charges prepaid thereon.
By: <u>Melaine Kalbo</u>
Date: <u>1/16/04</u>
(OFFICIAL SEAL)

BY ORDER OF THE COMMISSION:

Robert K. Sahr
ROBERT K. SAHR, Chairman

Jay Hanson
GARY HANSON, Commissioner

James A. Burg
JAMES A. BURG, Commissioner



MONTANA-DAKOTA

UTILITIES CO.

A Division of MDU Resources Group, Inc.

400 North Fourth Street

Bismarck, ND 58501

(701) 222-7900

May 17, 2004

RECEIVED

MAY 18 2004

SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION

Ms. Pam Bonrud
Executive Director
South Dakota Public Utilities
Commission
State Capitol Building
500 East Capitol
Pierre, SD 57501

Re: Customer Information Booklet
Docket No. GE03-01

Dear Ms. Bonrud:

Montana-Dakota Utilities Co. (Montana-Dakota), a Division of MDU Resources Group, Inc., herewith submits Section 6 – 3rd Revised Sheet No. 8 and 1st Revised Sheet No. 8.1 from Montana-Dakota's electric tariff and Section 6 – 1st Revised Sheet Nos. 7-7.1 from Montana-Dakota's natural gas tariff reflecting an effective date of January 6, 2004 pursuant to the Commission's Order dated January 16, 2004 approving the revised Customer Information Booklet.

The original and ten (10) copies of this letter and tariff have been provided to the South Dakota Public Utilities Commission.

Please acknowledge receipt by stamping or initialing the duplicate copy of this letter attached hereto and returning the same in the enclosed self-addressed, stamped envelope.

Sincerely,

Tamie A. Aberle
Pricing & Tariff Manager

Attachment

CUSTOMER INFORMATION BOOKLET

Date Filed: May 18, 2004

Effective Date: January 6, 2004

Issued By: Donald R. Ball, Assistant Vice President – Regulatory Affairs

Docket No.: GE03-001

T

CUSTOMER INFORMATION BOOKLET

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.

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 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 at the Montana-Dakota office noted on your utility bill.
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 premises for meter reading, 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. Both 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 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 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 at the Montana-Dakota office noted on your utility bill. Your billing, payment and deposit records are also available to you for inspection. Montana-Dakota will furnish additional information as you may reasonably request.

Date Filed: May 18, 2004

Effective Date: January 6, 2004

Issued By: Donald R. Ball, Assistant Vice President - Regulatory Affairs

Docket No.: GE03-001



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

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

Section No. 6
1st Revised Sheet No. 7
Canceling Original Sheet No. 7

CUSTOMER INFORMATION BOOKLET

Page 1 of 2

CUSTOMER INFORMATION BOOKLET

Date Filed: May 18, 2004

Effective Date: January 6, 2004

Issued By: Donald R. Ball
Asst. Vice President-Regulatory Affairs

Docket No.: GE03-001



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

Section No. 6
 1st Revised Sheet No. 7.1
 Canceling Original Sheet No. 7.1

CUSTOMER INFORMATION BOOKLET

CUSTOMER INFORMATION BOOKLET

**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.

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 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 at the Montana-Dakota office noted on your utility bill.
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 premises for meter reading, 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. Both 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 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 premises, Montana-Dakota will postpone disconnection of service 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 at the Montana-Dakota office noted on your utility bill. Your billing, payment and deposit records are also available to you for inspection. Montana-Dakota will furnish additional information as you may reasonably request.

Date Filed: May 18, 2004

Effective Date: January 6, 2004

Issued By: Donald R. Ball
 Asst. Vice President-Regulatory Affairs

Docket No.: GE03-001



MONTANA-DAKOTA
UTILITIES CO

Customer Reference Guide

Important Utility Information



**In the
Community
to Serve®**

We're here to serve you...



Welcome!

We're pleased to have you as a Montana-Dakota customer and have prepared this handy booklet for you to use as a reference tool for when you have questions.

Inside, you will find information on most utility issues and some of the additional products and services Montana-Dakota offers.

As always, Montana-Dakota employees are available to help with your questions. When you call 1-800-MDU FAST (1-800-638-3278), your call will be answered by a knowledgeable employee who is equipped to handle all your energy needs....

...That's what we do at MDU.



*In the Community
to Serve®*

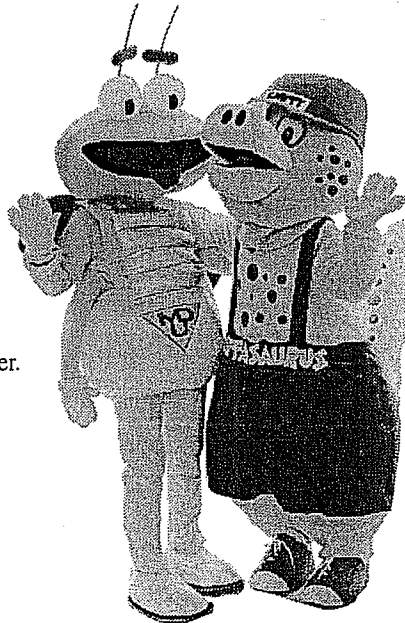
Contents

Contents	
In the Community to Serve	2
For Our Natural Gas Customers.....	3
For Our Electric Customers.....	3
How You Buy Energy	
Natural Gas	4
Electricity	4
Meters.....	5
Conservation & Safety Tips	6
Life-Sustaining Equipment.....	8
Important Reminders	8
Special Services For You.....	10
Your Monthly Utility Bill	
How to Read Your Utility Bill	11
Payment & Billing Options	13
Why Your Monthly Bills Vary	15
What to Do if You Have Trouble Paying.....	16
When You Want to Contact Us	17
Contacting the Public Service Commission/Utilities Commission ..	17
Your Rights & Remedies.....	17
Connecting & Disconnecting Service	19

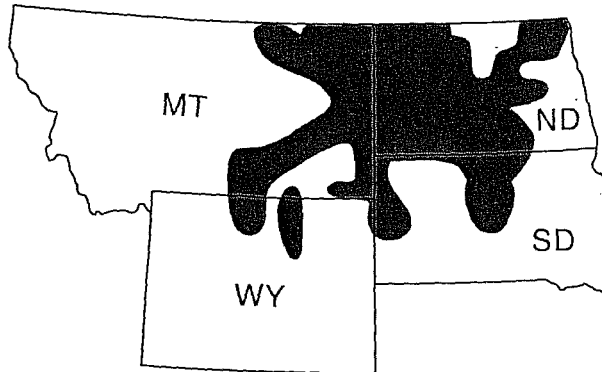
Welcome to MDU

We hope this booklet will serve as a valuable reference tool for you. It might be a good idea to keep it handy - should you have questions about our products and services in the future.

If you should have any additional questions, please call us at 1-800-MDU-FAST (1-800-638-3278) and a knowledgeable MDU employee will be happy to assist you further.



This is Montana-Dakota Country...



"In the Community to Serve"

Montana-Dakota Utilities Co. (Montana-Dakota) didn't come about overnight. No, it's taken well over 78 years of hard work to grow from a small electric company serving a handful of farm communities to a large regional energy supplier. During those years of growth, we changed our name a few times, acquired a number of smaller companies and progressed side by side with those we serve.

Today, we're a Division of MDU Resources Group, Inc., a diversified energy company. We provide retail natural gas and/or electric service to parts of Montana, North Dakota, South Dakota, and Wyoming. Our service area covers over 168,000 square miles (5.5 percent of the continental USA) and we serve a population of about 550,000.

Over the years, Montana-Dakota has adopted the slogan "*In the Community to Serve*," and we believe in those words. Our success as a company is rooted in the growth and prosperity of our communities. We're committed to help meet tomorrow's challenges and opportunities by providing affordable and reliable energy services.

For Our Natural Gas Customers...

Natural gas is a naturally occurring mixture of gas found underground. It is usually found along with oil deposits, but can be found in deposits alone. Natural gas, like oil, is harvested from underground by drilling wells deep into the earth. In its natural state, natural gas is a colorless and odorless fuel. Natural gas is the cleanest most efficient energy source available to us today. We maintain a constant, reliable supply to meet your needs. The natural gas we purchase is produced from abundant regional sources and is not vulnerable to supply disruptions by foreign governments.

Natural gas is also a very safe fuel. But, like other products in your home, it can be hazardous if misused. *Natural gas is given a distinct odor for your safety. If you smell gas, leave your home, then call us immediately.* We will respond to all natural gas emergency requests at no charge when it is related to Montana-Dakota's energy system.

Since natural gas is odorless, it is odorized for safety reasons. Each year we enclose a scratch-and-sniff insert with your utility bill so you and your family can recognize the odor associated with a natural gas leak. (See sample in the back of this book.)

If you smell this odor call 911, or contact Montana-Dakota at 1-800-MDU-FAST (1-800-638-3278).

For Our Electric Customers...

We take pride in our record of reliable electric service. People never realize how much they depend on this silent servant until it is interrupted by a bad storm or equipment failure.

If your power should go out:

- Find out if neighboring homes still have electric service.
- If they still have power, check your fuse box or circuit breaker panel.
- If a fuse is blown, or a circuit breaker is open, turn off the lights and appliances on that circuit. This will help prevent damage to your appliances and your electrical system as well.
- Replace the fuse with the correct amperage for that circuit or turn on the breaker.
- If a fuse continues to blow or breaker to open, call an electrician to find and repair the problem.
- When the electric outage is not confined to your home, disconnect or turn off as many electrical appliances and lights as possible. This will help protect your equipment and reduce the initial demand for electricity when the power is reconnected.

Gas



Electric



- Call Montana-Dakota at 1-800-MDU-FAST (1-800-638-3278) to report any outage not confined to your home, unless you know a neighbor has already reported it.

Montana-Dakota's primary goal is to furnish safe and reliable electric service at fair rates. Our electric system is widespread and exposed to storms and other factors we cannot control. Although we employ the latest techniques in equipment and operating methods to maintain adequate service, we cannot guarantee uninterrupted power. If you have computers and other sensitive equipment that require high grade, uninterrupted power, you should check with your computer equipment supplier or Montana-Dakota Utilities for information on devices that will ensure the power quality you need.

How You Buy Energy...

Every time you flip a switch or turn a dial you buy energy. It's our job to bring electricity and/or natural gas to your meters, but you are responsible for how it is used inside your home. You do have control over your bill. By being aware of how you use energy, and by eliminating waste, you may be able to reduce your bill.

Natural Gas: Your natural gas meter measures the volume of gas you use each billing period. Your bill shows the difference between your meter's present and previous readings in units called "Mcf" (an Mcf is one thousand cubic feet). Since the energy content of an Mcf of natural gas varies slightly throughout our service area, we convert the volume of gas you use to energy units called "decatherms" (a decatherm, or dk, equals one million British Thermal Units of energy). By doing this, we ensure you are billed for the amount of energy you used based on the energy content of natural gas for your locality.

Electricity: Your consumption of electricity is measured and billed in units called kilowatt-hours (kwh). The number of kilowatt-hours you use each month is shown on your bill. Light bulbs can be used to help you understand kilowatt-hours. If you turn on ten 100-watt bulbs, you create a demand of 1,000 watts or one kilowatt of electricity (10 bulbs x 100 watts). If those 10 bulbs burn for one hour, you've used one kilowatt-hour of electricity. If the lights burn for three hours, you have used 3 kwh. The expected demand in kilowatts is indicated on most electrical appliances.

Meters: Your electric and natural gas meters measure how much energy you use. Meters are accurate instruments and care must be taken to ensure they are not damaged. Tampering with a utility meter is not only a criminal offense, it is dangerous too.

A utility representative reads your meter about the same date every month. If we are unable to read your meter because of extreme weather conditions, or if the meter is located inside your home and you're not there, we may have to estimate usage on your bill that month. Any difference between our estimate and your actual usage will be corrected automatically the next time your meter is read.

After your meter is read, your bill is calculated according to the rates that have been approved by the Public Service Commission (PSC) or the Public Utilities Commission (PUC) of your state. Copies of these rates are available at your local Montana-Dakota office. When there is a change in rates, an explanation of the change is included with your utility bill.

Conservation & Safety Tips

Saving Energy and Money...

Managing your utility bill begins at home with you. There are three ways to help hold household energy costs down.

Weatherize your home: Projects can be as simple as caulking and weather stripping around windows and doors to a major undertaking like adding wall insulation. Montana-Dakota can provide you with free booklets that contain everything from conservation tips to “how to’s” on weatherization projects.

Change your living habits: You can also save energy by reducing the temperature setting on your water heater to the “warm” position and adjust your winter thermostat temperature down at night. Pull the drapes to minimize heat loss through windows.

Use appliances and equipment that are more energy efficient: Most appliance dealers and heating contractors sell products that are much more energy efficient than those available just a decade ago. Insist on a high efficiency model when you make your next major appliance purchase.

CAUTION: Montana-Dakota fully supports energy conservation, but we feel it is important to inform you about two dangers that might result from improper energy conservation practices. We don’t mean to frighten you – just inform you.

Hypothermia: Heating is the major consumer of energy in the home. To conserve energy, some people turn the heat down. This is great for healthy, active people who can just put on a sweater and feel comfortable. But, young children, people confined to a bed or chair due to illness, and the elderly may be in serious danger of accidental hypothermia.

Hypothermia (“hypo” - below, and “thermia” - temperature) is the result of the body not being able to produce enough heat. It is sometimes confused with “hyperthermia” which means abnormally high temperature.

With hypothermia, the body temperature drops lower than 94° F. at a point when uncontrollable shivering begins. As the body cools further, shivering will continue until it gets to 90° F., when it reaches the danger area. Below this temperature, a life-threatening situation is present and, if left untreated, can result in death.

Here are some symptoms of hypothermia:

- Skin is pale and waxy. Face may be puffy and swollen.
- Trembling may occur, accompanied by chills, but not always.
- The person may feel warm.
- Speech slows and words become slurred.
- The person becomes forgetful.
- The person becomes very tired.

Since mental confusion is one of the first symptoms, the person is normally not aware of what is happening. **Hypothermia, even in early stages, needs immediate attention!** If you can't reach a doctor, take the person to a hospital immediately.

Remember...everyone is susceptible to hypothermia if the conditions are right. Pay particular attention to those that appear overly tired or cold.

The best solution to hypothermia, of course, is to prevent it from happening. Keep your home warm enough so additional layers of clothing or bedding will prevent the first chill. Your doctor is your best source of additional information on hypothermia.

Back Drafting: In our efforts to reduce heating costs, many of us have turned to woodburning fireplaces and stoves as supplementary sources of heat along with natural gas furnaces. It's a good idea, but many homes are often too tight to provide adequate air for the safe operation of open flame heating systems (fireplaces, wood/coal stoves, natural gas furnaces, etc.). We feel that everyone should try to conserve energy, but after you weatherize you may need to add a combustion air source to prevent back drafting.

Fireplaces require a lot of air. If there is not enough air to satisfy the requirements of a fireplace or wood stove as well as a furnace or water heater all burning at the same time, the fireplace draft can pull toxic combustion products from these gas appliances back into the living area. This condition can seriously endanger health. The products of combustion (which may contain carbon monoxide) must be continuously removed while the fireplace or stove is operating. In fact, any device that exhausts air from the home (including kitchen or bathroom exhaust fans) can contribute to the back drafting problem.

To Check for Back Drafting: Start a fire in the fireplace on a cold day and after a few minutes, touch the vent pipe of the furnace, water heater, or any space heater. (*Careful, they may be very hot!*) If the vent is cold, your fireplace could be creating a dangerous back draft. Turn down the thermostats and water heater temperature controls, let the fireplace burn down and call a heating contractor or a Montana-Dakota serviceman.

Anyone requiring life-sustaining equipment must have an emergency standby power supply.



Montana
1-800-424-5555

North Dakota
1-800-795-0555

South Dakota
1-800-781-7474

Wyoming
1-800-849-2476

Important

Life-Sustaining Equipment...Please read carefully.

Life-sustaining equipment includes any electrically operated support system.

If you are a landlord with tenants using such equipment, please advise them of the safety equipment requirement to have an emergency standby power supply.

Montana-Dakota does everything possible to provide reliable service. But, because of weather, mechanical failure, and other circumstances beyond our control, we cannot guarantee uninterrupted electric service.

Important Reminders...

Before You Dig: If you plan on digging on your property for any excavating, to plant trees or shrubs, or to put in fence posts, please call the applicable one-call centers two working days prior to digging to have your service lines located, (see left hand column).

There is no charge during normal working hours. You should have the service line located *before* you begin any repairs to water or sewer lines, foundation for additions to your house, constructing a fence, planting trees, pouring a patio or driveway, or any other excavation which requires deep holes or trenches on your property.

We sincerely hope that you will always call for location of your service lines *before* you start digging so that damage to the service line can be avoided. But, should you damage your service line, even if only the pipe coating is damaged, please call 1-800-MDU-FAST (1-800-638-3278) and have someone inspect and repair the damage immediately. ***Never backfill or cover a damaged line until repairs have been made by Montana-Dakota. Damaged lines may corrode causing them to leak in the future and possible harm your family.***

Buried Gas Line: If you have a buried gas line to your garage, shop, barbecue grill, gas light or any other location, United States Department of Transportation rules effective on August 14, 1995, apply to you.

Montana-Dakota operates and maintains all gas piping through your gas meter in accordance with Federal Gas Pipeline Safety Regulations. But buried gas lines downstream of the meter are your responsibility and subject to the same inspection and maintenance requirements as similar company-owned lines. That is, they must be monitored for corrosion and leakage. If unsafe conditions are found, buried lines must be repaired or disconnected.

When excavating near buried gas piping, the piping should be located in advance and the excavation around the piping must be done by hand.

After The Storm:

- Storms can down power lines. **Storm-downed lines should always be considered dangerous – so stay at least six feet away.**
- Power lines draped over highway barriers or fences can energize them for great distances. **Don't touch anything that's in contact with the wire.**
- If a power line falls on your car, **stay in your car.** You're safe as long as you do.
- Never try to cut fallen wires.
- Consider every fallen wire dangerous. **Report it to authorities or call Montana-Dakota.**

To help insure uninterrupted gas service to your home:

- Keep gas meters and regulators free of heavy accumulations of ice or snow.
- Do not strike meter when using snow blower, blades or shovels.
- Do not place metal objects close to the meter set.

Heavy snows, ice falling from eaves and various other problems can cause meters to snap off customer piping and interrupt service. Snow covering meters may cause the meter safety equipment to shut off service to your home.

If your natural gas service is interrupted, for any reason, please call us. We appreciate your cooperation.

Dog Days: On an average day, our meter readers visit 10,000 homes and businesses in our service area. Each day several will have painful skirmishes with a family dog and some will require medical attention.

We understand that dogs are being loyal and protecting their turf, but, that loyalty can cause you a lot of hassle. If your dog blocks access to your gas or electric meter, you may receive an estimated bill. If your pet bites one of our meter readers it could be impounded for medical tests.

You can avoid a lot of inconvenience and, at the same time, help us serve you more efficiently by following a few simple tips:

- Try to be aware when we will be reading your meter and take special precautions around that time. You can estimate when we will be at your house by looking at the "Reading Date" entry on your utility bill. We'll read about the same day each month.
- Secure pets well away from your meter(s) and place their food and water away from the meter.

Services

In general, try to give us clear access to your meter(s). Dogs are the most hazardous obstacles, but not the only ones. Please avoid hanging ropes and garden hoses around the meter. Trim bushes, shrubs and large flowers so they don't completely cover the meter.

Special Services for You...

In addition to utility service and programs mentioned earlier in this booklet, Montana-Dakota offers other services. Visit the nearest Montana-Dakota office for further information or call us at 1-800-MDU-FAST (1-800-638-3278).

Programs and Speakers: A variety of subjects are available at no charge to civic groups, senior clubs and other organizations.

Gatekeeper Program: Many Montana-Dakota employees are trained to recognize possible problems with elderly and disabled customers. Those employees alert local social service agencies when the well-being of those customers appears to be threatened.

Utility Bill

How to Read Your Utility Bill

Upper Portion (*Return with payment*)

1. Address of the Montana-Dakota payment processing center.
2. Your name and mailing address.
3. **Pay This Amount:** The amount you owe Montana-Dakota for this billing period.
4. Tear horizontally along perforation. The entire stub (upper portion) is to be returned to Montana-Dakota with your payment for prompt crediting of your account.

Other numbers and letters that appear on the upper portion of your bill are for Montana-Dakota office purposes only. Please do not write on or make any marks on the upper portion of your bill.

5. **Account Name and Service Address:** This number and name identifies your account on our records. It is the address where natural gas and/or electricity is used. We can serve you faster if you have this information available when you inquire about your bill.
6. **Billing Date:** The date this bill was printed.
7. **Due Date:** The date your bill for this month is due. A late payment charge may be added to overdue bills.
8. **Type of Service:** A two-letter code indicates your type of service. An explanation of your code(s) can be found on the back of your bill.
9. **Reading Date:** The date your meter was read.
10. **Number of Days:** The number of days between your present and previous meter readings. It shows the number of days of service covered by this bill.
11. **Meter Readings:** These numbers are the dial readings which appear on the face of your meter.
12. **Difference:** The amount of natural gas or electricity consumed. It is derived by subtracting the previous meter reading from the present meter reading.
13. **Billing Factor** (natural gas only): You'll notice a "TF" is displayed in the "for" column and a factor in the "multiplier" column. "TF" stands for thermal factor. A thermal factor is a combination of the energy content of the gas and the average atmospheric pressure at your location. The volume of natural gas displayed in the "difference" column is multiplied by the thermal factor to provide the total décatherms (dk) used.

14. **Usage kwh-kw-dk:** Shows the amount of electricity (kwh), metered demand for general service customers (kw) and natural gas (dk) you used during the billing period. Residential accounts are not billed for electric demand (kw).
15. **Amount:** Your total price for electricity, natural gas or other services.
16. **Utility Type:** Natural gas and/or electric.
17. **Electric Cost of Fuel Adjustment (FCA) and Purchased Gas Adjustment (PGA):** The adjustments are shown per kilowatt-hour or per decatherm of natural gas used. These adjustments reflect changes in the cost of fuels and natural gas purchased by Montana-Dakota. Montana-Dakota receives no profit from these charges. FCA and PGA changes are subject to review by the state regulatory commissions.
18. **Your Average Daily Usage This Month:** This figure shows your average daily usage of electricity and/or natural gas during the current billing period.
19. **Your Average Daily Cost This Month:** This value shows how much it cost you for electricity and/or natural gas for the average day during the current billing period.
20. **Temperature differences:** This column compares the average temperature of the current billing period to your average temperature last month as well as last year.
21. **Inquiries:** For any inquiries about your Montana-Dakota bill, use the address and/or telephone number listed here.
22. **Other Services:** This part of the bill shows any business, other than the amount due for your natural gas or electric utility service. For example: you may have purchased a new appliance or had service call. If you have questions about your bill, call 1-800-MDU-FAST (1-800-638-3278). We'd be happy to help you better understand our billing procedures.

Payment & Billing Options

By mail: A return envelope is included with your bill. Don't forget to include the upper portion of your bill along with a check or money order. It is not a good idea to send cash through the mail. To ensure crediting to your account, please put the proper stamp on your envelope or the Post Office will return it to you.

In person: At your nearest Montana-Dakota office. Please bring your utility bill with you.

At payment drop boxes or local merchants: Which are authorized by Montana-Dakota to accept your payments. Call 1-800-MDU-FAST (1-800-638-3278) to find out if you can pay your bill in your community.



Direct bank payment: Our "Easy-Pay" plan allows you to have your bill automatically deducted from your bank account.

Here's how it works:

Each month you'll receive your Montana-Dakota bill as usual. Then 14 to 18 calendar days after the billing date, your financial institution will deduct your payment from your checking or savings account.

By taking advantage of Easy-Pay, you will be saving on postage and additional check writing. Best yet, the service is free.

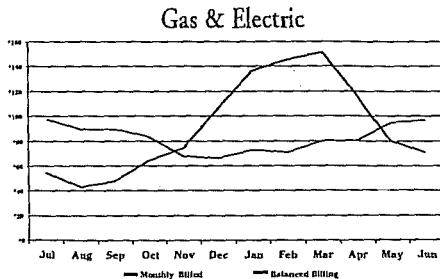
Balanced Billing: Balanced Billing takes the guesswork out of budgeting and levels out your monthly Montana-Dakota bill so you can reduce fluctuations brought on by changes in weather and the price of energy.

Here how it works:

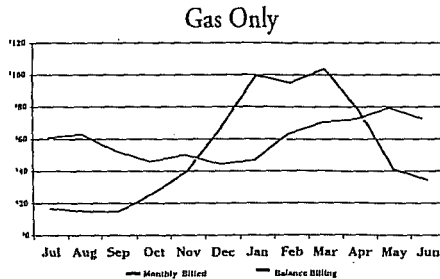
With Balanced Billing, your monthly natural gas bill is based on your average usage over the past 12 months at the current price of natural gas or electricity.

Balanced Billing is a free service. To learn more or enroll call 1-800-MDU-FAST (1-800-638-3278).

Example: The following graph is an illustration of how an actual MDU natural gas and electric customer's bill looks like on Balanced Billing – and what it would look like without balanced billing.



Example: The following graph is an illustration of how an actual MDU natural gas customer's bill looks like on Balanced Billing – and what it would look like without balanced billing.



Credit card, by phone or internet: Paying by credit card is another payment option to help simplify your life and save you time. You can pay your MDU bill by credit card (Mastercard, Visa, or Discover) or by electronic check. A convenience fee of 2.8% of the total payment will be added to your credit card charge or deducted from your bank account if using an electronic check, and noted on your credit card or bank statement as a transaction fee from Speedpay. There's no need to sign up - just have your MDU bill in hand when you make the call or log-on - it's that easy!



Here how it works:

Each time a payment is authorized, by phone or on-line, you are reminded of the convenience fee and given the opportunity to accept the fee or end the transaction. Payments made after 4:00 PM Central Time will be processed the next business day. Services are provided by Speedpay.

Why Your Monthly Bills Vary

There are many reasons why your utility bill may vary from month to month. Here are some examples:

Weather: Cold, windy weather forces your furnace to provide more heat to keep your home comfortable. Likewise, hot, humid summers cause your air conditioner to use more energy to cool your home.

Longer Nights: Winter months bring shorter days and longer nights, which mean you'll have more indoor activity and use more energy.

Change in Life-style: House guests, illness, new baby, and so on can mean more showers, more laundry and more cooking. Each increases energy use, even if only for a short time.

Vacations: Your home will probably use less energy when you're away. But, remember your refrigerator, furnace and other appliances continue to operate (and use energy) while you are gone.

Appliances: Adding appliances or appliances that need cleaning or repair usually use more energy.

Seasonal Uses: Car engine heaters that help start your car in the winter or the extra refrigerator you use to cool additional food and beverages are examples of items that could increase your bills during various times of the year.

Number of Billing Days: Your billing days may vary. The more days you've used energy, the higher your bill will be. Your utility bill tells you how many days your bill covers.

Other Services: You may have incurred a charge for some service or purchased an appliance from Montana-Dakota. These costs added to your regular charge for energy will increase the total amount of your bill.

Why is my utility bill different from my neighbor's?

Housing Differences: The type of construction, size and location of a house have a lot to do with how much energy it uses. A large, well-insulated house protected from the wind may use less heating energy than a small, poorly insulated house exposed to cold winter gusts.

Differences in Occupancy: A dwelling's utility costs are also affected by its number of occupants, their ages and living habits. Since preferences in room temperatures, laundering, bathing and cooking styles differ among households, differences can be expected in the amount of energy used.

Appliances: The number and size of appliances found in a home and how often they are used can significantly affect energy usage, especially electricity.

Life-style: People who stay-at-home tend to use more energy than those who are out frequently.

What to Do if You Have Trouble Paying

Montana-Dakota is concerned when customers have difficulty paying their utility bills. If you experience trouble paying your bill on time, call us.

Payment Arrangements: Payment arrangements can be made to help get your payments back on schedule. The amount of each payment is based on: the amount of the unpaid balance; the customer's ability to pay; the customer's payment record; and the length of time the bill has been outstanding.

Energy Assistance: The federal government provides funding to each state to assist low-income households in paying their energy bills. In some areas, there are also private, charitable funds available for emergency assistance. Montana-Dakota can direct you to the agencies responsible for these programs.

Weatherization Programs: Assistance is available through some government agencies to weatherize eligible low-income homes.

Adding insulation, caulking and weather stripping are examples of the weatherization measures available at no cost to the homeowner. The added measures not only reduce the home's heating needs, but also improve its comfort.

Third Party Notice: Any Montana-Dakota customer can voluntarily select another person to be notified before utility service is disconnected. This "third party" is selected by the customer and usually is a friend, relative, clergyman or government agency. The third party program is strictly confidential.

The purpose of the third party is to make sure the customer receives and understands the disconnection notice and to help take action to prevent disconnection. Your local Montana-Dakota office will start the program after receiving a request from you or another responsible person.

When You Want to Contact Us...

Montana-Dakota Utilities Co. has a convenient 1-800 number. You can rely on knowledgeable employees to answer your questions. For all your utility needs, call 1-800-MDU-FAST (1-800-638-3278).

When You Want to Contact the...

Public Service Commission/Public Utilities Commission

Montana-Dakota considers it a privilege to serve you. Serving you quickly and efficiently is important to Montana-Dakota and we encourage you to contact us whenever you have a question or a problem with your utility service.

Your state's Public Service/Utilities Commission regulates Montana-Dakota and is available for consultation on utility matters.

You may call the office in your area (see right hand column).

Your Rights & Remedies...

The Public Service/Utilities Commission (Commission) in each state has established rules for you and Montana-Dakota, which must be followed before your utility service may be disconnected. Montana-Dakota provides you this information to advise you of your rights and to tell you how to avoid having your natural gas and/or electricity service disconnected. If you would like additional help in understanding the rules, please call us at 1-800-MDU-FAST (1-800-638-3278).

**Montana Public
Service Commission
1-800-646-6150
Helena, MT 59620**

**North Dakota Public
Service Commission
1-701-328-2400
Bismarck, ND 58502**

**South Dakota Public
Utilities Commission
1-605-773-3201
Pierre, SD 57501**

**Wyoming Public
Service Commission
1-888-570-9905
Cheyenne, WY 82002**

We do not like to disconnect or refuse service to a customer, but sometimes we must.

Some reasons for involuntary disconnection are:

1. You have not paid your bill on time. Bills are due when received and become delinquent if they are not paid by the due date shown on the bill. If you cannot pay your Montana-Dakota bill on time, please call us at 1-800-MDU-FAST (1-800-638-3278). Arrangements may be made for payment of bills before a notice of disconnection of service is necessary. (See page 16.)
2. It has been determined that the meter or other equipment installed by Montana-Dakota has been tampered with, there has been a diversion of services, natural gas or electricity have been utilized before the energy has passed through a meter installed by Montana-Dakota, or a condition dangerous to life and property exists on your premises.
3. Safety is important to Montana-Dakota, that's why we enforce building codes pertaining to installation and operation of equipment and appliances, or for use of equipment which interferes with or affects the service to other customers. You will be given reasonable opportunity to change or disconnect such equipment.
4. Warning notice process. Prior to your service being disconnected, Montana-Dakota will give you written notice of shut-off. This notice will inform you of the necessary action required as well as a specific date that the action needs to be completed in order to avoid the pending disconnection of service.

After being notified, you may prevent disconnection by one of the following:

1. Paying the delinquent bill in full any time before actual disconnection of service takes place. The payment can be delivered to your nearest Montana-Dakota office.
2. Contact us to discuss a deferred installment agreement with Montana-Dakota for payment of the delinquent bill. If you enter into a deferred installment agreement, you must pay the delinquent account on or before the date specified in accordance with the deferred installment agreement plus the current bill. If you default on the terms of the installment payment agreement, Montana-Dakota may discontinue your service. You also have the opportunity to enter into an average monthly payment plan for future service. This is called the Balance Billing payment plan. (See page 14 for more details).

Disputes

Any time you receive a service bill from Montana-Dakota which you feel is wrong, please call us at 1-800-MDU-FAST (1-800-638-3278).

You have the right to dispute your service bill before the Commission. You may choose one of two ways:

1. Pay the disputed bill to Montana-Dakota under protest, to prevent disconnection for non-payment. Montana-Dakota will notify the Commission of the dispute and Montana-Dakota will refund any part of the payment made under protest found by the Commission to be in error.
2. Request a formal hearing before the Commission on the dispute and Montana-Dakota will not disconnect service for non-payment of the disputed portion of the bill until a final decision has been issued by the Commission.

Reconnection Process

If your service has been disconnected for nonpayment of a bill, you will be required to pay a reconnection fee; make an initial or additional deposit if required; and make a satisfactory settlement for the delinquent bill and for service rendered between the last reading date and the date service was disconnected.

Connecting & Disconnecting Service...

We try to make it as convenient as possible for you to begin or end natural gas and/or electric service. Here are some tips that will make it easier:

- Call 1-800-MDU-FAST (1-800-638-3278) and let us know the date you want service to start or stop. Please contact us as far in advance as possible.
- Access to your home may be required in order to start or stop service. Arrangements will be made when you contact us.
- Your deposit, if required, will be returned to you after 12 months if you have established a prompt payment record. Interest is payed on all required deposits. Customers who have established a good payment record will not be required to provide a deposit.
- If you request that we start or stop service during working hours there is no charge, provided that this service has not been previously requested within the past year.



MONTANA-DAKOTA
UTILITIES CO.

A Division of MDU Resources Group, Inc.

In the Community to Serve®

(Rev. 3/04)