



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**

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Section No. 3
5th Revised Sheet No. 2
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RESIDENTIAL GAS SERVICE Rate 60

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Availability:

In all communities served for all domestic uses. See Rate 100, §V.3, for definition of class of service.

Rate:

Basic Service Charge: \$0.48 per day

Distribution Delivery Charge: \$1.098 per dk

Cost of Gas: Determined Monthly – See Rate
Summary Sheet for Current Rate

I
R

Minimum Bill:

Basic Service Charge.

Payment:

Billed amounts will be considered past due if not paid by the due date shown on the bill. Past due bills are subject to a late payment charge in accordance with the provisions of Rate 100, §V.11, or any amendments or alterations thereto.

Cost of Gas:

The cost of gas includes all applicable cost of gas items as defined in Purchased Gas Cost Adjustment Rate 88 or any amendments or alterations thereto. The cost of gas component is subject to change on a monthly basis.

Distribution Delivery Stabilization Mechanism:

Service under this rate schedule is subject to an adjustment for the effects of weather in accordance with the Distribution Delivery Stabilization Mechanism Rate 87 or any amendments or alterations thereto.

Conservation Tracking Adjustment:

Service under this rate schedule is subject to a charge for the Conservation Program Tracking Mechanism as set forth in Rate 90 or any amendment or alterations thereto.

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Section No. 3
4th Revised Sheet No. 11
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FIRM GENERAL GAS SERVICE Rate 70

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Availability:

In all communities served for all purposes except for resale. Customers with loads exceeding an input rate of 2,500,000 BTU per hour shall consult with the Company prior to taking service under this rate schedule as provided in Rate 100 § III.2. See Rate 100, §V.3, for definition on class of service.

Rate:

For customers with meters rated
under 500 cubic feet per hour

Basic Service Charge:	\$0.55 per day	I
Distribution Delivery Charge:	\$0.80 per dk	R

For customers with meters rated
over 500 cubic feet per hour

Basic Service Charge:	\$1.68 per day	I
Distribution Delivery Charge:	\$1.176 per dk	R

Cost of Gas:	Determined Monthly – See Rate Summary Sheet for Current Rate
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Minimum Bill:

Basic Service Charge.

Payment:

Billed amounts will be considered past due if not paid by the due date shown on the bill. Past due bills are subject to a late payment charge in accordance with the provisions of Rate 100, §V.11, or any amendments or alterations thereto.

Cost of Gas:

The cost of gas includes all applicable cost of gas items as defined in Purchased Gas Cost Adjustment Rate 88 or any amendments or alterations thereto. The cost of gas component is subject to change on a monthly basis.

Distribution Delivery Stabilization Mechanism:

Service under this rate schedule is subject to an adjustment for the effects of weather in accordance with the Distribution Delivery Stabilization Mechanism Rate 87 or any amendments or alterations thereto.

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Section No. 3
3rd Revised Sheet No. 12
Canceling 2nd Revised Sheet No. 12

SMALL INTERRUPTIBLE GENERAL GAS SERVICE Rate 71

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Availability:

In all communities served for all interruptible general gas service customers whose interruptible natural gas load will exceed an input rate of 2,500,000 Btu per hour, metered at a single delivery point and whose use of natural gas will not exceed 40,000 dk annually. The rates herein are applicable only to customer's interruptible load. Customer's firm natural gas requirements must be separately metered or specified in a firm service agreement. Customer's firm load shall be billed at Firm General Gas Service Rate 70. For interruption purposes, the maximum daily firm requirement shall be set forth in the firm service agreement.

Rate:

Basic Service Charge: \$180.00 per month

Distribution Delivery Charge:

Maximum Rate \$0.354 per dk
Minimum Rate \$0.047 per dk

Cost of Gas: Determined Monthly – See Rate
Summary Sheet for Current Rate

Minimum Bill:

Basic Service Charge.

Payment:

Billed amounts will be considered past due if not paid by the due date shown on the bill. Past due bills are subject to a late payment charge in accordance with the provisions of Rate 100, §V.11, or any amendments or alterations thereto.

Cost of Gas:

The cost of gas includes all applicable cost of gas items as defined in Purchased Gas Cost Adjustment Rate 88 or any amendments or alterations thereto. The cost of gas component is subject to change on a monthly basis.

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Section No. 3
6th Revised Sheet No. 13
Canceling 5th Revised Sheet No. 13

OPTIONAL SEASONAL GENERAL GAS SERVICE Rate 72

Page 1 of 2

Availability:

In all communities served for customers otherwise qualifying for service under Firm General Gas Service Rate 70. See Rate 100, §V.3, for definition of class of service.

Rate:

For customers with meters rated
under 500 cubic feet per hour

Basic Service Charge:	\$0.55 per day	I
Distribution Delivery Charge:	\$0.80 per day	R

For customers with meters rated
over 500 cubic feet per hour

Basic Service Charge:	\$1.68 per day	I
Distribution Delivery Charge:	\$1.176 per dk	R

Cost of Gas:

Winter – Service rendered October 1 through May 31	Determined Monthly – See Rate Summary Sheet for Current Rate
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Summer – Service rendered June 1 through September 30	Determined Monthly – See Rate Summary Sheet for Current Rate
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Minimum Bill:

Basic Service Charge.

Payment:

Billed amounts will be considered past due if not paid by the due date shown on the bill. Past due bills are subject to a late payment charge in accordance with the provisions of Rate 100, §V.11, or any amendments or alterations thereto.

Cost of Gas:

The cost of gas includes all applicable cost of gas items as defined in Purchased Gas Cost Adjustment Rate 88 or any amendments or alterations thereto. The cost of gas component is subject to change on a monthly basis.

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Section No. 3
3rd Revised Sheet No. 22.1
Canceling 2nd Revised Sheet No. 22.1

TRANSPORTATION SERVICE Rates 81 and 82

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Rate:

Basic Service Charge:

Rate 81 \$180.00 per month 1/
Rate 82 \$275.00 per month 2/

- 1/ In the event customer takes service through one meter under both Rates 71 and 81, the base rate under Rate 81 shall be waived.
- 2/ In the event customer takes service through one meter under both Rates 85 and 82, the base rate under Rate 82 shall be waived.

Under Rates 81 or 82 customer shall pay a negotiated rate not more than the maximum rate or less than the minimum rate specified below. (The per dk charge is applicable to all dk of natural gas transported under the terms of this rate.)

	<u>Rate 81</u>	<u>Rate 82</u>
Maximum Rate per dk	\$0.354	\$0.235
Minimum Rate per dk	\$0.047	\$0.036
Balancing Charge per dk	\$0.300	\$0.300

R I

Fuel Charge:

Applicable to all dk transported to customers located within the distribution system. Charge does not apply to customers interconnected directly to the interstate or intrastate pipeline. See Rate Summary Sheet for currently effective charge.

GENERAL TERMS AND CONDITIONS:

1. **CRITERIA FOR SERVICE** – In order to receive the service, customer must qualify under one of the Company's applicable natural gas transportation service rates and comply with the general terms and conditions of the service provided herein. The customer is responsible for making all arrangements for transporting the gas from its source to the Company's interconnection with the delivering pipeline(s).

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Section No. 3
4th Revised Sheet No. 26
Canceling 3rd Revised Sheet No. 26

LARGE INTERRUPTIBLE GENERAL GAS SERVICE Rate 85

Page 1 of 3

Availability:

In all communities served for all interruptible general gas service customers whose interruptible natural gas load will exceed an input rate of 2,500,000 Btu per hour, metered at a single delivery point and whose use of natural gas will exceed 40,000 dk annually. The rates herein are applicable only to customer's interruptible load. Customer's firm natural gas requirements must be separately metered or specified in a firm service agreement. Customer's firm load shall be billed at Firm General Gas Service Rate 70. For interruption purposes, the maximum daily firm requirement shall be set forth in the firm service agreement. The Company reserves the right to refuse the initiation of service under this rate schedule based on the availability of gas supply.

Rate:

Basic Service Charge:	\$275.00 per month	I
Distribution Delivery Charge:		
Maximum Rate	\$ 0.235 per dk	I
Minimum Rate	\$ 0.036 per dk	
Cost of Gas:	Determined Monthly – See Rate Summary Sheet for Current Rate	

Minimum Bill:

Basic Service Charge.

Payment:

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Section No. 3

5th Revised Sheet No. 30

4th Revised Sheet No. 30

TARGETED INFRASTRUCTURE RIDER Rate 89

Page 1 of 2

1. Applicability:

This rate schedule represents a Targeted Infrastructure Rider (TIR) and specifies the procedure to be utilized to provide for annual adjustments to recover the Revenue Requirement associated with the Company's required operational and state and federal pipeline safety program investments in natural gas main additions and replacements and other specified safety related infrastructure replacements and upgrades deemed prudent by the Commission and not currently recovered through retail rates. Costs to be recovered under the TIR may include operation and maintenance expenditures, depreciation, taxes and a current return on project costs during construction. Costs being recovered under this tariff are currently not included in the rates established at the time of the Company's last general rate case.

2. Targeted Infrastructure Adjustment:

- (a) The Infrastructure Adjustment will be applied as an adjustment per dk calculated using the projected revenue requirement and forecasted dk throughput to determine the amount to be recovered through the TIR. The return component of the revenue requirement calculation will be the authorized rate of return from the Company's most recent general rate case.
- (b) The TIR is applicable to all natural gas sales and transportation service customers with the exception of those served under a flexible rate contract at less than the ceiling rate.
- (c) The TIR will be adjusted annually (or other period authorized by the Commission) to reflect the Company's most recent projected capital costs and related expenses for projects determined to be recoverable under this rate schedule.
- (d) A true-up will reflect any over or under collection of revenue under the TIR based on actual expenditures from the preceding twelve month recovery period plus carrying charges or credits accrued at a rate equal to the three-month Treasury Bill rate as published monthly by the Federal Reserve Board.

3. Time and Manner of Filing:

Montana-Dakota shall file the TIR at least 60 days prior to the proposed effective date. The filing by Montana-Dakota shall be made by means of a revised TIR rate schedule identifying the amount of the adjustment and documentation supporting the derivation of the TIR and justification for the projects and or expenditure proposed to be included in the TIR.

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Section No. 3

3rd Revised Sheet No. 30.1

2nd Revised Sheet No. 30.1

TARGETED INFRASTRUCTURE RIDER Rate 89

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4. Targeted Infrastructure Adjustment Rate:

All Classes

\$X.XXX per dk

N

N

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Section No. 5
2nd Revised Sheet No. 1
Canceling 1st Revised Sheet No. 1

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GENERAL PROVISIONS Rate 100

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SHIPPER – The party with whom the Pipeline has entered into a service agreement with in order to provide transportation services.

III. CUSTOMER OBLIGATIONS:

1. **APPLICATION FOR SERVICE** – A customer desiring gas service must make application to the Company before commencing the use of the Company's service. The Company reserves the right to require a signed application or written contract for service to be furnished. All applications and contracts for service must be made in the legal name of the customer desiring the service. The Company may refuse an applicant or terminate service to a customer who fails or refuses to furnish reasonable information requested by the Company for the establishment of a service account. Any person who uses gas service in the absence of an application or contract shall be subject to the Company's rates, rules, and regulations and shall be responsible for payment of all service used.

Subject to rates, rules, and regulations, the Company will continue to supply gas service until notified by customer to discontinue the service. The customer will be responsible for payment of all service furnished through the date of discontinuance.

Any customer may be asked to make a deposit as required. Pursuant to Rate 100 § V.6.

2. **SERVICE AVAILABILITY** – Gas will normally be delivered at a standard pressure of five ounces, depending on the service territory the gas is being delivered to. Delivery of gas service at pressures greater than the standard operating pressure may be available and will require a consultation with the Company to determine availability.
3. **INPUT RATING** – All new customers whose consumption of gas for any purpose will exceed an input of 2,500,000 Btu per hour, metered at a single delivery point, shall consult with the Company and furnish details of estimated hourly input rates and pressure required for all gas utilization equipment. Where system design capacity permits, such customers may be served on a firm basis. Where system design capacity is limited, and at the Company's sole discretion, the Company will serve all such new customers on an interruptible basis only. Architects, contractors, heating engineers and

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2nd Revised Sheet No. 1.5
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GENERAL PROVISIONS Rate 100

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installers, and all others should consult with the Company before proceeding to design, erect or redesign such installations for the use of natural gas. This will insure that such equipment will conform to the Company's ability to adequately serve such installations with gas.

4. ACCESS TO CUSTOMER'S PREMISES – Company representatives, when properly identified, shall have access to customer's premises at all reasonable times for the purpose of reading meters, making repairs, making inspections, removing the Company's property, or for any other purpose incidental to the service. T
5. COMPANY PROPERTY – The customers shall exercise reasonable diligence in protecting the Company's property on their premises, and shall be liable to the Company in case of loss or damage caused by their negligence or that of their employees. T
6. INTERFERENCE WITH COMPANY PROPERTY – The customer shall not disconnect, change connections, make connections or otherwise interfere with the Company's meters or other property or permit same to be done by other than the Company's authorized employees. T
D
7. RELOCATED LINES – Where Company facilities are located on a public or private utility easement and there is a building encroachment(s), over gas facilities (Company-owned main, Company-owned service line or customer-owned service line) the customer shall be charged for line relocation on the basis of actual costs incurred by the Company including any required easements or permits. T
T
8. NOTIFICATION OF LEAKS – The customer shall immediately notify the Company at its office of any escape of gas in or about the customer's premises. T
9. TERMINATION OF GAS SERVICE – All customers are required to notify the Company, to prevent their liability for service used by succeeding tenants, when vacating their premises. Upon receipt of such notice, the Company will read the meter and further liability for service used on the part of the vacating customer will cease. T

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GENERAL PROVISIONS Rate 100

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10. **REPORTING REQUIREMENTS** – Customer shall furnish the Company all information as may be required or appropriate to comply with reporting requirements of duly constituted authorities having jurisdiction over the matter herein. T
11. **QUALITY OF GAS** – The gas tendered to the Company shall conform to the applicable quality specifications of the transporting pipeline's tariff. T

IV. LIABILITY:

1. **CONTINUITY OF SERVICE** – The Company will use all reasonable care to provide continuous service but does not assume responsibility for a regular and uninterrupted supply of gas service and will not be liable for any loss, injury, death, or damage resulting from the use of service, or arising from or caused by the interruption or curtailment of the same except when such loss, injury, death or damage results from the negligence of the Company.
2. **CUSTOMER'S EQUIPMENT** – Neither by inspection or non-rejection, nor in any other way does the Company give any warranty, express or implied, as to the adequacy, safety or other characteristics of any structures, equipment, lines, appliances or devices owned, installed or maintained by the customer or leased by the customer from third parties. The customer is responsible for the proper installation and maintenance of all structures, equipment, lines, appliances, or devices on the customer's side of the point of delivery, and for the natural gas after it passes the point of delivery. The customer must assume the duties of inspecting all structures including the house piping, chimneys, flues and appliances on the customer's side of the point of delivery. N
3. **COMPANY EQUIPMENT AND USE OF SERVICE** – The Company will not be liable for any loss, injury, death or damage resulting in any way from the supply or use of gas or from the presence or operation of the Company's structures, equipment, lines, or devices on the customer's premises, except loss, injuries, death, or damages resulting from the negligence of the Company. D
4. **INDEMNIFICATION** – Customer agrees to indemnify and hold the Company harmless from any and all injury, death, loss or damage resulting from customer's negligent or wrongful acts under and during the term of service. The Company agrees to indemnify and hold customer harmless from any and

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all injury, death, loss or damage resulting from the Company's negligent or wrongful acts under and during the term of service.

5. **FORCE MAJEURE** – In the event of either party being rendered wholly or in part by force majeure unable to carry out its obligations, then the obligations of the parties hereto, so far as they are affected by such force majeure, shall be suspended during the continuance of any inability so caused. Such causes or contingencies affecting the performance by either party, however, shall not relieve it of liability in the event of its concurring negligence or in the event of its failure to use due diligence to remedy the situation and remove the cause in an adequate manner and with all reasonable dispatch, nor shall such causes or contingencies affecting the performance relieve either party from its obligations to make payments of amounts then due hereunder, nor shall such causes or contingencies relieve either party of liability unless such party shall give notice and full particulars of the same in writing or by telephone to the other party as soon as possible after the occurrence relied on. If volumes of customer's gas are destroyed while in the Company's possession by an event of force majeure, the obligations of the parties shall terminate with respect to the volumes lost.

The term "force majeure" as employed herein shall include, but shall not be limited to, acts of God, strikes, lockouts or other industrial disturbances, failure to perform by any third party, which performance is necessary to the performance by either customer or the Company, acts of the public enemy or terrorists, wars, blockades, insurrections, riots, epidemics, landslides, lightning, earthquakes, fires, storms, floods, washouts, arrest and restraint of rulers and peoples, civil disturbances, explosions, breakage or accident to machinery or lines of pipe, line freeze-ups, sudden partial or sudden entire failure of gas supply, failure to obtain materials and supplies due to governmental regulations, and causes of like or similar kind, whether herein enumerated or not, and not within the control of the party claiming suspension, and which by the exercise of due diligence such party is unable to overcome; provided that the exercise of due diligence shall not require settlement of labor disputes against the better judgment of the party having the dispute.

The term "force majeure" as employed herein shall also include, but shall not be limited to, inability to obtain or acquire, at reasonable cost, grants, servitudes, rights-of-way, permits, licenses, or any other authorizations from

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third parties or agencies (private or governmental) or inability to obtain or acquire at reasonable cost necessary materials or supplies to construct, maintain, and operate any facilities required for the performance of any obligations under this agreement, when any such inability directly or indirectly contributes to or results in either party's inability to perform its obligations.

V. GENERAL TERMS AND CONDITIONS:

1. **AGREEMENT** – Upon request of the Company, customer may be required to enter into an agreement for any service.
2. **RATE OPTIONS** – Where more than one rate schedule is available for the same class of service, the Company will assist the customer in selecting the applicable rate schedule(s). The Company is not required to change a customer from one rate schedule to another more often than once in 12 months unless there is a material change in the customer's load which alters the availability and/or applicability of such rate(s), or unless a change becomes necessary as a result of an order issued by the Commission or a court having jurisdiction. The Company will not be required to make any change in a fixed term contract except as provided therein.
3. **RULES FOR APPLICATION OF GAS SERVICE:**
 - a. Residential gas service is available to any residential customer for domestic purposes only. Residential gas service is defined as service for general domestic household purposes in space occupied as living quarters, designed for occupancy by one family with separate cooking facilities. Typical service would include the following: single private residences, single apartments, mobile homes and sorority and fraternity houses with separate meters and auxiliary buildings on the same premise as the living quarters, used for residential purposes, or for the producing operations of a farm or ranch, may be served on the residential rate. This is not an all-inclusive list.
 - b. Nonresidential service is defined as service provided to a business enterprise in space occupied and operated for non-residential purposes. Typical service would include stores, offices, shops, restaurants, boarding houses, hotels, service garages, wholesale houses, filling stations, barber shops, beauty parlors, master metered apartment houses, common areas of shopping malls or apartments (such as halls or basements), churches,

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A Division of MDU Resources Group, Inc.
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Bismarck, ND 58501

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

Section No. 5
2nd Revised Sheet No. 1.9
Canceling 1st Revised Sheet No. 1.9

GENERAL PROVISIONS Rate 100

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elevators, schools and facilities located away from the home site (this is not an all-inclusive list).

- c. The definitions above are based upon the supply of service to an entire premise through a single delivery and metering point. Separate supply for the same customer at other points of consumption may be separately metered and billed.
 - d. If separate metering is not practical for a single unit (one premise) that is using gas for both domestic purposes and for conducting business (or for nonresidential purposes as defined herein), the customer will be billed under the predominate use policy. Under this policy, the customer's combined service is billed under the rate (residential or non-residential) applicable to the type of service which constitutes 50% or more of the customer's total connected load. T
 - e. Other classes of service furnished by the Company shall be defined in applicable rate schedules or in rules and regulations pertaining thereto. Service to customers for which no specific rate schedule is applicable shall be billed under the non-residential rates. T
4. **DISPATCHING** – Transportation customers will adhere to gas dispatching policies and procedures established by the Company to facilitate transportation service. The Company will inform customer of any changes in dispatching policies that may affect transportation services as they occur.
5. **RULES COVERING GAS SERVICE TO MANUFACTURED HOMES** – The rules and regulation for providing gas service to manufactured homes are in accordance with the Code of Federal Regulations (24CFR Part 3280 – Manufactured Home Construction and Safety Standards) Subpart G and H which pertain to gas piping and appliance installation. In addition to the above rules, the Company also follows the regulations set forth in the NFPA 501A, Fire Safety Criteria for Manufactured Home Installations, Sites, and Communities. This information is available at Montana-Dakota Utilities Co.'s offices.

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6. CONSUMER DEPOSITS – The Company will determine whether or not a deposit shall be required of an applicant for gas service in accordance with the following criteria:

- a. The amount of such deposit shall not exceed one-sixth of the estimated annual bill. If a customer has no deposit or one which is inadequate in comparison with his recent bills for service the Company may collect an additional amount in order to bring the total deposit up to the foregoing standard. Should a customer be unable to pay the full amount of the deposit, the Company shall accept payment of the deposit in reasonable installments not to exceed four months.
- b. The Company may accept in lieu of a cash deposit a contract signed by a guarantor, satisfactory to the Company, whereby the payment of a specified sum not to exceed the required cash deposit is guaranteed. The term of such contract shall automatically terminate after the customer has established credit that would result in return of a deposit or at the guarantor's request upon sixty days written notice to the Company. However, no agreement shall be terminated without the customer having made satisfactory settlement for any balance, which the customer owes the Company. Upon termination of a guarantee contract, a new contract or a cash deposit may be required by the Company.
- c. The customer may, in lieu of a deposit, be placed on an early payment list whereby customer shall pay the service bill within a minimum of five working days. However for early payment, early disconnection shall be proper when a customer fails to pay the service bill within a minimum of five working days.

A deposit shall earn interest at the rate of 7% per year for such period as the customer receives service. Interest shall be credited to the customer's account annually during the month of December.

Deposits with interest shall be refunded to customers at termination of service provided all billings for service have been paid. Deposits with interest will be refunded to all active customers, after the deposit has been held for 12 months, provided prompt payment record, as defined in the Commission rules, has been established.

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7. METERING AND MEASUREMENT:

- a. The Company will meter the volume of natural gas delivered to customer at the delivery point. Such meter measurement will be conclusive upon both parties unless such meter is found to be inaccurate, in which case the quantity supplied to customer shall be determined by as correct an estimate as it is possible to make, taking into consideration the time of year, the schedule of customer's operations and other pertinent facts. The Company will test meters in accordance with applicable state utility rules and regulations.
- b. Interruptible sales and transportation customers agree to provide the cost of the installation of remote data acquisition equipment as required to the Company before service is implemented as provided for in the applicable rate schedule.

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8. MEASUREMENT UNIT FOR BILLING PURPOSES – The measurement unit for billing purposes shall be one (1) decatherm (dk), unless otherwise specified. Billing will be calculated to the nearest one-tenth (1/10) dk. One dk equals 10 therms or 1,000,000 Btu's. DK's shall be calculated by the application of a thermal factor to the volumes metered. This thermal factor consists of:

- a. An altitude adjustment factor used to convert metered volumes at local sales base pressure to a standard pressure base of 14.73 psia, and
- b. A Btu adjustment factor used to reflect the heating value of the gas delivered.

9. UNIT OF VOLUME FOR MEASUREMENT – The unit of volume for purpose of measurement shall be one (1) cubic foot of gas at either local sales base pressure or 14.73 psia, as appropriate, and at a temperature base of 60 degrees Fahrenheit (60° F). All measurement of natural gas by orifice meter shall be reduced to this standard by computation methods, in accordance with procedures contained in ANSI-API Standard 2530, First Edition, as amended. Where natural gas is measured with positive displacement or turbine meters, correction to local sales base pressure shall be made for actual pressure and temperature with factors calculated from Boyle's and Charles' Laws. Where

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gas is delivered at 20 psig or more, the deviation of the natural gas from Boyle's Law shall be determined by application of Supercompressibility Factors for Natural Gas published by the American Gas Association, Inc., copyright 1955, as amended or superseded. Where gas is measured with electronic correcting instruments at pressures greater than local sales base, supercompressibility will be calculated in the corrector using AGA-3/NX-19, as amended, supercompressibility calculation. For hand-billed accounts, application of supercompressibility factors will be waived on monthly-billed volumes of 250 dk or less.

Local sales base pressure is defined as five (5) ounces per square inch gauge pressure plus local average atmospheric pressure.

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10. PRIORITY OF SERVICE AND ALLOCATION OF CAPACITY – Priority of Service from highest to lowest:

- a. Priority 1 – Firm sales service.
- b. Priority 2 – Small interruptible sales and small interruptible transportation services at the maximum rate on a pro rata basis.
- c. Priority 3 – Large interruptible sales and large interruptible transportation services at the maximum rate on a pro rata basis.
- d. Priority 4 – Small interruptible sales and small interruptible transportation services at less than the maximum rate from the highest rate to the lowest rate and on a pro rata basis where equal rates are applicable among customers.
- e. Priority 5 – Large interruptible sales and large interruptible transportation services at less than the maximum rate from the highest rate to the lowest rate and on a pro rata basis where equal rates are applicable among customers.
- f. Priority 6 – Gas scheduled to clear imbalances.

Montana-Dakota shall have the right, in its sole discretion, to deviate from the above schedule when necessary for system operational reasons and if following the above schedule would cause an interruption in service to a customer who is not contributing to an operational problem on Montana-Dakota's system.

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Montana-Dakota reserves the right to provide service to customers with lower priority while service to higher priority customers is being curtailed due to restrictions at a given delivery or receipt point. When such restrictions are eliminated, Montana-Dakota will reinstate sales and/or transportation of gas according to each customer's original priority.

11. **LATE PAYMENT** – Amounts billed will be considered past due if not paid by the due date shown on the bill. An amount equal to 1% per month will be applied to any past due amount, provided however, that such amount shall not apply where a bill is in dispute or a formal complaint is being processed. T

All payments received will apply to the customer's account prior to calculating the late payment charge. Those payments applied shall satisfy the oldest portion of the bill first.

12. **RETURNED CHECK CHARGE** – A charge of \$40.00 will be collected by the Company for each check charged back to the Company by a bank.
13. **TAX CLAUSE** – In addition to the charges provided for in the gas tariffs of the Company, there shall be charged pro rata amounts which, on an annual basis, shall be sufficient to yield to the Company the full amount of any usage fees or any sales, use, franchise or excise taxes, whether they be denominated as license taxes, occupation taxes, business taxes, privilege taxes, or otherwise, levied against or imposed upon the Company by any municipality, political subdivision, or other entity, for the privilege of conducting its utility operations therein.

The charges to be added to the customers' service bills under this clause shall be limited to the customers within the corporate limits of the municipality, political subdivision or other entity imposing the tax.

14. **UTILITY CUSTOMER SERVICES:**
- a. The following services will be performed at no charge regardless of the time of performance:
1. Fire and explosion calls.

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2. Investigate hazardous conditions on customer premises, such as gas leaks, odor complaints, and combustion gas fumes. T
3. Maintenance or repair of Company-owned facilities on the customer's premises.
4. Pilot relights necessary due to an interruption in gas service be deemed to be the Company's responsibility. N
- b. The following service calls will be performed at no charge during the Company's normal business hours:
 1. Cut-ins and cut-outs. D
 2. Investigating high bills or inadequate service complaints. T
 3. Location of underground Company facilities for contractors, builders, plumbers, etc. T/D
15. UTILITY SERVICES PERFORMED AFTER NORMAL BUSINESS HOURS –
For service requested by customers after the Company's normal business hours, a charge will be made for labor at standard overtime service rates and materials at retail prices. Customers requesting service after the Company's normal business hours will be informed of the after hour service rate and encouraged to have the service performed during normal business hours.

To ensure the Company can service the customer during normal business hours, the customer's call must be received by 12:00 p.m. on a regular work day for a disconnection or reconnection of service that same day. For calls received after 12:00 p.m. on a regular work day, customers will be advised that over time service rates will apply unless service can be scheduled for a future workday. N
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16. NOTICE TO DISCONTINUE GAS SERVICE – Customers desiring to have their gas service discontinued shall notify the Company during regular business hours, one business day before service is to be discontinued. Such notice shall be by letter or telephone call to the Company's Customer Service Center. Saturdays, Sundays and legal holidays are not considered business days T

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17. INSTALLING TEMPORARY METERING FACILITIES OR SERVICE – A customer requesting a temporary meter installation and service will be charged on the basis of direct costs incurred by the Company.

18. RECONNECTION FEE FOR SEASONAL OR TEMPORARY CUSTOMERS – A customer who requests reconnection of service, during normal business hours at a location where same customer discontinued the same service during the preceding 12-month period will be charged as follows:

Residential -

The Basic Service Charge applicable during the period service was not being used and a charge of \$30.00. The minimum will be based on standard overtime rates for reconnecting service after normal business hours.

Non-Residential -

The Basic Service Charge applicable during the period while service was not being used. However the reconnection charge applicable to seasonal non-space heating business entities such as irrigation, swimming facilities, grain drying and asphalt processing shall be the Basic Service Charge applicable during the period while service was not being used less the Distribution Delivery Charge revenue collected during the period in-service for usage above the annual authorized usage by rate class (Small Firm General = 130 dk; Large Firm General = 1,252 dk; and Small Interruptible = 4,372 dk), and a charge of \$30.00 will apply to all reconnections occurring during normal business hours. The \$30.00 reconnection charge will be based on standard overtime rates for reconnection of service occurring after normal business hours.

Transportation customers who cease service and then resume service within the succeeding 12 months shall be subject to a reconnection charge of \$160.00 whenever reinstallation of the remote data acquisition equipment is necessary.

19. DISCONTINUANCE OF SERVICE FOR NONPAYMENT OF BILLS – All amounts billed for services are due when rendered and will be considered delinquent if not paid by the due date shown on the bill. If any customer shall

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become delinquent in the payment of amounts billed, such service may be discontinued by the Company under the applicable rules of the Commission.

The Company may collect a fee of \$30.00 before restoring gas service which has been disconnected for nonpayment of service bills during normal business hours. Standard overtime rates will apply for services performed after normal business hours.

20. DISCONTINUANCE OF SERVICE FOR CAUSES OTHER THAN NONPAYMENT OF BILLS – The Company reserves the right to discontinue service for any of the following reasons:

- a. In the event of customer use of equipment in such a manner as to adversely affect the Company's equipment or service to others.
- b. In the event of tampering with the equipment furnished and owned by the Company.
- c. For violation of, or noncompliance with, the Company's rules on file with the Commission.
- d. For failure of the customer to fulfill the contractual obligations imposed as conditions of obtaining service.
- e. For refusal of reasonable access to property to the agent or employee of the Company for the purpose of inspecting the facilities or for testing, reading, maintaining or removing meters.

The right to discontinue service for any of the above reasons may be exercised whenever and as often as such reasons may occur, and any delay on the part of the Company in exercising such rights, or omission of any action permissible hereunder, shall not be deemed a waiver of its rights to exercise same.

Nothing in these regulations shall be construed to prevent discontinuing service without advance notice for reasons of safety, health, cooperation with civil authorities, or fraudulent use, tampering with or destroying the Company's facilities.

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The Company may collect a reconnect fee of \$30.00 before restoring gas service which has been disconnected for the above causes.

21. **UNAUTHORIZED USE OF SERVICE** – Unauthorized use of service is defined as any deliberate interference such as tampering with the Company's meter, pressure regulator, registration, connections, equipment, seals, valve, procedures or records resulting in a loss of revenue to the Company. Unauthorized service is also defined as reconnection of service that has been terminated, without the Company's consent.

a. Examples of unauthorized use of service includes, but is not limited to, tampering or unauthorized reconnection by the following methods:

1. Bypass piping around meter.
2. Bypass piping installed in place of meter.
3. Meter reversed.
4. Meter index disengaged or removed.
5. Service or equipment tampered with or piping connected ahead of meter.
6. Tampering with meter or pressure regulator that affects the accurate registration of gas usage.
7. Gas being used after service has been discontinued by the Company.
8. Gas being used after service has been discontinued by the Company as a result of a new customer turning gas on without the proper connect request.

b. Any charges for damage to Company property will be billed to the customer. The customer may also be charged for:

1. Time, material and transportation costs used in investigation or surveillance.
2. Estimated charge for non-metered gas.
3. On-premise time to correct situation.
4. A minimum fee of \$30.00 will apply.

All such charges shall be at current standard or customary amounts being charged for similar services, equipment, facilities and labor by the Company.

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c. Reconnection of Service:

Gas service disconnected for any of the above reasons shall be reconnected after a customer has furnished satisfactory evidence of compliance with the Company's rules and conditions of service, and paid any service charges which are due, including:

1. All delinquent bills, if any.
 2. The amount of any Company revenue loss attributable to said tampering.
 3. Expenses incurred by the Company in replacing or repairing the meter or other appliance costs incurred in preparation of the bill, plus costs as outlined in paragraph 20.b.above;
 4. Reconnection fee applicable.
 5. A cash deposit, the amount of which will not exceed the maximum amount determined in accordance with §V, paragraph 6
- CONSUMER DEPOSITS.**

22. GAS METER TEST BY CUSTOMER REQUEST - Any customer may request the Company to test its gas meter. The Company shall make the test as soon as possible after receipt of the request. If a request is made within one year after a previous request, the Company may require a deposit as follows:

<u>Meter Rating</u>	<u>Deposit Amount</u>
<u>Residential</u>	
All	\$10.00
<u>Non-Residential</u>	
425 CFH* or less	\$40.00
426 CFH to 1000 CFH	\$40.00
Over 1000 CFH	\$70.00

* Cubic feet per hour

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The deposit shall be refunded only if the meter is found to have an unacceptable error, as defined in the Commission's regulations. In the case where a meter is replaced due to malfunction, a customer will be allowed one additional free meter test within 12 months, if requested by the customer.

23. **BILL DISCOUNT FOR QUALIFYING EMPLOYEES** - A bill discount may be available for residential use only in a single family unit served by Montana-Dakota Utilities Co. to qualifying employees and retirees of MDU Resources and its subsidiaries. The bill shall be computed at the applicable rate, and the amount reduced by 33 1/3%.

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24. **SEE ALSO THE FOLLOWING RATES FOR SPECIAL PROVISIONS:**

- Rate 119 - Interruptible Gas Service Extension Policy
- Rate 120 - Firm Gas Service Extension Policy
- Rate 124 - New Installation, Replacement, Relocation and Repair of Gas Service Lines
- Rate 134 - Rules and Policies for Implementing Master Metering Restrictions

VI. MISCELLANEOUS CHARGES

	Amount or Reference
1. Service Charges	
a. Consumer deposit	Rate 100 \$V.6.
b. Return check	\$40.00
c. Minimum reconnect charge after termination for nonpayment or other causes	
- During normal business hours	\$30.00
- After normal business hours	standard overtime rates
d. Minimum reconnect charge applicable to seasonal or temporary customers	
- During normal business hours	Rate 100 \$V.18

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	- After normal business hours	standard overtime rates	N	
e.	Reconnection charge applicable to transport customers when electronic metering must be reinstalled	\$160.00		
f.	Special test of meter at customer's written request (see Rate 100 §V.7.b.2. as to when this charge is applicable)			
	- Meter error more than ±2%	None		
	- Meter error within ±2% and meter was tested within the prior 12 months	Labor & materials Minimum of \$30.00		
g.	Service request after normal business hours	Materials & Labor at standard overtime rates		
h.	Firm service main extension	Rate 120		
i.	Interruptible service main extension	Rate 119		
		Per Month	Approx. Annual Percent	
2.	Late Payment Charges (on unpaid balance)	1%	12%	N

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CONSUMER'S DEPOSIT RECEIPT

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PO Box 7608 Bismarck, ND 58107-1808
Phone: 1-800-638-3278 - Fax: (701) 323-9104
Customer Service Hours: 7 AM - 7 PM Mon-Fri
www.montana-dakota.com

Re: Account #
Service Address:

Dear :

CONSUMER'S DEPOSIT RECEIPT

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

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

Sincerely,

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

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STANDARD CUSTOMER BILL

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Cancelling 1st Revised Sheet No. 4.1

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

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Ways to Pay Your Bill

Online: Go to www.montana-dakota.com for our free online payment service. Once you have registered, simply log in each month to make your payment using any active U.S. checking account. It's an easy and secure way to view and/or pay your bill online 24/7.
Easy Pay: Automatically pay your bill each month by having Montana-Dakota Utilities withdraw your preauthorized payment from your financial institution 10 business days following your bill date, which is shown on your bill stub. Enroll electronically by logging into your account online and completing the online form.
By Phone: Our self-service automated telephone system allows you to pay your bill or deposit anytime it is convenient – 24/7. To make a debit, credit card or check by phone payment, simply call our Customer Service number and follow the prompts to be connected with our independent service provider. A convenience fee for each transaction will apply.

Payment Locations: Pay by cash, check or money order at one of our payment locations; there is no charge for this service. Call Customer Service or visit our website for the nearest payment location. Payments made at a payment location are not credited to your account until they are received by Montana-Dakota Utilities.
By Mail: Mail your payment to MDU, P.O. Box 5600, Bismarck, ND 58506-5600. Be sure to allow time for mailing so your payment is received by the due date.
Balanced Billing: This billing plan levels out your monthly bill so you can reduce fluctuations brought on by changes in the weather and the cost of energy. To enroll, complete the Balanced Billing form located on our website or contact Customer Service at 1-800-638-3278.
Payment Due Date: Your bill is past due if not paid by the due date shown on the front of this billing statement. If you are paying with a credit card or paying at one of our payment locations in response to a Disconnection of Service Notice, please contact Montana-Dakota at 1-800-638-3278 and let us know that payment has been made.

Billing Terms and Definitions

The rates reflected on your bill have been approved by the Public Service Commission or Public Utilities Commission in the state where service is provided. Copies of the company's current tariffs are available at www.montana-dakota.com.
Basic Service Charge or Base Rate: A monthly or daily charge designed to recover a portion of the fixed costs incurred in providing utility service regardless of how much energy is used.
Constant: A fixed value used to convert meter readings to actual energy use when certain equipment is used in the metering process such as current and potential transformers.
Cost of Gas: This charge recovers the cost of gas itself as well as other related costs Montana-Dakota incurs to make pipeline supplies in providing natural gas service. The cost is strictly a pass-through to customers and does not provide Montana-Dakota with a profit.
CTA – Conservation Tracking Adjustment: A charge that provides funding for commission approved conservation programs.
Demand Charge: A charge designed to recover the demand or peak related costs associated with the delivery of electric service from the generation source to your meter.
Distribution Delivery Charge or Energy Charge: A volumetric charge to recover the costs of delivering energy to your meter. This amount varies with the amount of energy used.
DDSM – Distribution Delivery Stabilization Mechanism: A charge applicable to gas service designed to adjust for the over- or under-collection of distribution delivery revenues due to actual temperature deviations from normal temperatures. This adjustment is applicable during the billing periods Nov. 1-May 1.
DK – Debit: The DK billed is reflective of the total amount of natural gas used in the billing period. The amount of natural gas used as measured by the gas meter is converted to DK by applying a therm factor to the measured use in order to reflect the heating value of natural gas delivered.
Environmental Cost Adjustment: A charge per Kwh applicable to electric service associated with

certain EPA required changes of Montana-Dakota's generating stations.
Fuel and Purchased Power: This charge recovers the fuel and purchased power costs the company incurs in supplying its customers with electricity. This cost is a pass-through to customers and is subject to change on a monthly basis.
Fuel Cost Adj.: Adjustment per Kwh to reflect changes in the cost of fuel and purchased power the company incurs in supplying its customers with electricity. This adjustment is a pass-through to customers and is subject to change on a monthly basis.
Generation Rider: A charge per Kwh or Kwh for certain investments in electric power generation necessary to meet the requirements of Montana-Dakota's electric service customers.
Kw – Kilowatt: The Kw billed is the peak demand (or maximum 15 minute measured demand) for electricity during the billing period or the minimum Kw amount as stated in the company's tariffs.
Kwh – Kilowatt-hour: The Kwh billed is the total amount of electricity used in the billing period.
Kvar Penalty: A penalty applicable to a customer operating as facilities outside the power factor range stated on the company's tariffs.
Power Supply Cost Adj.: Adjustment per Kwh to reflect changes in the cost of fuel and purchased power the company incurs in supplying its customers with electricity. This adjustment is a pass-through to customers and is subject to change on an annual basis.
TCA – Transmission Cost Adjustment: A charge per Kwh applicable to electric service for recovery of transmission-related expenditures and investments net of revenues received from others. The TCA is subject to change on an annual basis.
Therm factor: The therm factor adjusts the amount of natural gas measured by the meter for the heat content and atmospheric pressure of the gas delivered to a customer's premises. This conversion on a basis that all customers are billed based on the heat value of the gas during the applicable billing period.
USBC – Universal System Benefits Charge: A charge that provides funding for conservation and low-income programs.

Important Customer Information

If you have questions regarding your bill or service, please call Montana-Dakota Customer Service FIRST at 1-800-638-3278. If you cannot pay your bill at this time, we are willing to make satisfactory payment arrangements. If your questions are not resolved after you have called Customer Service, you may contact the regulatory agency governing in the state where service is provided.
• MT PSC: 1-800-646-6150 or write to P.O. Box 292601, Helena, MT 59620-2601
• ND PSC: Write to 600 E. Boulevard, Bismarck, ND 58505-0400
• SD PSC: 1-605-773-3261
• WY PSC: Write to 2515 Warren Ave., Suite 300, Cheyenne, WY 82002

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

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

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

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

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

Has your mailing/email address or phone number changed?

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

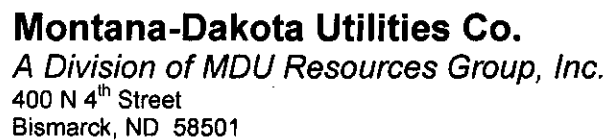
Account No.: _____
Name: _____
Mailing Address: _____
City: _____ State: _____ ZIP: _____
Phone: (____) _____ Email: _____

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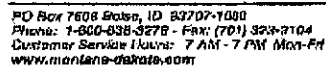
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Section No. 6
2nd Revised Sheet No. 5
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Page 1 of 1



Re: Account #

DISCONNECT NOTICE

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

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

PLEASE CONTACT US NOW AT 1-800-838-3278

SERVICE ADDRESS

PAST DUE

ACCOUNT BALANCE

Unity

Deposit

Payment Options:

Call: 1-888-263-5185 or visit our Website to find the nearest payment location.
Connect to Western Union Speedpay at 1-888-263-5185, toll free 24 hours a day.
(A fee of \$3.05 per transaction is charged by Western Union Speedpay for this service.)

Online: www.montana-dakota.com for payment options

Mail: Montana-Dakota Utilities Co.
PO Box 5609
Bismarck, ND 58506

Direct inquiries to:

Direct Inquiries To:
Montana-Dakota Utilities Co.
1-800-638-8278

Customer Service Hours 7 AM - 7 PM

If, after contacting Montana-Dakota Utilities Co. you have unresolved questions regarding this notice, the South Dakota Public Utilities Commission staff is available at (800) 382-1782 or mail to 500 E Capitol Ave Pierre, SD 57501-8070.

YOU DISC NT

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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**

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CUSTOMER INFORMATION BOOKLET

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CUSTOMER INFORMATION BOOKLET

The Customer Information Booklet is provided to each customer signing up for service and upon request.

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CUSTOMER INFORMATION BOOKLET

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ADDITIONAL CUSTOMER INFORMATION FOR SOUTH DAKOTA CUSTOMERS

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

Montana-Dakota feels it is important that you are satisfied with your natural gas or electric service. However, sometimes a question, misunderstanding or complaint may develop. If it does, please let us know. Our employees are trained to help you.

Montana-Dakota will make a full and prompt investigation of all written complaints received. Please direct all written complaints to the Montana-Dakota office that appears on your utility bill.

DISPUTES

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

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

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

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

South Dakota Public Utilities Commission
Capitol Building
Pierre, South Dakota 57501
1-805-773-3201

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; please contact Montana-Dakota at 1-800-838-3278 to schedule an appointment.
4. You have broken the terms of the contract for service with Montana-Dakota or have failed to furnish those things necessary to obtain utility service.
5. You have failed to allow Montana-Dakota employees access to company equipment located on your 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 by contacting Montana-Dakota at 1-800-838-3278 to schedule an appointment. Your billing, payment and deposit records are also available to you for inspection. Montana-Dakota will furnish additional information as you may reasonably request.

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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. 9
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THIRD PARTY NOTICE

Page 1 of 1

Would you like to be a designated Third Party?

Montana-Dakota Utilities Co. (MDU) has a program available called "Third Party Notice." The purpose of the program is to help avoid any hardship which could result from disconnection of service by alerting a third party to such action in advance. This voluntary program would most benefit customers who are ill or elderly and live alone.

Under the "Third Party Notice" program, if it would be necessary to disconnect service due to nonpayment of past due bills, the customer as well as the designated third party would be notified prior to the disconnect date. The third party would then have the right to contact MDU and declare the customer's inability to pay and enter into a payment arrangement for the customer.

A third party can be a friend, relative, church or any community agency. The designated third party will have the right to receive and provide information regarding the customer's personal circumstances. **Please talk with this third**

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

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

For information of public agencies and community organizations which may be able to assist in payment of winter utility bills, please call the telephone number found on your utility bill or write to the MDU office address, also found on your utility bill.



**Request For A
Third Party Notification
(To be valid through October, 2015)**

Customer Name: (Please print)

Address: _____

City: _____ State: _____ Zip: _____

Telephone Number: _____

Account Number from Bill: _____

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

Customer Signature: _____

Date: _____

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

Address: _____

City: _____ State: _____ Zip: _____

Telephone Number: _____

MONTANA-DAKOTA UTILITIES CO. will make every effort to send a copy of the Notice of Proposed Disconnection to the party specified. The customer making the request understands that MDU assumes no liability for failure of third party to receive or act upon said Notice.

*Complete all information and return to Montana-Dakota at
PO Box 5803, Bismarck, ND 58506-5803 as soon as possible.*

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

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

Section No. 6
2nd Revised Sheet No. 13
Canceling 1st Revised Sheet No. 13

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(Rev. 12/17/03)

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

To: Montana-Dakota Utilities Co.

(Date)

(Address)

(City, State, Zip Code)

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

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

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

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

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

(Signature of Customer)

(Signature of Guarantor)

(Customer's Mailing Address)

(Guarantor's Mailing Address)

(Customer's Street Address)

(Guarantor's Street Address-If Different than Mailing Address)

(City, State, Zip Code)

(City, State, Zip Code)

(Customer's Telephone Number)

(Guarantor's Telephone Number)

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

Clear Form

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A Division of MDU Resources Group, Inc.

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FINAL NOTICE PRIOR TO DISCONNECT

Page 1 of 1



PO Box 7808 Bismarck, ND 58507-1808
Phone: 1-800-638-3278 - Fax: (701) 323-3104
Customer Service Hours: 7 AM - 7 PM Mon-Fri
www.montana-dakota.com

|||||

Re: Account #

**FINAL NOTICE
REMINDER NOTICE OF PAST DUE BALANCE**

Recently you were sent a disconnect notice regarding your past due account. This is your final notification that your gas and/or electric service will be discontinued unless the past due amount is paid in full or satisfactory arrangements are made with Montana-Dakota Utilities Co. by

Should this action result in your service being discontinued, payment in full plus a charge for reconnection will be required. In addition, a security deposit or an additional deposit may be required before service is restored.

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

SERVICE ADDRESS	PAST DUE	ACCOUNT BALANCE
Utility		

Payment Options:
Call: 1-866-263-5185 or visit our Website to find the nearest payment location.
Connect to Western Union Speedpay at 1-866-263-5185, toll free 24 hours a day.
(A fee of \$3.95 per transaction is charged by Western Union Speedpay for this service).

Online: www.montana-dakota.com for payment options

Mail: Montana-Dakota Utilities Co.
PO Box 5808
Bismarck, ND 58508

If, after contacting Montana-Dakota Utilities Co. you have unresolved questions regarding this notice, the South Dakota Public Utilities Commission staff is available at (800) 332-1782 or mail to 500 E Capitol Ave Pierre, SD 57501-5070.

Direct Inquiries To:
Montana-Dakota Utilities Co.
1-800-638-3278
Customer Service Hours 7 AM - 7 PM

MDUBOWNTLR

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