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From: Cynthia Nelson

Sent: Wednesday, 11 January 2017 10:29:23 (UTC-06:00) Central Time (US & Canada)

To: PUC

Subject: NG16-014

We are writing you in regards to the possibility of losing natural gas service at the end of 2017 through our farm tap.

We are getting no clear answers as to who is responsible and why this may happen. Also, why have these 165 farm taps seemingly been singled out to lose their long-time service?

What's the real issue? Is it regulation? or financial?

There's an old saying, "If it ain't broke, don't fix it." This issue is causing a lot of frustration and uncertainty.

If we were to lose our service, we would incur additional expense to change our home furnace and water heater, as well as heat for our shop. It could also lower our property value.

Who has the authority or good sense to leave things as they are? And if Northwestern Energy's subcontract is allowed to expire, who will guarantee that we cOntinue to receive gas, as stated in our easement with Northern Natural Gas?

Respectfully submitted,

Allen and Mavis Stearns

[REDACTED]

Worthing, SD 57077

[REDACTED]