EL97-013

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EL97-013

DOCKET NO.

[illegible]

In the Matter of IN THE MATTER OF THE COMPLAINT FILED BY ARNOLD MURRAY CONSTRUCTION, SIOUX FALLS, SD, AGAINST NORTHERN STATES POWER COMPANY REGARDING TRANSFERRING UNPAID BALANCES TO ITS ACCOUNT

Public Utilities Commission of the State of South Dakota

DATE		MEMORANDA
7/9	97	Filed and Docketed
8/4	97	Order Finding Probable Cause and Notice Requiring Answer;
8/15	97	Answer to Complaint;
9/18	97	Order for and Notice of Hearing;
10/23	97	Transcript of Hearing held on 9/30/97;
12/2	97	Final Order and Decision; Notice of Entry of Order;
12/2	97	Docket Closed

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF SOUTH DAKOTA

IN THE MATTER OF THE COMPLAINT FILED BY ARNOLD MURRAY CONSTRUCTION, SIOUX FALLS, SD, AGAINST NORTHERN STATES POWER COMPANY REGARDING TRANSFERRING UNPAID BALANCES TO ITS ACCOUNT	))))))	**ORDER FINDING PROBABLE CAUSE AND NOTICE REQUIRING ANSWER** **EL97-013**

On July 8, 1997, the South Dakota Public Utilities Commission (Commission) received a complaint from Arnold Murray Construction (AMC), Sioux Falls, South Dakota, against Northern States Power Company (NSP) regarding transferring unpaid balances to its account. In the complaint, AMC states that NSP is transferring final bills from one meter that is inactive to active meters without giving addresses, usage, etc. AMC explains that as a property manager who fee manages, this practice is very confusing. AMC alleges that it has found bills for other owners and/or tenants in its bill. Further, AMC states that it did not give NSP permission to bill in this manner. AMC has reque: 'ed the Commission to order NSP to stop this practice.

Pursuant to ARSD 20:10:01:08.01 and 20:10:01:09, if a complaint cannot be settled without formal action, the Commission shall determine if the complaint shows probable cause of an unlawful or unreasonable act, rate, practice or omission to go forward with the complaint.

On July 29, 1997, at its regularly scheduled meeting, the Commission considered the matter along with comments from AMC and NSP.

The commission has jurisdiction over this matter pursuant to SDCL 49-34A and ARSD 20:10:01:08.01 and 20:10:01:09. The Commission unanimously voted to find probable cause. It is therefore

ORDERED, that probable cause has been found in this matter and that the complaint shall be forwarded to NSP and NSP shall file with the Commission its answer in writing within twenty (20) days of service of this order.

Dated at Pierre, South Dakota, this 4th day of August, 1997.

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 Delaine Kolbo

Date 8/4/97

(OFFICIAL SEAL)

BY ORDER OF THE COMMISSION:

James A. Burg

JAMES A. BURG, Chairman

Pam Nelson

PAM NELSON, Commissioner

Laska Schoenfelder

LASKA SCHOENFELDER, Commissioner

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF SOUTH DAKOTA

IN THE MATTER OF THE COMPLAINT FILED BY ARNOLD MURRAY CONSTRUCTION, SIOUX FALLS, SD, AGAINST NORTHERN STATES POWER COMPANY REGARDING TRANSFERRING UNPAID BALANCES TO ITS ACCOUNT	**))))))**	**ORDER FOR AND NOTICE OF HEARING** **EL97-013**

On July 8, 1997, the South Dakota Public Utilities Commission (Commission) received a complaint from Arnold Murray Construction (AMC), Sioux Falls, South Dakota, against Northern States Power Company (NSP) regarding transferring unpaid balances to its account. In the complaint, AMC states that NSP is transferring final bills from one meter that is inactive to active meters without giving addresses, usage, etc. AMC explains that as a property manager who fee manages, this practice is very confusing. AMC alleges that it has found bills for other owners and/or tenants in its bill. Further, AMC states that it did not give NSP permission to bill in this manner. AMC has requested the Commission to order NSP to stop this practice.

At its regularly scheduled July 29, 1997, meeting, the Commission found probable cause of an unlawful or unreasonable act, rate, practice or omission and served the complaint on NSP. NSP filed its response on August 15, 1997.

The Commission has jurisdiction over this matter pursuant to SDCL Chapters 1-26, 49-34A, and ARSD 20:10:01:15.

The issue at the hearing is whether NSP should have the authority to transfer final bills from meters that are inactive to active meters.

A hearing shall be held at 8:30 a.m., on Tuesday, September 30, 1997, at the Days Inn Empire, located at 3401 Gateway Boulevard, Sioux Falls, South Dakota. It shall be an adversary proceeding conducted pursuant to SDCL Chapter 1-26. All parties have the right to be present and to be represented by an attorney. These rights and other due process rights shall be forfeited if not exercised at the hearing. If you or your representative fail to appear at the time and place set for the hearings, the Final Decision will be based solely on the testimony and evidence provided, if any, during the hearings or a Final Decision may be issued by default pursuant to SDCL 1-26-20. After the hearing the Commission will consider all evidence and testimony that was presented at the hearing. The Commission will then enter Findings of Fact, Conclusions of Law, and a Final Decision regarding this matter. The Commission's decision may be appealed by the parties to the state Circuit Court and the state Supreme Court as provided by law. It is therefore

ORDERED that a hearing shall be held at the time and place specified above on the issue of whether NSP should have the authority to transfer final bills from meters that are inactive to active meters.

Pursuant to the Americans with Disabilities Act, this hearing is being held in a physically accessible location. Please contact the Public Utilities Commission at 1-800-332-1782 at least 48 hours prior to the hearing if you have special needs so arrangements can be made to accommodate you.

Dated at Pierre, South Dakota, this 18th day of September, 1997.

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: Delaine Kolbo

Date: 9/18/97

(OFFICIAL SEAL)

BY ORDER OF THE COMMISSION:
Commissioners Burg, Nelson and Schoenfelder

William Bullard, Jr.

WILLIAM BULLARD, JR.
Executive Director

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF SOUTH DAKOTA

RECEIVED
OCT 23 1997
SOUTH DAKOTA PUBLIC UTILITIES COMMISSION

IN THE MATTER OF THE COMPLAINT FILED)
BY ARNOLD MURRAY CONSTRUCTION, SIOUX) EL97-013
FALLS, SD, AGAINST NORTHERN STATES)
POWER COMPANY REGARDING TRANSFERRING)
UNPAID BALANCES TO ITS ACCOUNT)

Commission Counsel: Rolayne Wiest

Commissioners: Jim Burg, Chairman
Pam Nelson
Laska Schoenfelder

Commission Analyst: Dave Jacobson

Staff Attorney: Camron Hoseck, Esquire
State Capitol
Pierre, SD 57501-5070

NSP Attorney: David A. Gerdes, Esquire
503 South Pierre
Pierre, SD 57501

The above-entitled matter came on for hearing on September 30, 1997, commencing at the hour of 11:30 a.m., at the Days Inn Empire, 3401 Gateway Boulevard, Sioux Falls, South Dakota, before Angela Weller, RPR, and Notary Public in and for the State of South Dakota.

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EXHIBITS

MR. BURG: I'll begin the hearing in docket EL97-013 in the matter of the complaint filed by Arnold Murray Construction, Sioux Falls, South Dakota against Northern States Power Company regarding transferring unpaid bills to its account.

The time is approximately 11:30 a.m. The date is September 30, 1997. The location of the hearing is Days Inn Empire, 3401 Gateway Boulevard, Sioux Falls, South Dakota. Jim Burg, Commission Chairman, and Commissioners Laska Schoenfelder and Pam Nelson are also present. I'm presiding over this hearing.

This hearing was noticed pursuant to the commission's order for and notice of hearing issued September 18, 1997. The issue at this hearing is whether Northern States Power Company should have the authority to transfer final bills from meters that are inactive to active meters.

All parties have the right to be present and represented by an attorney. All persons so testifying should be sworn in and subject to cross-examination by the parties. The commission's final decision may be appealed by the parties to the state circuit court and state supreme court.

Rolayne Wiest will act as commission counsel. She may provide recommended rulings on procedural and evidentiary matters. The commission may overrule its counsel's preliminary rulings throughout the hearing. If not overruled, the preliminary rulings will become final rulings. I'll turn it over to Rolayne to conduct the hearing.

MS. WIEST: Who appears on behalf of Arnold Murray?

MS. MURRAY: Bonnie Murray.

MS. WIEST: And NSP?

MR. GERDES: David A. Gerdes of May, Adam, Gerdes, Thompson in Pierre, South Dakota appears for Northern States Power.

MS. WIEST: Commission's staff?

MR. HOSECK: Camron Hoseck.

MS. WIEST: Do any of the parties have any motions or opening statements at this time?

MR. GERDES: I have a brief opening statement. Who is going first? Are they?

MS. WIEST: Yes. Do you have any opening statements?

MS. MURRAY: No.

MS. WIEST: Go ahead, Mr. Gerdes.

MR. GERDES: Mr. Chairman, members of the commission, on behalf of Northern States Power, I would like to make just a brief opening statement. This hearing follows a hearing on a very similar issue in which MidAmerican Energy was involved involving the same complainant.

I simply want to set the stage for what I believe will be the evidence in this hearing in an effort to perhaps shorten things up a little bit.

I would like to direct the commission's attention, first of all, to its administrative rules relevant to the extension of credit in electric and gas situations, which is chapter -- ARSD Chapter 20:10:19. 20:10:19:01 states that each utility in the state shall fairly and without discrimination administer a credit policy which is easily understandable and which extends gas and electric service to as many South Dakotans as possible.

It then goes on to say that the policy, credit policy, of each company must be equitable and non-discriminate, that it should apply to all applicants, and that it shall be based on credit risk of the individual.

The succeeding sections in the chapter go on to address various credit situations and to recognize the fact that credit is not a right but is a privilege. And as a matter of fact, a company can resort to other credit policies if the usual extension of credit and the unregulated extension of credit does not work for a particular customer.

Specifically, the rules authorize a utility to require a deposit as a condition of credit. It also permits a company to require the early payment of bills, if, in fact, an unrestricted credit policy is not working with respect to any individual customer.

We believe that NSP does administer a fair and equitable credit policy in Sioux Falls and in South Dakota. And as a matter of fact, companywide. The evidence will show that this is, in fact, a companywide policy that NSP is administering. Every effort is made to identify the customer of the company and to track that customer in terms of responsibility for payment.

I believe that would conclude my opening remarks.

MS. WIEST: Mr. Hoseck?

MR. HOSECK: Nothing. Thank you.

MS. WIEST: Before we get started with your testimony, let's mark your exhibits for this hearing. What I have first is a narrative form that is four pages long.

MR. GERDES: Excuse me. I cannot hear you.

MS. WIEST: I have a narrative form that is four pages long. Let's mark that as Exhibit No. 3. And then looking through your -- the bills that you have, I notice that some are attachments to certain ones 2, 3, and 4 and then you go 5A, 5B. You want to keep those together, like 5A, B, C as one exhibit?

MS. MURRAY: Yes.

MS. WIEST: What is marked as Attachment 1 will then be Exhibit No. 4. Attachment 2 will be Exhibit 5.

Attachment 3 will be Exhibit 6. Attachment 4 will be Exhibit 7, and Attachment 5 will be Exhibit 8. And that consists of seven pages, Attachments 5A to 5G. That's Exhibit 8. Attachment 6 will be Exhibit 9. Attachment 7A and 7B, two pages, will be Exhibit 10. Attachment 8 will be Exhibit 11. And Attachment 9 will be Exhibit 12.

(Exhibit Nos. 1-12 were mark'd for identification.)

MS. WIEST: Okay. We'll begin with your testimony.

MR. HO'ECK: Do we want to accept these?

MS. WIEST: That would be up to Mr. Gerdes to stipulate.

MR. GERDES: They may be admitted into evidence.

MS. WIEST: Can we stipulate to Exhibits 1 and 2?

MR. GERDES: Yes.

MS. WIEST: Exhibits 1 through 12 have been admitted.

BONNIE MURRAY,

being first duly sworn, was examined and testified as follows:

MS. MURRAY: This case is pretty much the same as the MidAmerican with the transfer of balances. However, we have a multitude more of Northern States Power to be heard than we did MidAmerican. We have -- again, I went into only the one property, which is the Murray I property that we've been discussing.

I think when we first filed the complaint and we received a phone call from Northern States Power, they had consent to extend their three days to ten by giving us an additional seven day grace period. However, the problem we have with that with the ten different properties to run and go through with the bookkeeping system is that this particular property's bill is paid on the 10th of the month. No matter when they come in, they're paid on the 10th.

In the case of Northern States Power, when we have so ma..y tenants going in and out, we might receive a bill for one month, and that bill is about to be paid on the 10th. But then it gets finaled with the new tenant coming in. In turn, we hold that for the final.

Northern States Power is very easy for us to work with. They amend their bills very quickly. Their staff is really great at it. For that I would like to commend them. For having roughly 400 light meters, they're very easy for to us deal with, with the exception that -- this is the one it was a Northern States bill that actually went from one of ours -- or no, they transferred to us one from a property out of an owner in Beresford who has to be within the condominium association. Again, it's just the problem of this transferring back and forth with the wrong owners.

MS. WIEST: Can you identify the bills you're talking about for the record?

MS. MURRAY: Sure. It's Attachment No. 8 according to me, which would be marked as Exhibit 11. They also had informed me at the time that we first discussed it with the girls in the Sioux Falls office, they stated that it would show addresses of where it is coming from.

Northern States puts account numbers, not addresses. They do, however, itemize them. At one point we had seven transferred balances coming in under one bill We still had to call the girls in Sioux Falls to find out what addresses they belonged to, where they were being transferred from, because we don't know what the account numbers are.

It slows down the -- it slows down our being able to pay the bills on time, and they don't all come in at the same time in a month. They aren't all there. So they stagger in during the period of a whole month with various due dates.

This particular Attachment 8 is out of a condominium association with the four different owners. We had even asked whether or not it could be tied -- the transfers could even be tied to the house meter. However, these are 10 8-plex units where you have eight different light meters to the individual units. Then you have a house meter. Some of those even have security light meters attached to them, or we have them like in a garage for the sprinkler system and security system type situation.

This one went to -- the 4500 South Louise, No. 1, which is an Arnold Murray Construction property, the bill was sent to Eagles Nest Apartments in care of Arnold Murray Construction. It's current balance transfer is from RSP Properties who owns 4504 South Louise. And his bills are sent to Beresford.

So basically it's the same thing just on a higher level due to the exorbitant number of meters we have for them.

As to with the payments, with the three days on Attachment No. 4 -- or no, the 5A group is these are various bills with the due date of a first final due 5/12. I don't have the date that we received them; however, they were paid on the 13th, one day late of their 12th day. And they all transferred between the 13th and 15th of the same month. However, one of them ended up having to be a corrected billing.

I went through. I took 196 bills for this one particular property. And during that period of time, the house meters were paid late, were paid late two months out of seven. Fifteen of those ended up being credit balance bills. Of all the bills I reviewed of NSP, of those 196 bills, 28 of them -- 28 issued were corrected billings.

Twelve were cancelled billings. Twenty had credit balances. Thirteen of those were transferred balances. There were late charges charged against 62 of them, which they weren't paid on time because once the problem exists, they're not going to get paid on time.

However, it's our contention it's not necessarily our problem that the payments were late as 73 of their bills or 37 percent of them ended up having errors on them.

Now, like I said before, the girls in Sioux Falls are easy to work with. If we receive a bill and we call them up and we say there is a problem here, they will investigate the problem. They will issue us new bills whether it's into the right person's name. If we prove the lease out to them or do anything else, they will adjust the date to when the tenant moved in. They will adjust the date to when the tenant moves out. If the tenant forgets to take it out of their name for a few months, we have that too.

However, it's that transferring of balances again that I don't want to see happen. I don't think it's a necessary thing in the multi family side of it. I think that's it. Otherwise it's all pretty much the same as MidAmerican's.

MR. GERDES: I didn't hear what you said.

MS. MURRAY: The complaint itself is the same as MidAmerican's.

MS. WIEST: Do you have any questions, Mr. Gerdes?

MR. GERDES: Yes.

EXAMINATION

BY MR. GERDES:

Q. Mrs. Murray, I'm Dave Gerdes, a lawyer from Pierre, and I represent NSP in this proceeding. Let me ask you a few basic questions first about your business, if I may.

Do I understand that the Arnold Murray Company -- can I call it that? Because you have several different names, could I call it that collectively? Would that be fair?

A. We usually start the tier -- if you want the whole parent itself, there is the LLC.

Q. Okay. I want to talk about Arnold Murray, LLC, and that covers everybody?

A. To what extent though? Unless you cross to an entirely different owner, it would.

Q. Okay. If I understand it correctly, within Arnold Murray, LLC, you have essentially two businesses as it relates to rentals to tenants. One is as a property manager; would that be correct?

A. The LLC can be an owner.

Q. Let me ask the questions. Okay. One of those

functions is as a property owner; would that be correct?
A. As property owner, yes.
Q. And where you lease property, residential property for your own account, that is you lease your own property?
A. As a property owner, yes.
Q. And then the second would be as a manager, a rental manager; would that be correct?
A. No. We do fee management.
Q. What's the difference between fee management and rental management?
A. You asked me property manager. There is a difference there.
Q. What's the difference between fee management and property management?
A. As a company you can fee manage. A property manager is a person. You can be a property management company who in turn has property managers.
Q. In any event, Arnold Murray, LLC, leases property for its own account and does fee management; is that correct?
A. Right.
Q. Does it do anything else with respect to the rental of property other than those two functions?
A. Construction, development.
Q. Would any of that show up in the complaint that we're dealing with here?

A. No.
Q. How many units does Arnold Murray, LLC, own and lease for its own account?
A. Ballpark, about 400.
Q. How many units does Arnold Murray fee manage?
A. Let me clarify this. Are we talking residential, commercial, or both?
Q. Let's talk residential right now.
A. Residential. Okay. The second part of that question was what? I'm sorry.
Q. How many residential properties does Arnold Murray, LLC, fee manage?
A. For an entirely different owner?
Q. Not for your own account. You just told me 400 for your own account. Now I want to know how many for others.
A. 400 in the account of the LLC. We have 10 --
Q. Let's back up. You told me if I talked about Arnold Murray, LLC, I would be talking about everything.
A. Then you wouldn't be, no. The LLC has 10 other companies within its own parent.
Q. Okay.
A. And there you would have in the case of this complaint 10 different account names.
Q. Okay. But first I just want to know all of the

companies that Arnold Murray owns, all of the companies that you're involved with. Everything.
A. Okay.
Q. How many residential units does the Arnold Murray umbrella own and lease?
A. Probably about 400 or 425.
Q. Now, using that same comparison, the Arnold Murray umbrella, that term I used, how many residential properties are fee managed?
A. Probably 100 to 150 residential.
Q. How many commercial?
A. By building or by space?
Q. By meter.
A. By meter?
Q. Yes. In other words, by meter. That's what we're talking about here.
A. I couldn't -- I don't know that answer.
Q. Ballpark.
A. 50.
Q. Thank you. So if my quick math proves correct, we're talking about somewhere in the neighborhood of 600 to 625 tenants that you're dealing with at any one time? Would that be correct?
A. That would be really close.
Q. So we're talking about a pretty big operation and one

that can get pretty complex; would that be correct?
A. Lately, yes.
Q. Now, you would agree with me, would you not, if you look at any one of the NSP bills -- let's just look at Exhibit 5, which is Attachment 2. If you look at the lower right-hand corner of that billing, it says, To avoid a late charge of 1 percent of the unpaid balance, payment of total amount must be received by the due date. That's wha that says, doesn't it?
A. Yes, it does.
Q. And does it say that on every billing?
A. Yes, it does.
Q. So the due date isn't when you pay the bill. You're supposed to pay the bill before the due date so that the money arrives at NSP by the due date; wouldn't that be the arrangement with the company?
A. I don't think so.
Q. Now, you complained about the bills that are represented on Attachment 4, which is Exhibit 7.
A. Yes.
Q. And in your narrative you said that you paid those on the 13th of May, which was one day after the due date. Would that be correct?
A. Right.
Q. So that payment was late?

A. Yes.
Q. And also that payment was after the 10th of the month, wasn't it?
A. Yes, it was.
Q. Now, you told us that you pay virtually all of your bills by the 10th of the month. Isn't that what you said?
A. Unless there is a problem with it.
Q. What is -- tell me what Arnold's Park, 1201 North Prairie Avenue is as far as the kind of rental property.
A. It's residential.
Q. I'm sorry?
A. It's residential.
Q. And is it one tnat's owned by Arnold Murray, or is it one that is fee managed by Arnold Murray?
A. It's owned by Arnold Murray.
(Exhibit No. 13 was mark'd for identification.)
MR. GERDES: I apologize to the commission. I do not have multiple copies of this. We can make them available at the first break.
Q. Mrs. Murray, I want to show you what's been marked as Exhibit 13. I would represent to you that this is a record from NSP of the payments on that account which I just described and when they were made.
And we will establish the foundation by a company witness, but I'll represent to you those are the record of

payments which were made on that account.
A. Is that a house meter?
Q. I'll ask you how many -- for instance, there is -- it shows a payment of August 15; would that be correct?
A. Is this the house meter? What meter is that? There is no apartment number. Is that the house meter, or is that the apartment meter?
Q. Excuse me?
A. Can I clarify one thing? There is no Missus in front of Murray here. I don't want you guys thinking I'm his wife.
Q. I apologize.
A. Everybody has been doing it all day long.
Q. Ms. Murray, I apologize. That is the house meter.
A. This is the house. All right.
Q. Now, it shows, does it not, a payment on August 15 of 1997? Would that be correct?
A. Uh-huh (affirmative response).
Q. And then it also shows a payment on August 4 of '97; would that be correct?
A. By date processed, that's the date it's paid?
Q. Yes.
A. Okay. That's not the date you got it from us?
Q. I don't know. We'll find that out when we examine our witness. We drop down here. Then we see one on June 20,

1997, don't we?
A. Yes.
Q. And we see one of May 22nd, don't we?
A. Yes.
Q. And we see one of February 21 of '97, don't we?
A. Yes.
Q. And if you go through this exhibit, the next page we see one of December 26, do we not, '96? Is that correct?
A. Y s.
Q. Next one is November 12, '96?
A. Yes.
Q. You would agree with me that there are a substantial number of payments on there that could not have been made on the 10th, wouldn't you?
A. Let's go to the 10th and the 12th, you know.
Q. Okay.
A. You're saying the date processed is the date you received them?
Q. I'm saying the date processed is the date it's processed. I will put a witness on the stand that will clarify that for you. I can't testify.
A. I didn't bring any records to that house meter. I don't know what it might have been.
Q. All right. I have a stack of similar documents that I can put into evidence, if we want. The only thing I want

to establish is that you don't pay all of your bills on the 10th. Would you agree with me on that?

A. No.

Q. You would not?

A. No. If you have 500 and some bills there, have at it.

(Exhibit Nos. 14-37 were mark'd for identification.)

Q. (BY MR. GERDES) The documents are marked. I'll wait to establish further foundation on them.

Now, going on to another subject, if I may, if I understood your earlier testimony correctly, you indicated that once an account is transferred that you have difficulty determining what property it related to. Did I remember your testimony correctly? That was one of your complaints?

A. Right, because there is no addresses on them.

Q. Okay. And what are you looking at there? Is that Attachment No. 4?

A. Attachment No. 4 has it.

Q. That's fine. Just for the purpose of my question, that's fine. But it would be true, would it not, that it does give you the account number?

A. So?

Q. And you haven't paid that bill previously, have you?

A. You don't know that.

Q. Well, let's assume that you haven't paid that bill

previously.
A. Okay.
Q. For the purpose of my question. Then you still have the bill that was unpaid for you to get that information from, do you not?
A. It doesn't always work that way.
Q. Just a minute. You still have the bill that you can get that information from, don't you?
A. No' necessarily.
Q. Why not?
A. When the bill is received in our office -- like I said earlier, our Northern States Power Company is much nicer down here. That bill can get adjusted. It can be changed, raised, lowered. It could actually be a credit balance.
This here balance that is transferred may not necessarily even have been the original bill that we started with.
Q. But it tells you the address of the place that you're talking about, and that was your complaint, right?
A. And you're thinking I'm going to know where this account number here on -- as you made me split out 600 and some meters is? What is the difficulty for Northern States to put an address in there?
Q. What is the difficulty for you to keep the original

billing and refer to that and get the address from it?
A. Our billings that are paid are filed. If they're paid, they're filed and put away. Now all of a sudden I get a bill that looks like this. Would you pay this bill?
Q. And you get that billing after it has remained unpaid for 30 days, plus now a seven day grace period, correct?
A. Uh-huh (affirmative response).
Q. All right.
A. But you haven't shown me what was wrong with these billings in the first place.
Q. You'll agree with me that had you paid that billing within the first 30 days, you wouldn't get the transfer? Would that be correct?
A. If there is nothing wrong with the bill that I get, it is paid within your time frame, give or take a day or two.
Q. And the problem that you have is not with NSP. It's with your tenants because you're having trouble keeping track of the people coming in and out and which tenant relates to what part of what bill. Isn't that really your problem?
A. No, not necessarily. Our Northern States girls will run printouts for us because we will get a call about either the lights are in the wrong name, and then the girls down here, we work with them at straightening them

out so they get put in the right tenant's name. The bill will come up with, you know, like a move in date. Right, wrong, or indifferent. Or the owner is right, wrong, or indifferent. There are a lot of things that affect the Northern States' bills.

For the norm, when they come in and there is a problem with them, we dig it up, trace it down. We're working with our Northern States Power girls here. They're trying to contact the tenant. We contact the tenant. The on sites -- or like in the case of the one that went to an entirely different owner, we never would have gotten his bill in the first place to pay it.

Q. That's probably just a mistake.

A. I'm not going to pay for any more of these mistakes. You didn't even send me a letter of apology either.

Q. I'm sure we'll apologize now.

A. I want a letter.

Q. Excuse me. We can't talk at the same time, or the court reporter can't get it down. We're talking about a lot of other bills here that what they really relate to is the fact the tenants are moving in and out of units. Isn't that the problem?

A. That's right. Again, I will bring up how much money do you suppose Northern States Power lost on their commercial accounts?

Q. Whose tenants were they? Were they NSP's or yours?
A. Who called up and put the lights in their name? This one was a mistake.
Q. Where I was was the fact that these tenants are not NSP's tenants. They are your tenants, correct?
A. My tenants are using your lights.
Q. They're your tenants, correct?
A. Not necessarily. That one from Beresford wasn't mine.
Q. Let's put that one aside. The rest of them are your tenants, right?
A. Could be. I don't know how many of your other bills you've done this tc. I only grabbed one property.
Q. Ma'am, now come on. They are your tenants, right, not NSP's? NSP doesn't rent the property to them, do they?
A. No. You turn their lights on though.
Q. You have the signed lease with them, do you not?
A. Right, that Northern States doesn't adhere to or even care about.
Q. So if I'm understanding you, your objection here is you object to a bill because if you can't allocate all of the charges on the bill, you want NSP to hold up its billing process. That's really what you're asking for, isn't it?
A. No. If I get a bill that is either incorrect or isn't mine -- I have never had a problem with Northern States

until this transfer started with getting those bills straightened out in a very rapid manner.

Now, what you have failed to tell anyone here while you're harping on me about paying my bills on time is I received this -- when we received this Attachment 4, those bills had already been paid. Northern States ended up sending us a check.

Q. So that got resolved?

A. That's right. But they were already in the mail to be paid when you transferred the balances. When if you had just left it alone, it would have resolved itself out. How much money do we owe you now? Last I knew I was getting a whole bunch of credit checks from you, but that's okay.

Q. Do you agree that -- you're a business person. I assume that if a tenant is late in paying their rent, you have to do something to make sure that rent is paid?

A. Uh-huh (affirmative response).

Q. Is that correct?

A. Uh-huh (affirmative response).

Q. You have to say yes or no.

A. Oh, yes.

Q. And so would it be reasonable for NSP to do the same kind of thing, and that is if their charges are late, you would expect them to do something to make sure that they

got paid?
A. If they're late, we pay the late fees. If I was really, really late I would assume you would shut off my lights. I wouldn't assume you would transfer my balance to my sister's house.
Q. It is reasonable for you to expect that if the payment is not on time, NSP has to do something to ensure that that payment is made? Do we agree with each other on that?
A. Yes.
Q. Now, would you also agree that it's preferable for NSP to bill that delinquent charge to another address of that same customer than to send that electrical charge to a collection agency?
A. I would rather you send a disputed bill to a credit agency or collection agency than I would you have it transferred. I can go to that collection agency and prove that you're wrong. This, in turn, would make you look worse than me.
On the other hand, the reverse side of it is how many of mine have gone unpaid for months and months and months on end? I still have NSP plugging in my new developments. They don't cut my credit off.
Q. They are late, aren't they?
A. Some of them may be late. Thirty-seven percent of

your bills are errored bills.

Q. From whose perspective? Yours?

A. I'm not the one that's marking them corrected, cancelled, and rereading.

Q. And I think we just got done agreeing that you're the one that has to deal with your tenants.

A. That's right.

MR. GERDES: Thank you. That's all I have. Thank you.

MS. WIE?T: Mr. Hoseck?

MR. HOSECK: Yes.

EXAMINATION

BY MR. HOSECK:

Q. Ms. Murray, back to this question of 37 percent of the bills being in error that you just testified to. Would you describe for the commission what you consider to be errors on these bills?

A. Either the wrong owner or the wrong -- in some cases the tenants' addresses, various -- oh, that's about it. Or a check missing or a check -- a check passing in the mail to another rebilling so then your balances are wrong.

We have one instance in there where they billed us for X amount of money, and by the time -- before it was even due, we got a check for that same account because it was actually a credit balance. Their money wasn't actually due.

But it's like I said before. Before the transfer of balances, we didn't have a problem with it. We called the girls out in the local office. They straighten everything out. Everybody is happy. If they have a question -- there are some in here where NSP has transferred payments prior to transferring the balance.

You know, when we pay our bills, granted we pay them all at once. Northern States is getting a stack.

Q. When you calculated this 37 percent errors, was that over a certain time span?

A. That's in 1997. I only took the billings -- I only went back to one property. This is just one property. It happens to have 236 minus 14 minus -- anyway, roughly 200 units in it that we have the 196 bills on. Those include the house meters.

Q. Now, another thing I would like to explore with you a little bit is this business of the transfers. I'm led to believe through your testimony that this business of transfers is something that has just started. Is that correct?

A. The transferring, when I looked back, it was only -- now, I don't know what -- I don't recall having any transferred balances in '96. But as I say, I looked at, like, December of '96 in order to begin '97, and there is -- I didn't bring them. It's only like the last six months this has been going on.

Q. The other thing I would like to ask you about is in the answer that NSP filed in this matter -- and I guess that would be Exhibit No. 2 -- they talk about a seven day grace period that they're willing to provide you in this case. Does this present a solution to you?

A. Not if they're going to go on the -- if they went the seven days and said okay. But as long as it's disputed, we won't do it. What he's telling me is the disputed problem is my fault. I'm responsible for any problem I have with their bills. Now that they're not done by the local girls down here -- right now I have to call them. They call somebody else. They call me back. I go back and do this. It's a whole entirely new ball game.

I think if you took it to the fact of the seven days might be okay unless it is a disputed bill for whatever reason because it's like I said, right now we've been receiving a whole lot of credit checks.

In one instance they transferred the balance, and the owner that actually owed it paid it. She paid it into its transferred balance not noticing it. This bill got paid twice because the owner over on this side finally picked up on it and got his end straightened out. And she's paying it because she doesn't notice it as a Murray

Construction bill. Here comes a credit to Murray Construction.

This is silly. I'm not the largest property management company in Sioux Falls. I would have nightmares if my last name was Ronning and Lloyd. I would be having just massive nightmares.

We're coming to the end of a fiscal year. The IRS, our CPA, they're going to have conniptions because I can't prove a bill to them. I can't say this is my expense to this building because I have all of these transferred balances over here.

Q. So in other words, you're saying the seven day grace period isn't any solution from your perspective?

A. I don't think so. Businesswise, I don't think it would help. Personally, I don't think it's fair.

Q. The next question I would have then is do you have these landlord letters on file with NSP?

A. None of them were actual letters, and the girls at Northern States know who own our buildings. They know who to call if there is a problem. If this bill is coming in there and it's late, our local girls have absolutely no qualms calling us up and saying Teri, you sent me a check for $5,000. Where does it go?

Q. Do you have any type of verbal working relationship with these people where you have told them to do this?

A. We used to have the same thing with Northern States as we did with Mini-Gasco except for now because of these transfer balances -- which is unfair to our tenants. Because of the transfer balances, we are shutting down the units. We are having the lights disconnected, which then in turn somebody pays the $12 reconnect. Somebody tries to move in on a weekend and Northern States isn't open, it causes a lot of problems.

But if they're vacant now in the middle of renting a unit, we're shutting the lights off. That will generate me a final bill that is to that specific unit.

Q. One final question. What is it that you want the PUC to do in this case?

A. I want the transfer of balances to cease.

MR. HOSECK: Thank you. No further questions.

MS. WIEST: Commissioners? No questions?

MS. NELSON: No.

MS. WIEST: Any further questions of this witness?

MR. GERDES: I have none.

MS. WIEST: Do you have any further witnesses, Ms. Murray?

MS. MURRAY: No.

MS. WIEST: Thank you. NSP?

MR. GERDES: We would call Marilyn Heidemann.

MS. NELSON: Before we start, I have one question. What's the difference between a house meter and the other meters?

MS. MURRAY: An apartment building has -- like in an eight plex, there are eight that do individual apartments. Then there is the house that would have the hallway lights, the washers, dryers.

MARILYN HEIDEMANN,

being first duly sworn, was examined and testified as follows:

EXAMINATION

BY MR. GERDES:

Q. Would you state your name, please.

A. My name is Marilyn Heidemann.

Q. What is your occupation?

A. I am team leader of customer service and general accounting at Northern States Power.

Q. Are you sort of the head billing person in Sioux Falls?

A. We don't actually do our billing in Sioux Falls, but we work with billing. I would be the leader of the group that does.

Q. And do I understand that -- where does the billing come from?

A. Our billing is done out of our Minneapolis office. That's our corporate office. They're billed out of that

office.
Q. So when we're dealing with billing policies here, are we dealing with companywide billing policies?
A. Yes, to the extent that there could be some state differences regarding the PUCs in the different areas, there would be differences in those situations.
Q. As far as the credit policies we're dealing with here, is it a company policy, however?
A. Yes, with this issue it is.
Q. First I would like to show you what have been marked Exhibits 13 through 37 and ask you what those are.
A. They are the payment histories for some of the accounts. They're under different names. We have Arnold's Park, Arnold Murray Construction. Some of them appear to be house meters. Some of them appear to be the apartments in this situation. It tells us on this payment history -- it's the date payment was posted, and our payments are posted in a receipt processing area. I know their goal is to have them posted within 24 hours of receipt.
Q. So except for unanticipated exceptions, would it be correct then, except for unanticipated exceptions, that posting date would be within 24 hours of when the payment was received? Is that what you just said?
A. Yes.

Q. And without -- the commission will have these to review, but without going through each and every document, would it be fair to say that that shows there were lots of payments that were made that were not made on the 10th of the month?
A. Yes, it looks like various dates throughout the month.
Q. Thank you. Tell us what NSP's credit policy is and explain how these transfers occur.
A. When an account is finaled, becomes inactive, somebody moves out, at that point they're issued a final bill. There is a due date on that final bill of approximately 30 days. It's actually 20 working days, but with the working days, it would be longer. If at that due date the bill is not paid, seven days later it is transferred to another active account under the same name and rate class.
Q. What happens if you can't find another active account in the same name and rate class?
A. Actually, this is an automatic process. It's not a person looking for the other company. Our system is looking for that other account. If we don't find another name, same class, same name, then other credit procedures follow that, which would be another final which would be turned over to a collection agency, if payment is not made, and follow up with the person until we receive payment or need to write it off as bad debt.

Q. What is the purpose of having the -- well, first of all, do I understand then it's the credit program in your billing computers that automatically transfers the account to another address of that same person within the same type and class after the seven days? In other words, it's automatic, and it's in the program; would that be correct?
A. Yes.
Q. What is the purpose of that? Why do you do that rather than doing something else?
A. It's a lower cost collection effort, and it's automatic. It saves rep time.
Q. So does that benefit NSP's customers?
A. Yes, it does. It keeps the rates lower, we feel, because we don't have to add cost to pursue collections on accounts if we have other active accounts available.
Q. Now, on the other side of that same point, if you have to spend a lot of time with consumer reps working on bills, is that a cost item for the company?
A. Yes.
Q. And I take it that's what you're trying to avoid by using this computer program; would that be correct?
A. Yes.
Q. When did you -- when did the company first start doing these transfers?
A. It's always been done, but it was a manual process up

until March of 1996. We received a new customer service software program that changed our billing and some of the features that we had available to us. This new customer service process is one that automatically finds accounts that have the same name and class that would be another active account. It's been since then. Prior to that it was a manual process.

Q. Does NSP have agreements with landlords that they'll leave the service on when the rental units are between tenants?

A. Yes, we do.

Q. And that would include the Arnold Murray group of companies?

A. Right now I don't know if we have it with all of the properties. I know you just stated that it's changed, but I know when I just looked at some of these properties in the last few days, there are some revert to owner notations on some of the accounts. I don't know if it's all of them.

Q. Why does NSP do this?

A. Most of the time the landlord or property manager likes to keep the power on so that they can show the property if it's between tenants. Maybe they need to do some maintenance in the apartments.

It's also a benefit to us because it costs money for us to send someone out to disconnect the power upon someone moving out and maybe a day or two later -- or if they get a new tenant right away, then it is the following day or shortly thereafter we would send someone out to reconnect the power. It's to be a beneficial situation for both parties.

Q. I assume that by keeping the power on you keep the power to the refrigerator?

A. Yes, or whatever else they have in there that they wish to use.

Q. In case somebody left some Limburger in the refrigerator, that would keep it cold?

A. That would be right.

Q. Now, there has been some comments about the Beresford billing, which I believe is Exhibit 9. I'll hand you a copy of that. Can you tell us what occurred there from your knowledge?

A. I really don't have any knowledge of this particular situation.

Q. Okay. Can you tell us what you think happened?

A. I know that there is an account -- I don't know if this is the same one where the rep Katie -- is this the one -- I guess I can't ask that.

Some of our accounts we may not have had in the correct name, like, Arnold's Park or Eagles Nest or whatever. We may have had some misinformation on some of those accounts, I think, because some transferred balances that would have been not a tenant's but one of the property -- we may have had misinformation on the property, and it transferred incorrectly.

I think this is one account one of our reps, Katie, worked with to try to -- we couldn't avoid having the transfers happen, but we were trying to make the best efforts we could that when the transfers happened, that they would happen within the right units.

Q. Okay. You're not saying that NSP never makes mistakes. You're just saying NSP tries to avoid them and make them right when they happen; would that be correct?

A. Yes.

Q. This credit policy, including the policy for transfers, that started in March of '96, is that evenly applied to all customers? Within class, I mean.

A. Yes. It applies to all customers. There is one difference in the fact that if either the credit balance or the debit balance that's to be transferred is of a certain dollar value -- and I'm not sure what that is -- it will give us what we call a why for us to check into whether or not this is a step we're going to take. Is this the right step.

Q. But that policy as well is applied equally to all

customers. It just depends on the amount of the bill; would that be correct?
A. Yes.
MR. GERDES: That's all of the questions I have.
MS. WIEST: Do you have any questions, Ms. Murray?
MS. MURRAY: No, I don't.
MS. WIEST: Go ahead.
MR. HOSECK: Yes.

EXAMINATION

BY MR. HOSECK:
Q. Ms. Heidemann, what assurances are there in this billing process that you have with your computer that would prevent any type of a double billing? In other words, that the tenant and the landlord are not both being billed for a service.
A. It is only possible to have one active account on a premise, and only the active account is billed with no usage. An inactive account can be billed for the same amount as a past due amount, but we don't incur new billings on an account unless it's considered an active account. That would be the one party's -- there can only be one active account.
Q. Would you accept payment from both an inactive or active account?
A. To be applied to the same account?

Q. Yes.
A. Not knowing that -- depending on what kind of information is provided with a payment, we apply all payments, to the best of our ability, with what's sent with the payment. Hopefully it's the bill stub, and that wouldn't happen.
Q. You testified a little bit about the corporate policy that you have on this matter of transferring of accounts. And i: my understanding correct that this is a matter of a computer program that you have implemented as of March of 1996?
A. Yes. It was part of a group of people who evaluated a new billing system. They came up with some recommendations in our corporate office. That was one of them. They did make a change this summer.
At the beginning of the situation, it was a three-day transfer. We did find that with customers having payments crossing in the mail, they were ending up with some of the problems that the Murray's have incurred in their billing.
So the company did find that extending that to seven days should eliminate the crossing in the mail, if customers paid their bill on the due date or by due date or a day or so later.
Q. What did NSP do in terms of notifying parties, such as

Murray Construction here, of this automatic transfer process that you were implementing?
A. I'm not sure of any notification.
Q. Are you aware of any law or rule in South Dakota that permits this type of transfer?
A. I am not aware of any law that permits it or prohibits it.
MR. HOSECK: I don't believe I have any further questions.
MS. NELSON: I have one, I guess, or a couple. I'm not clear as to whether this transferring of account balances is a new thing or old thing. I thought I heard you say that in '96 in March or so you started this new computer program that will do this for you?
A. Yes.
MS. NELSON: Am I to understand that it has always been your policy, the policy of NSP, to transfer account balances from inactive accounts to active accounts?
A. It was always our policy to do that, but it was a manual policy. But with some of the things that we could look at might be -- Murray Construction, we know they have other bills. They would be lower dollar amounts. Mostly between tenant bills are low dollars. We would probably work the big dollars first getting it down to the small dollars. It's not a new policy. The fact is it's

automatic versus manual.

MS. NELSON: I'm not sure, so try again to explain to me why it makes a difference if it's manual or automatic. If you were still transferring balances from one account to another, why is it different? I mean, I know the computer can do it, and it doesn't look at anything unless there is an active account and balance that was not paid.

But why does the customer necessarily think that you weren't transferring accounts before and now that you are?

A. We were transferring accounts from lots of customers. It may not have affected the Murray accounts before. I'm not sure about that. I don't know if we've had the same situation. I'm not sure how new this is. I don't know as reps came across the accounts what they would have been looking at.

MS. NELSON: You're saying that never -- you always, always, always transferred accounts from account to account? This is nothing new; you've been always doing it?

A. Yes.

MS. NELSON: And you do this in all of the states in which you do business?

A. Yes.

MS. NELSON: Okay. Thank you.

MR. BURG: I have a couple. How long is it from the time somebody receives a bill -- you know, and you can give whatever mail time you want to talk about. Let's say how long is it from the time a bill is mailed from NSP until it could be transferred?
A. Twenty working days, plus seven working days.
MR. BURG: So there are 20 days from the time you mail it until they receive it until it's due?
A. A few more.
MR. BURG: Twenty working days?
A. It's close to 30.
MR. BURG: From the time it's mailed until it's due, and then you allow seven more grace days after it's due before there is a transfer?
A. Yes.
MR. BURG: So they have total days 30-some? Approximately 37 days?
A. Yes.
MR. BURG: Of time in there to be able to rectify and do anything.
You've looked at those bills that we haven't seen yet. You indicated some of those are house bills; is that correct?
A. From what I can tell.
MR. BURG: House meters. Excuse me.

A. They don't have an apartment number by them.
MR. BURG: Can you imagine any circumstance where a house meter would have a dispute and it should be late?
A. I guess I'm not sure I can answer that question.
MR. BURG: Have you looked at those enough to know what the nature of what -- of what the complainant has testified is in dispute?
A. These bills here, what information we have here doesn't indicate anything about it. We don't have the paperwork here. This is just a payment history.
MR. BURG: I guess what I'm getting at, she indicated there was 37 percent error. That was her words. I'm wondering if you have any idea what the errors would be on the part of the company to generate that?
A. What I'm thinking she's talking about is customers maybe didn't call us soon enough, or there was discrepancy in the date of when the customer moved out, that they were giving us information that they didn't agree with as far as when a customer was responsible and when they were responsible. So we were correcting those there.
MR. BURG: Do you keep track of how many errors the company makes that you consider company errors?
A. No, but we wouldn't consider that a company error.
MR. BURG: I understand that. I'm wondering how many errors you see in your system.

A. It may be tracked at a corporate level. It's not anything we track in Sioux Falls. We don't have the capability. I'm sure with computer systems, there is a possibility that we have an office that could.

MR. BURG: Thank you. That's all I have.

MS. WIEST: Any other questions? I just have a couple.

EXAMINATION

BY MS. WIEST:

Q. Should NSP's automatic transfer program transfer any accounts that would be -- like an account in the name of Arnold Murray Construction to Murray I, should that ever occur?

A. No.

Q. If that does occur, that is because the wrong name was on the account to begin with?

A. Yes, and then we would work with them. We would like to work with them to make sure we have all of the names on the right accounts to avoid transferring between the wrong units.

Q. And then you stated that your goal is to post amounts received within 24 hours of receipt. Do you know how often you meet that goal, or do you have a percentage on that?

A. I know in the receiving process to receive their daily stats, that's their goal. I don't know how many times they make it. I think it's quite consistent. They have a good record.

MS. WIEST: That's all I have. Any other questions of this witness?

MS. MURRAY: I just have one. You have in there that -- in the answer that I got it says that you agreed to extend the window to seven days.

A. We had just done that at the same time.

MS. MURRAY: You have already extended that from now forward, but you haven't done that -- when did you extend the seven?

A. I believe it was approximately July. I'm not exactly sure. It happened right about the same time, I think, that the filing was done. It was just this summer.

MS. MURRAY: That was the only question that I had.

MS. WIEST: Any other questions of this witness? Thank you. Does NSP have any further witnesses?

MR. GERDLS: No further witnesses.

MS. WIEST: Did you want to move the exhibits in? I don't have them as being admitted, 13 through 37.

MR. GERDES: Yes, I would offer those exhibits. I apologize.

MS. WIEST: Any objection?

MR. HOSECK: None.

MS. WIEST: If not, they have been received. Staff, do you have any witnesses?

MR. HOSECK: No.

MS. WIEST: Ms. Murray, do you have any rebuttal statements you would like to make at this point?

MS. MURRAY: No.

MS. WIEST: Do any of the parties have any closing statements?

MR. HOSECK: Very briefly.

MR. GERDES: I have a brief comment.

MS. WIEST: You can start, Mr. Gerdes.

MR. GERDES: Mr. Chairman, members of the commission, very briefly in conclusion, this is a credit issue, and we submit that the company has shown that it does operate a credit policy fairly and without discrimination in accordance with the commission's rules.

We would also remind you that to treat this customer differently than other customers would violate the non-discrimination requirement of statute. And as you're well aware, those statutes governing public utility prohibit discrimination, tending special treatment to certain customers.

We would submit that the policy is fair, and it gives a customer adequate time within which to pay their bills. And it also addresses fairly and adequately the question of what happens when a bill becomes delinquent.

For that reason, we would ask the commission to dismiss the complaint.

MS. WIEST: Staff?

MR. HOSECK: Thank you. Mr. Chairman, members of the commission, very briefly staff's position is the same as it was in the case that we just heard regarding a similar complaint with MidAmerican. And that is that any transfers between the customers without their consent or without the consent of the party to assume that responsibility is improper under South Dakota law. And if that is what has occurred here and that's involved in your decision, I would urge the commission to rule that that is improper.

As to what has happened retrospectively and what Arnold Construction asked for, to stop this practice, in looking at the resolution request in this matter, I guess the commission is going to have to look at it and determine the severity of this practice and whether or not the utility should be ordered to do something different in terms of its practices, especially in light of the computer program which it has implemented. Thank you.

MS. WIEST: The commission will take this matter under advisement and issue a decision at a later date.

(The hearing was concluded at 12:45 p.m., September 30, 1997.)

STATE OF SOUTH DAKOTA)
:SS CERTIFICATE
COUNTY OF MINNEHAHA)

I, Angela Weller, Court Reporter in the above-named County and State, certify that the above-entitled proceedings were reported by me, and the foregoing pages 1 - 48, inclusive, are a true and correct transcript of my stenotype notes.

Dated at Sioux Falls, South Dakota, this 22nd day of October, 1997.

Angela Weller

Angela Weller

NEXT

DOCUMENT (S)

DISREGARD

BACKGROUND

EL 97-013

PLEASE TYPE OR PRINT CLEARLY

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF SOUTH DAKOTA

COMPLAINT

Complainant(s): (The party filing the complaint)		Respondent(s): (The person or Company complained against)	
Name	Arnold Murray Const	Contact Person	
Address	333 N Phillips Ave	Company	NSP
City, State, Zip	Sioux Falls SD 57104	Address	
Work Phone	605-336-1680	City, State, Zip	Sioux Falls, SD
Home Phone	605-362-9869	Work Phone	
Cellular Phone	—	Cellular Phone	
Fax	605-336-1680	Fax	

If the Complainant is represented by an attorney, please list the attorney's name, address, telephone number and fax number below:
If Complainant is not represented by an attorney, please leave blank:

The facts giving rise to my complaint:

NSP is transferring final bills from one meter that is inactive to active meters. They do not give addresses usage etc. We did not agree to this. As a property manager who fee manages it is confusing since we work with different owners. We have found other owners and/or tenant bills on ours. NSP in Sioux Falls agrees with us that this should not happen. NSP in Mpls doesn't want to discuss this. The transfer of balances occurs 3 days after the final reading. NSP now owes credit balances since the mail takes more than 3 days. If they don't get paid because we don't know who they belong to we are then charged late payments. I would think this will cause some problems with the IRS since you have no billing to prove expenses. Would you pay a bill that had someone else's name on it?

NOTE: Please attach additional pages, if necessary, to explain your situation. Also enclose copies of any bills or other documents which may pertain to your complaint.

EXHIBIT
1
9-30-97 AW

RESOLUTION REQUEST

I ask that the Public Utilities Commission grant the following relief. (What do you think the Commission should do to solve this problem?)

Order them to stop this practice. I didn't give them consent to do this and it is too confusing

NOTE: Please attach any additional pages, if necessary.

VERIFICATION

Signature must be witnessed by a notary public.

Bonnie Murray 7-8-97

Complainant's Signature **Date**

State of South Dakota)
:SS
County of Minnehaha **)**

On this 8th **day of** July 1996 ________, **before me personally came and appeared** Bonnie Murray
known to me to be the individual described herein and who executed the foregoing instrument, and who duly acknowledged to me that he/she executed same for the purpose therein contained.

IN WITNESS WHEREOF, I hereunto set my hand and official seal.

Sandra Liesinger
Signature of Notary Public

SANDRA LIESINGER
NOTARY PUBLIC
SOUTH DAKOTA
SEAL

(SEAL)
My commission expires: 7-22-2003

Detach And Retain This Portion For Your Records

ons: Call 24 Hours 7 Days A Week
Falls Area: 605-339-8300
e Sioux Falls Area: 800-952-3972

or write us at:
PO BOX 988
SIOUX FALLS SD 57101
Fax: 605-339-8204

Find out the number to call and what to do if your lights go out. See enclosed insert.
Cool off your summer NSP bill by 15%, with Saver's Switch. For more information call 1-800-952-3972 in SD and 1-800-843-0828 in MN.

Billing Summary

ential		
ious Balance 05/02	1201-1 —	$23.88
ayment Through 05/15		$.00
t Transfer - From Account: 855240 05/03	808#5 —	$13.64
t Transfer - From Account: 702943 05/13	804#4 —	$3.48
t Transfer - From Account: 258342 05/15	1205-7 —	$13.03
t Transfer - From Account: 338878 05/15	1205-11 —	$12.51
t Transfer - From Account: 738850 05/15	1205-12 —	$13.86
t Transfer - From Account: 562192 05/15	1205-1 —	$14.64
t Transfer - From Account: 267030 05/15	1209-2 —	$14.06
nce As Of 05/15		$109.48
ent Energy Charges 05/15		$.23
l		$109.71

Averages for Billing Period

	This Year	Last Year
Average Temperature	40*	42
Electric/kwh per Day	3.1	.0
Cost per Day	$0.67	$0.00

* 2 Degrees Colder

Current Charges

ric Charges Usage Period: 05/02/97 to 05/03/97

idential	1 Days	
c Service Charge (prorated)		$.22
total		$0.22
Tax	@ 4.00 %	$.01
al Amount		$0.23

Meter Reading Information
Meter #0057239523

Company Reading on 05/03			40742
Company Reading on 05/02			40742
Total	1 Days	kwh	0

*****This is Your Final Bill*****

Information only 1997 State Taxes $1.33 – Late Payment Charges $0.10

ern States
r Company

ARNOLD'S PARK
C/O ARNOLD MURRAY CONST
1201 N PRAIRIE AVE 1
SIOUX FALLS SD 57104

Next Scheduled Meter Reading Date	Date Due	Please Pay
	06-12-97	$109.71

To avoid a late pay charge of 1% of the unpaid balance, payment of total amount must be received by due date.

ck of bill for formation.

Account #: 2116-564-180

of 1 Statement Date: 05/15/97 13615 51,485

ARNOLD MURRAY CONST.

BONNIE MURRAY
333 NORTH PHILLIPS AVENUE
SIOUX FALLS, SOUTH DAKOTA
57104

TELEPHONE 336-1680
FAX 336-1680

FACSIMILE COVER SHEET

DATE: 07/08/97

TO: PUBLIC UTILITIES COMMISSION - LENI HEALY

FROM: BONNIE MURRAY, ARNOLD MURRAY CONST.

RE: NORTHERN STATES POWER AND MIDAMERICAN ENERGY

TOTAL PAGES TRANSMITTED INCLUDING COVER SHEET: 7

COMPLAINTS FOR NSP AND MIDAMERICAN ENERGY.
IF YOU HAVE ANY QUESTIONS PLEASE CONTACT ME.

CONFIDENTIALITY NOTE

IF YOU HAVE ANY PROBLEMS RECEIVING THIS FACSIMILE TRANSMISSION, PLEASE CALL:

BONNIE AT 605-336-1680

NSP

Northern States Power Company
South Dakota

Jim Wilcox, Manager,
Community & Government Relations
500 West Russell Street
P.O. Box 988
Sioux Falls, SD 57101-0988
Telephone (605) 339-8350 fax 339-8204
email wlcj01@nspco.com

August 13, 1997

Mr. William Bullard, Executive Director
South Dakota Public Utilities Commission
State Capitol Building
500 East Capitol Avenue
Pierre, South Dakota 57501-5070

RECEIVED
AUG 15 1997
SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION

Re: Docket EL97-013 In the matter of the complaint filed by Arnold Murray Construction , SF, SD against NSP regarding transferring unpaid balances to its account.

Dear Mr. Bullard:

Enclosed please find ten copies of NSP's response to the Commission order of August 4, 1997 requiring an answer in this matter.

If anyone has any questions, please call me at 339-8350

Sincerely,

JCWilcox

Jim Wilcox

c. Mike Hanson

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF SOUTH DAKOTA

IN THE MATTER OF THE COMPLAINT FILED BY ARNOLD MURRAY CONSTRUCTION, SIOUX FALLS, SD, AGAINST NORTHERN STATES POWER COMPANY REGARDING TRANSFERRING UNPAID BALANCES TO ITS ACCOUNT	))))))	ANSWER TO COMPLAINT DOCKET EL97-013

<u>Background</u>

As a convenience to NSP's residential customers and as a practical matter of information management, NSP has automated the billing process to customers moving to a new premise. That process begins when NSP learns that a customer has left a premise. Often customers will call to inform NSP that they wish to discontinue service at one premise and re-establish service at another premise. For the cases where the customer does not initiate the transfer of service process, NSP may learn that a customer has left a premise from the owner or from a new tenant at the premise. In those cases, the NSP computer system will search the database for a match of name and social security number for new customers establishing service. This is a customer service for customers who forget to call in and it is an important process that helps to ensure NSP is able to bill the departing customer for the last billing period at a prior premise.

When customers leave a rental premise, and there is no new tenant occupying the premise, the responsibility for the energy usage during that interim period falls to the owner of the property. This period of time can be a few days or several months. Even though there is no one occupying the premise, there is usually some amount of electrical energy usage during this period. There is no dispute that the owner of the premise is the responsible party for that usage and NSP will establish the name and billing address of the responsible party of that premise into the NSP billing database. A meter reading will be taken and a bill computed and mailed just as if that owner was the residential tenant at that premise.

The same rules for billing and payment apply to the owner when they are the responsible party as does for the tenant when they are the responsible party. There is at present no way to distinguish "classes" of responsible parties as to owner or tenant for billing purposes. NSP would not expect to offer special consideration to one group of residential customers in preference over another by providing special billing rules for owners that would not also be offered to tenants.

As a result, the process for transferring the billing when an owner fails to make payment for energy usage within the standard billing time, is the same as that when

EXHIBIT
2
9-30-97 mw

a tenant leaves a premise without paying their bill. That is, the NSP process as automated by a computer program seeks another premise where the responsible party has an account and "transfers" the amount owed to that premise.

NSP recognizes that this is an inconvenience to the owners of rental property. NSP also hopes that the owners of rental property recognize that paying their bill on time is an expectation NSP and all of the other customers that do pay their bill on time have of them. NSP serves thousands of rental properties in South Dakota and at present this appears to be a problem for a small number of rental property owners.

NSP believes that the normal billing period is a reasonable length of time for customers to administer the payment for energy used, and for mailing a payment to NSP. Even so, NSP has granted customers a 3 day grace period following the due date to allow for the U.S. Postal Service delivery. In an effort to provide quality customer service, NSP has agreed to extend that window to 7 days for all residential customers. NSP believes that should be enough time for customers to "age" payments up to the last minute and still get them in before the billing transfer process kicks in.

<u>Conclusion</u>

NSP believes that the additional 7 day "grace" period for mailing should solve the concern that Murray Construction has and NSP respectfully requests that this complaint be dismissed.

Dated: August 13, 1997

NORTHERN STATES POWER COMPANY

JC Wilcox

BY ______________________________

Jim Wilcox
Manager of Government and Community Relations

METER ADDRESS: 1209 N. PRAIRIE AVENUE

After reviewing 7 months of 1997, checking payment dates against due dates there was only 1 month, (usage 3/3-4/2) where the bills were not paid prior to the tenth of the month. These bills followed bills that were all credit balances, causing a delay by having to check all bills. The delay on this billing cycle was 3 days. ATTACHMENT #1

The billings for 8/1/97 and 8/27/97 have the same "next reading date."

Arnold Murray Construction does not choose to age their bills. The bills must be reviewed for accuracy and divided by property to be paid by the proper owner. We also have to review meters to be certain whether or not the meters should be in a residents name. (if the unit has been re-rented.) Since NSP changes names by only a telephone call, the residents can have the electricity removed from their name at will. Then we need to wait while we find the resident and have them call NSP back. Many residents are immigrants who do not understand the concept of needing to call NSP. Then we have to find an interpreter or sponsor to have them place the electricity in the residents name.

The bills are then held for a final billing. The local office is helpful in recalculating bills, but this will cause a delay until we receive the final bill. All bills are paid by our company on the tenth of each month. If a bill is received on the twelfth of that month it is not paid until the tenth of the following month.

At no time did Arnold Murray Construction, L.L.C. or its subsidiaries give their consent to have transferred balances placed against any of their accounts, ESPECIALLY from one owner to another.

If MidAmerican Energy and Northern States Power are so certain that what they are doing is right, why don't they transfer balances to house meters instead of the individual units? What is going to happen when in mid billing cycle a resident takes over the meter and there sits a transferred balance?

Why transfer monies owed NSP? or MidAmerican? They do not send checks for credit balances. They do not transfer credit balances from one meter to another.

MidAmerica does not even itemize late charges on transferred balances. ATTACHMENTS 10B AND 10C

EXHIBIT
3
9-30-97 AW

NSP:

Billing for 600 W. Bennett #11 has a balance transfer from 1209 N. Prairie #5. First, the name on the account is wrong. NSP was notified in April that the account should be in the name of Murray I. They changed this name from Quail Ridge Apartments to Arnold Murray Construction when this account belongs to Murray I.

ATTACHMENT 2 AND 3

Secondly, they state that they always put an address on the transfer. We had to contact NSP to find out where this balance was coming from.

The final on 1209 N. Prairie #5 was done on 4/2/97. Payment was sent on 5/13/97 for this amount. It was transferred to 600 W. Bennett St. #11 on 5/2/97. By telephone NSP states that they do not transfer balances until a second final is sent and ten days pass. This account was transferred in thirty days.

Attached also is a final bill from 1201 N. Prairie #1 which has transferred balances from 8 different units. Two of these transfers are from a different property. None of the transferred balances have addresses on them.

ATTACHMENT #4

1209-2 due date first final 5/12 paid 5/13 trans. 5/15/97
1205-12 due date first final 5/12 paid 5/13 trans. 5/15/97
1205-11 due date first final 5/12 paid 5/13 trans. 5/15/97
1205-7 due date first final 5/12 paid 5/13 trans. 5/15/97
1205-1 due date first final 5/12 paid 5/13 trans. 5/15/97
808-5 due date first final (corrected billing) 4/30 trans 5/3
804-4 due date first final 5/8 paid 5/13 trans. 5/13/97

ATTACHMENT #5A,B,C,D,E,F,G

As you can see there are only 3-5 days from date due to date transferred on these accounts. Again they are not waiting even the ten days to transfer balances. Again on two accounts they are crossing property lines. Each of these buildings have house meters. After reviewing billings, they needed to correct one billing as it was for the wrong amount.

708 W. Rice ATTACHMENT #6 (Lights had been turned off to final)

We received this bill dated 8/1/97 on 8/7/97 in the amount of $4.04. It is marked a corrected final bill. Before we had a chance to pay this bill, we received a credit check for $29.23 on 8/7.

Even better, 812 W. Bailey #2 due date 6/30/97 has a transferred balance from 804 W. Bailey #2 of $13.15. If you see, they are transferring not only the balance due, but also showing the payment of $13.15. ATTACHMENT #7A

They have also credited $11.47 against a $18.58 charge. Where did they get these amounts? The top of the statement is mailed with the payments. This occurs again with 700 W. Rice #3 the transferred amounts are showing the payments. Why were these not posted to the correct addresses. ATTACHMENT #7B

4500 S. Louise #1, due date 6/30/97, held for final per Katie at NSP. Has a transferred balance from 4504 S. Louise #2. This is two very different owners. Arnold Murray Construction owns 4500 S. Louise #1 the bill is sent to Eagle's Nest Apartments c/o Arnold Murray Construction, Sioux Falls. It has a transferred balance from RSP Properties who owns 4504 S. Louise #2 and are out of Beresford, S.D. ATTACHMENT #8

They have also transferred a balance from 1201 N. Prairie #1 to 1201 N. Prairie #12 for $13.40. The account they transfer to has a credit balance of $73.35 of which they remit a check. ATTACHMENT #9

After reviewing 196 bills of NSP's the following has proven true: of the 196 bills issued 28 were corrected billings, 12 were canceled billings, 20 had credit balances, and 13 were transfer balances. Late charges were charged against 62 of these billings since they were not paid on time. However, the late payments are actually the fault of NSP and NOT Arnold Murray Const. 73 of their bills or 37% of their billings have errors.

These 196 bills are only for individual units. The house meters were paid late 2 months out of 7 and 15 of those were credit balance bills.

MidAmerican Energy:

MidAmerican went from one step posting to three step posting. When done locally one person received and posted the payments. Now, three different people handle each payment.

Previous balance on the account at 704 W. Bailey was -0- as of 3/6/97. A final was billed on 3/17/97, we determined this was a tenant balance of $19.05. We discussed this bill with MidAmerican and this bill was placed in the tenants name on 3/14/97. On 4/29/97 a second final was issued again with a balance of $77.32. Then the balance transferred to a different owners account at 4903 S. Oxbow Avenue.
ATTACHMENTS 10A, 10B, 10C

This bill was originally the responsibility of Murray I and the resident Mr. Akwan. The transfer went to Arnold Murray Construction. The transfer is not even within the same property, let alone the same owner.

They then charged late fees on the transfer balance to the account that it was transferred to. Showing that account (4903) as late. This billings are in the proper name. MidAmerican CANNOT claim ignorance about not knowing it was not the correct owner. ATTACHMENT 10D

The billing does not show the address it was transferred from. We had to call to find out where this meter was and what address it originated from. It took the local office two days to find out this information.

Checks were then issued from the proper owners for their proper balances. However, it is sloppy work like this that causes the delays in payments. With approximately 125 gas meters to check and 400 electrical meters to check in any given month, the more they mess up their billings the longer it takes us to straighten them out. ATTACHMENTS 10D AND 10E

Their excuse has been that it is the computer causing these problems and that they have spent so much money on this system. This does not wash. A computer is only as good as the information that the human is feeding it.

After reviewing 120 MidAmerican bills:

The average of 1997 is 15 bills per month:
Of those all but 2 are in the wrong name:
They were notified April 1997 of the name changes.

NEXT

DOCUMENT (S)

DISREGARD

BACKGROUND

Detach And Retain This Portion For Your Records

...all 24 Hours 7 Days A Week
... Area: 605-339-8300
...oux Falls Area: 800-952-3972

or write us at:
PO BOX 988
SIOUX FALLS SD 57101
Fax: 605-339-8204

Planning to move? Please call us two weeks in advance. Our phone numbers are on the left side of your bill. We appreciate the opportunity to serve you.

Billing Summary

...ercial	
...vious Balance 08/02	$53.75
...yment Received As Of 08/04	$27.62CR
Payment Received As Of 08/15	$28.13CR
Balance As Of 08/27	$.00
Commercial Electric Service 08/27	$27.02
Total	$27.02

Averages for Billing Period	This Year	Last Year
Average Temperature	68*	69
Electric/kwh per Day	8.8	11.0
Cost per Day	$0.93	$1.05

* 1 Degrees Colder

Current Charges

Electric Charges Usage Period: 07/29/97 to 08/27/97

Small General Service 29 Days

Basic Service Charge	$7.25
Energy Charge-Summer 255.0 kwh @ $.068300	$17.42
Fuel Clause Adjustment 255.0 kwh @ $.003210	$.82
Subtotal	$25.49
City Tax @ 2.00 %	$.51
State Tax @ 4.00 %	$1.02
Total Amount	$27.02

Meter Reading Information
Meter #0059515210

Company Reading on 08/27			13984
Company Reading on 07/29			13729
Total	**29 Days**	**kwh**	**255**

EXHIBIT
4
2-30-97 AW

NSP
Northern States Power Company

ARNOLD'S PARK
C/O ARNOLD MURRAY CONST
1209 N PRAIRIE AVE
SIOUX FALLS SD 57104

Next Scheduled Meter Reading Date	Date Due	Please Pay
08-28-97	09-24-97	$27.02

HSE MTR To avoid a late pay charge of 1% of the unpaid balance, payment of total amount must be received by due date.

...ee back of bill for ...ore information.

Invoice #: 0247-212-620-239

...age 1 of 1 Statement Date: 08/27/97 22558 62,589 62,591

NSP
Northern States Power Company

ARNOLD'S PARK
C/O ARNOLD MURRAY CONST
1209 N PRAIRIE AVE
SIOUX FALLS SD 57104

Next Scheduled Meter Reading Date	Date Due	Please Pay
08-29-97	08-28-97	$53.75

HSE MTR To avoid a late pay charge of 1% of the unpaid balance, payment of total amount must be received by due date.

See back of bill for more information.

Invoice #: 0247-212-620-210

Page 1 of 1 Statement Date: 08/01/97 18900 62,542 62,645

Attachment #1

Detach And Retain This Portion For Your Records

Questions: Call 24 Hours 7 Days A Week
Sioux Falls Area: 605-339-8300
Outside Sioux Falls Area: 800-952-3972

or write us at:
PO BOX 988
SIOUX FALLS SD 57101
Fax: 605-339-8204

Find out the number to call and what to do if your lights go out. See enclosed insert. Cool off your summer NSP bill by 15% with Saver's Switch. For more information call 1-800-952-3972 in SD and 1-800-843-9928 in MN.

Billing Summary

Residential	
Direct Transfer - From Account: 1863884618 05/02	$5.93
Balance As Of 05/02	$5.93
Current Energy Charges 05/02	$15.37
Total	$21.30

Averages for Billing Period	This Year	Last Year
Average Temperature	41°	41
Electric/kwh per Day	3.8	.0
Cost per Day	$0.48	$0.00

Current Charges

Electric Charges Usage Period: 03/31/97 to 05/02/97

Residential 32 Days	
Basic Service Charge (prorated)	$6.99
Energy Charge - Winter 121 kwh @ $.062600	$7.57
Fuel Clause Adjustment 121 kwh @ $.000484-	$.06CR
Subtotal	$14.50
City Tax @ 2.00 %	$.29
State Tax @ 4.00 %	$.58
Total Amount	$15.37

Meter Reading Information
Meter #0021971159

Company Reading on 05/02		50576
Company Reading on 03/31		50455
Total	32 Days kwh	121

acct transfer from - 1209 N. Prairie #5

EXHIBIT
5
9-9-97 Aw

ATTACHMENT 2

15.37

NSP
Northern States Power Company

See back of bill for more information.

ARNOLD MURRAY CONSTRUCTION
C/O ARNOLD MURRAY CONST
600 W BENNETT ST 11
SIOUX FALLS SD 57104

Account #: 0007-915-139

Next Scheduled Meter Reading Date	Date Due	Please Pay
05-30-97	05-30-97	$21.30

To avoid a late pay charge of 1% of the unpaid balance, payment of total amount must be received by due date.

 Statement Date: 05/02/97 16035 43,356

Detach And Retain This Portion For Your Records

Questions: Call 24 Hours 7 Days A Week
Sioux Falls Area: 605-339-8300
Outside Sioux Falls Area: 800-952-3972

or write us at:
PO BOX 988
SIOUX FALLS SD 57101
Fax: 605-339-8204

Planning to move? Please call us two weeks in advance. Our phone numbers are on the left side of your bill. We appreciate the opportunity to serve you.

Billing Summary

Residential	
Current Energy Charges 04/02	$5.93
Total	$5.93

Averages for Billing Period	This Year	Last Year
Average Temperature	40*	24
Electric/kwh per Day	5.6	.0
Cost per Day	$0.59	$0.00

* 16 Degrees Warmer

Current Charges

Electric Charges Usage Period: 03/19/97 to 03/29/97

Residential 10 Days

Basic Service Charge (prorated)	$2.18
Energy Charge - Winter 56 kwh @ $.062600	$3.51
Fuel Clause Adjustment 56 kwh @ $.001520-	$.09CR
Subtotal	$5.60
City Tax @ 2.00 %	$.11
State Tax @ 4.00 %	$.22
Total Amount	$5.93

Meter Reading Information
Meter #0018369522

Company Reading on 03/29			72490
Company Reading on 03/19			72434
Total	10 Days	kwh	56

This Is Your Final Bill

Information only 1997 State Taxes $0.22

ATTACHMENT #3

EXHIBIT
6
9-30-97 ALW

NSP
Northern States Power Company

See back of bill for more information.

ARNOLD MURRAY CONSTRUCTION
C/O ARNOLD MURRAY CONST
1209 N PRAIRIE AVE 5
SIOUX FALLS SD 57104

Account #: 1863-864-618

Next Scheduled Meter Reading Date	Date Due	Please Pay
	04-29-97	$5.93

To avoid a late pay charge of 1% of the unpaid balance, payment of total amount must be received by due date.

Statement Date: 04/02/97 22323 65,382

Detach And Retain This Portion For Your Records

Questions: Call 24 Hours 7 Days A Week
Sioux Falls Area: 605-339-8300
Outside Sioux Falls Area: 800-952-3972

or write us at:
PO BOX 988
SIOUX FALLS SD 57101
Fax: 605-339-8204

Find out the number to call and what to do if your lights go out. See enclosed insert.
Cool off your summer NSP bill by 15% with Saver's Switch. For more information call 1-800-952-3972 in SD and 1-800-843-9928 in MN.

Billing Summary

Residential		
Previous Balance 05/02	1201-1 –	$23.86
No Payment Through 05/15		$.00
Direct Transfer - From Account: 1189855240 05/03	808#5 —	$13.64 ✓
Direct Transfer - From Account: 2247702943 05/13	804#4 –	$3.48 ✓
Direct Transfer - From Account: 0102256342 05/15	1205-7 –	$13.03 ✓
Direct Transfer - From Account: 1454338876 05/15	1205-11 –	$12.51 ✓
Direct Transfer - From Account: 1693738850 05/15	1205-12 –	$13.66 ✓
Direct Transfer - From Account: 1812562192 05/15	1205-1 –	$14.64 ✓
Direct Transfer - From Account: 2115267039 05/15	1209-2 –	$14.66 ✓
Balance As Of 05/15		$109.48
Current Energy Charges 05/15		$.23
Total		$109.71

Averages for Billing Period	This Year	Last Year
Average Temperature	40*	42
Electric/kwh per Day	3.1	.0
Cost per Day	$0.67	$0.00

* 2 Degrees Colder

Current Charges

Electric Charges Usage Period: 05/02/97 to 05/03/97

Residential	1 Days	
Basic Service Charge (prorated)		$.22
Subtotal		$0.22
State Tax	@ 4.00 %	$.01
Total Amount		$0.23

Meter Reading Information
Meter #0057239523

Company Reading on 05/03			40742
Company Reading on 05/02			40742
Total	1 Days	kwh	0

*****This Is Your Final Bill*****

Information only 1997 State Taxes $1.33 -- Late Payment Charges $0.10

EXHIBIT
7
9-20-97 ARW

ATTACHMENT #4

NSP
Northern States Power Company

See back of bill for more information

ARNOLD'S PARK
C/O ARNOLD MURRAY CONST
1201 N PRAIRIE AVE 1
SIOUX FALLS SD 57104

Account #: 2116-564-180

Next Scheduled Meter Reading Date	Date Due	Please Pay
	06-12-97	$109.71

To avoid a late pay charge of 1% of the unpaid balance, payment of total amount must be received by due date.

Statement Date: 05/15/97 15615 51,485

Detach And Retain This Portion For Your Records

Questions: Call 24 Hours 7 Days A Week
Sioux Falls Area: 605-339-8300
Outside Sioux Falls Area: 800-952-3972

or write us at:
PO BOX 988
SIOUX FALLS SD 57101
Fax: 605-339-8204

Our electric safety tips could save your life. See enclosed insert.

Billing Summary

Residential	
Previous Balance 04/03	$37.02
Payment Received As Of 04/14	$24.44CR
Balance As Of 04/15	$12.58
Current Energy Charges 04/15	$2.08
Total	$14.66

Averages for Billing Period	This Year	Last Year
Average Temperature	32*	24
Electric/kwh per Day	3.9	.0
Cost per Day	$0.72	$0.00

* 8 Degrees Warmer

Current Charges

Electric Charges Usage Period: 04/02/97 to 04/09/97

Residential 7 Days	
Basic Service Charge (prorated)	$1.53
Energy Charge - Winter 7 kwh @ $.062600	$.44
Fuel Clause Adjustment 7 kwh @ $.001520-	$.01CR
Subtotal	$1.96
City Tax @ 2.00 %	$.04
State Tax @ 4.00 %	$.08
Total Amount	$2.08

Meter Reading Information
Meter #0018389524

Company Reading on 04/09			81954
Company Reading on 04/02			81947
Total	7 Days	kwh	7

This is Your Final Bill

Information only 1997 State Taxes $1.48

ATTACHMENT 5A

EXHIBIT
8
9-23-97 Az

NSP
Northern States Power Company

See back of bill for more information

ARNOLD'S PARK
C/O ARNOLD MURRAY CONST
1209 N PRAIRIE AVE 2
SIOUX FALLS SD 57104

Account #: 2115-267-039

Next Scheduled Meter Reading Date	Date Due	Please Pay
	05-12-97	$14.66

To avoid a late pay charge of 1% of the unpaid balance, payment of total amount must be received by due date.

Statement Date: 04/15/97

15097

50,981

Detach And Retain This Portion For Your Records

Questions: Call 24 Hours 7 Days A Week
Sioux Falls Area: 605-339-8300
Outside Sioux Falls Area: 800-952-3972

or write us at:
PO BOX 988
SIOUX FALLS SD 57101
Fax: 605-339-8204

Our electric safety tips could save your life. See enclosed insert.

Billing Summary

Residential	
Previous Balance 04/03	$23.24
Payment Received As Of 04/14	$11.78CR
Balance As Of 04/15	$11.46
Current Energy Charges 04/15	$2.20
Total	$13.66

Averages for Billing Period	This Year	Last Year
Average Temperature	32*	24
Electric/kwh per Day	3.6	.0
Cost per Day	$0.69	$0.00

* 8 Degrees Warmer

Current Charges

Electric Charges Usage Period: 04/02/97 to 04/09/97

Residential 7 Days	
Basic Service Charge (prorated)	$1.53
Energy Charge - Winter 9 kwh @ $.062600	$.56
Fuel Clause Adjustment 9 kwh @ $.001520-	$.01CR
Subtotal	$2.08
City Tax @ 2.00 %	$.04
State Tax @ 4.00 %	$.08
Total Amount	$2.20

Meter Reading Information
Meter #0059515776

Company Reading on 04/09			66933
Company Reading on 04/02			66924
Total	7 Days	kwh	9

*****This Is Your Final Bill*****

****Information only** 1997 State Taxes $3.18 -- Late Payment Charges $0.11**

ATTACHMENT 5B

NSP
Northern States Power Company

See back of bill for more information.

ARNOLD'S PARK
ARNOLD MURRAY
1205 N PRAIRIE AVE 12
SIOUX FALLS SD 57104

Account #: 1693-738-850

Next Scheduled Meter Reading Date	Date Due	Please Pay
	05-12-97	$13.66

To avoid a late pay charge of 1% of the unpaid balance, payment of total amount must be received by due date.

 Statement Date: 04/15/97 15095 50,959

Detach And Retain This Portion For Your Records

Questions: Call 24 Hours 7 Days A Week
Sioux Falls Area: 605-339-8300
Outside Sioux Falls Area: 800-952-3972

or write us at:
PO BOX 988
SIOUX FALLS SD 57101
Fax: 605-339-8204

Our electric safety tips could save your life. See enclosed insert.

Billing Summary

Residential	
Previous Balance 04/03	$36.10
Payment Received As Of 04/14	$25.53CR
Balance As Of 04/15	$10.57
Current Energy Charges 04/15	$1.94
Total	$12.51

Averages for Billing Period	This Year	Last Year
Average Temperature	32*	25
Electric/kwh per Day	2.6	.0
Cost per Day	$0.63	$0.00

* 7 Degrees Warmer

Current Charges

Electric Charges Usage Period: 04/02/97 to 04/09/97

Residential	**7 Days**	
Basic Service Charge (prorated)		$1.53
Energy Charge - Winter 5 kwh @ $.062600		$.31
Fuel Clause Adjustment 5 kwh @ $.001520-		$.01CR
Subtotal		$1.83
City Tax	@ 2.00 %	$.04
State Tax	@ 4.00 %	$.07
Total Amount		$1.94

Meter Reading Information
Meter #0059515777

Company Reading on 04/09			87073
Company Reading on 04/02			87068
Total	7 Days	kwh	5

*****This Is Your Final Bill*****

****Information only** 1997 State Taxes $1.43**

Attachment 5C

NSP
Northern States Power Company

See back of bill for more information.

ARNOLD'S PARK
C/O ARNOLD MURRAY CONST
1205 N PRAIRIE AVE 11
SIOUX FALLS SD 57104

Account #: 1454-338-876

Next Scheduled Meter Reading Date	Date Due	Please Pay
	05-12-97	$12.51

To avoid a late pay charge of 1% of the unpaid balance, payment of total amount must be received by due date.

Statement Date: 04/15/97 15114 50,951

0141.19.72

Detach And Retain This Portion For Your Records

Questions: Call 24 Hours 7 Days A Week
Sioux Falls Area: 605-339-8300
Outside Sioux Falls Area: 800-952-3972

or write us at:
PO BOX 988
SIOUX FALLS SD 57101
Fax: 605-339-8204

Our electric safety tips could save your life. See enclosed insert.

Billing Summary

Residential	
Previous Balance 04/03	$34.19
Payment Received As Of 04/14	$23.04CR
Balance As Of 04/15	$11.15
Current Energy Charges 04/15	$1.88
Total	$13.03

Averages for Billing Period	This Year	Last Year
Average Temperature	32*	24
Electric/kwh per Day	2.7	.0
Cost per Day	$0.64	$0.00

* 8 Degrees Warmer

Current Charges

Electric Charges Usage Period: 04/02/97 to 04/09/97

Residential	**7 Days**	
Basic Service Charge (prorated)		$1.53
Energy Charge - Winter 4 kwh @ $.062600		$.25
Fuel Clause Adjustment 4 kwh @ $.001520-		$.01CR
Subtotal		$1.77
City Tax	@ 2.00 %	$.04
State Tax	@ 4.00 %	$.07
Total Amount		$1.88

Meter Reading Information
Meter #0059515221

Company Reading on 04/09			64307
Company Reading on 04/02			64303
Total	**7 Days**	**kwh**	**4**

*****This Is Your Final Bill*****

****Information only** 1997 State Taxes $1.36**

Attachment 5D

NSP
Northern States Power Company

See back of bill for more information.

ARNOLD'S PARK
C/O ARNOLD MURRAY CONST
1205 N PRAIRIE AVE 7
SIOUX FALLS SD 57104

Account #: 0102-256-342

Next Scheduled Meter Reading Date	Date Due	Please Pay
	05-12-97	$13.03

To avoid a late pay charge of 1% of the unpaid balance, payment of total amount must be received by due date.

 Statement Date: 04/15/97 15119 50,942

Detach And Retain This Portion For Your Records

Questions: Call 24 Hours 7 Days A Week
Sioux Falls Area: 605-339-8300
Outside Sioux Falls Area: 800-952-3972

or write us at:
PO BOX 988
SIOUX FALLS SD 57101
Fax: 605-339-8204

Our electric safety tips could save your life. See enclosed insert.

Billing Summary

Residential	
Previous Balance 04/02	$24.99
Payment Received As Of 04/14	$12.62CR
Balance As Of 04/15	$12.37
Current Energy Charges 04/15	$2.27
Total	$14.64

Averages for Billing Period	This Year	Last Year
Average Temperature	32*	24
Electric/kwh per Day	4.2	.0
Cost per Day	$0.73	$0.00

* 8 Degrees Warmer

Current Charges

Electric Charges Usage Period: 04/02/97 to 04/09/97

Residential 7 Days	
Basic Service Charge (prorated)	$1.53
Energy Charge - Winter 10 kwh @ $.062600	$.63
Fuel Clause Adjustment 10 kwh @ $.001520-	$.02CR
Subtotal	$2.14
City Tax @ 2.00 %	$.04
State Tax @ 4.00 %	$.09
Total Amount	$2.27

Meter Reading Information
Meter #0059516010

Company Reading on 04/09			70443
Company Reading on 04/02			70433
Total	**7 Days**	**kwh**	**10**

*****This is Your Final Bill*****

****Information only** 1997 State Taxes $2.81 -- Late Payment Charges $0.12**

Attachment 5E

NSP
Northern States Power Company

See back of bill for more information

ARNOLD'S PARK
1205 N PRAIRIE AVE 1
SIOUX FALLS SD 57104

Account #: 1812-562-192

Next Scheduled Meter Reading Date	Date Due	Please Pay
	05-12-97	$14.64

To avoid a late pay charge of 1% of the unpaid balance, payment of total amount must be received by due date.

Detach And Retain This Portion For Your Records

Questions: Call 24 Hours 7 Days A Week
Sioux Falls Area: 605-339-8300
Outside Sioux Falls Area: 800-952-3972
or write us at:
PO BOX 988
SIOUX FALLS SD 57101
Fax: 605-339-8204

Our electric safety tips could save your life. See enclosed insert.

Billing Summary

Residential	
Previous Bill 04/02	$33.38
Cancelled Bills 04/03	$33.38CR
Balance As Of 04/03	$.00
Current Energy Charges 04/03	$13.64
Total	$13.64

Averages for Billing Period	This Year	Last Year
Average Temperature	29*	25
Electric/kwh per Day	4.2	.0
Cost per Day	$0.51	$0.00

* 4 Degrees Warmer

Current Charges

Electric Charges Usage Period: 03/01/97 to 03/28/97

Residential	27 Days	
Basic Service Charge (prorated)		$5.90
Energy Charge - Winter 114 kwh @ $.062600		$7.14
Fuel Clause Adjustment 114 kwh @ $.001520-		$.17CR
Subtotal		$12.87
City Tax	@ 2.00 %	$.26
State Tax	@ 4.00 %	$.51
Total Amount		$13.64

Meter Reading Information
Meter #0097959161

Company Reading on 03/28			4776
Company Reading on 03/01			4662
Total	27 Days	kwh	114

Corrected Bill

This Is Your Final Bill

Information only 1997 State Taxes $0.51

Attachment 5F

NSP
Northern States Power Company

See back of bill for more information.

ARNOLD'S PARK
C/O ARNOLD MURRAY CONST
808 W BAILEY ST 5
SIOUX FALLS SD 57104

Account #: 1189-855-240

Next Scheduled Meter Reading Date	Date Due	Please Pay
	04-30-97	$13.64

To avoid a late pay charge of 1% of the unpaid balance, payment of total amount must be received by due date.

Statement Date: 04/03/97

19088

53,865

Detach And Retain This Portion For Your Records

Questions: Call 24 Hours 7 Days A Week
Sioux Falls Area: 605-339-8300
Outside Sioux Falls Area: 800-952-3972

or write us at:
PO BOX 988
SIOUX FALLS SD 57101
Fax: 605-339-8204

Our electric safety tips could save your life. See enclosed insert.

Billing Summary

Residential	
Current Energy Charges 04/11	$3.48
Total	$3.48

Averages for Billing Period	This Year	Last Year
Average Temperature	32*	25
Electric/kwh per Day	1.8	.0
Cost per Day	$0.35	$0.00

* 7 Degrees Warmer

Current Charges

Electric Charges Usage Period: 04/01/97 to 04/11/97

Residential 10 Days

Basic Service Charge (prorated)		$2.18
Energy Charge - Winter 18 kwh @ $.062600		$1.13
Fuel Clause Adjustment 18 kwh @ $.001520-		$.03CR
Subtotal		$3.28
City Tax	@ 2.00 %	$.07
State Tax	@ 4.00 %	$.13
Total Amount		$3.48

Meter Reading Information

Meter #0059726190

Company Reading on 04/11			49497
Company Reading on 04/01			49479
Total	10 Days	kwh	18

*****This is Your Final Bill*****

****Information only** 1997 State Taxes $0.13**

Attachment 5G

NSP
Northern States Power Company

See back of bill for more information.

ARNOLD'S PARK
C/O ARNOLD MURRAY CONST
804 W BAILEY ST 4
SIOUX FALLS SD 57104

Account #: 2247-702-943

Next Scheduled Meter Reading Date	Date Due	Please Pay
	05-08-97	$3.48

To avoid a late pay charge of 1% of the unpaid balance, payment of total amount must be received by due date.

Statement Date: 04/11/97 14376 45,748

Northern States Power Company

Please Return This Portion With Your Payment To:

Your Account Number
0651-479-686

Date Due	Please Pay	Amount Enclosed
08-28-97	~~$4.04~~ Thank You!	(29.23)

Y
cyc 021 493

P.O. BOX 5106
SIOUX FALLS SD 57117-5106

ARNOLD S PARK
ARNOLD MURRAY
333 N PHILLIPS AVE
SIOUX FALLS SD 57104-6005

082897H0651479686H000000000493000000000404

Detach And Retain This Portion For Your Records

Questions: Call 24 Hours 7 Days A Week
Sioux Falls Area: 605-339-8300
Outside Sioux Falls Area: 80(952-3972

or write us at:
PO BOX 988
SIOUX FALLS SD 57101
Fax: 605-339-8204

Planning to move? Please call us two weeks in advance. Our phone numbers are on the left side of your bill. We appreciate the opportunity to serve you.

Billing Summary

Residential	
Previous Balance 07/01	$26.08
Payment Received As Of 07/10	$28.97CR
Previous Bill 07/08	$5.31
Cancelled Bills 08/01	$5.31CR
Balance As Of 08/01	**$.89CR**
Current Energy Charges 08/01	$4.93
Total	**$4.04**

Averages for Billing Period	This Year	Last Year
Average Temperature	63*	73
Electric/kwh per Day	7.7	.0
Cost per Day	$0.82	$0.00

* 10 Degrees Colder

Current Charges

Electric Charges Usage Period: 07/01/97 to 07/07/97

Residential	**6 Days**	
Basic Service Charge (prorated)		$1.31
Energy Charge - Summer 46.0 kwh @ $.072500		$3.34
Subtotal		**$4.65**
City Tax	@ 2.00 %	$.09
State Tax	@ 4.00 %	$.19
Total Amount		**$4.93**

Meter Reading Information
Meter #0060603370

Company Reading on 07/07			75848
Company Reading on 07/01			75802
Total	**6 Days**	**kwh**	**46**

*****This is Your Final Bill*****

****Corrected Bill****

****Information only** 1997 State Taxes $4.85 -- Late Payment Charges $0.54**

EXHIBIT 9 2-23-97 ALW

Rec'd Ck 8/7/97

29.23 Credit

Attachment #6

Northern States Power Company

See back of bill for more information.

ARNOLD'S PARK
ARNOLD MURRAY
708 W RICE ST 6
SIOUX FALLS SD 57104

Account #: 0651-479-686

Next Scheduled Meter Reading Date	Date Due	Please Pay
	08-28-97	$4.04

To avoid a late pay charge of 1% of the unpaid balance, payment of total amount must be received by due date.

 Statement Date: 08/01/97

0141.19.77

Detach And Retain This Portion For Your Records

Questions: Call 24 Hours 7 Days A Week
Sioux Falls Area: 605-339-8300
Outside Sioux Falls Area: 800-952-3872

or write us at:
PO BOX 988
SIOUX FALLS SD 57101
Fax: 605-339-8204

Planning to build a fence or deck or plant trees or bushes? Be safe! Call 1-800-781-7474 to have locations of underground utility lines marked.

Billing Summary

Residential	
Previous Balance 05/02	$18.58
Payment Received As Of 05/22	$11.47CR
Payment Received As Of 05/22	$13.15CR
Direct Transfer - From Account: 0684332429 05/16	$13.15
Balance As Of 06/03	$7.11
Current Energy Charges 06/03	$7.00
Total	$14.11

804 2

Averages for Billing Period	This Year	Last Year
Average Temperature	51*	54
Electric/kwh per Day	.0	.0
Cost per Day	$0.25	$0.00

* 3 Degrees Colder

Current Charges

Electric Charges Usage Period: 05/02/97 to 05/30/97

Residential 28 Days		
Basic Service Charge		$6.55
Energy Charge - Winter 1 kwh @ $.062600		$.06
Subtotal		$6.61
City Tax	@ 2.00 %	$.13
State Tax	@ 4.00 %	$.26
Total Amount		$7.00

Meter Reading Information
Meter #0037769575

Estimated Reading on 05/30		71534
Company Reading on 05/02		71533
Total	**28 Days** kwh	1

TRANS FROM 804 W. Bailey #2

EXHIBIT
10
9-30-97 ACW

Attachment #7A

NSP
Northern States Power Company

See back of bill for more information.

ARNOLD'S PARK
C/O ARNOLD MURRAY CONST
812 W BAILEY ST 2
SIOUX FALLS SD 57104

Account #: 1714-208-822

Next Scheduled Meter Reading Date	Date Due	Please Pay
06-30-97	06-30-97	$14.11

To avoid a late pay charge of 1% of the unpaid balance, payment of total amount must be received by due date.

 Statement Date: 06/03/97 13090 48,955

Detach And Retain This Portion For Your Records

Questions: Call 24 Hours 7 Days A Week
Sioux Falls Area: 605-339-8300
Outside Sioux Falls Area: 800-952-3972

or write us at:
PO BOX 988
SIOUX FALLS SD 57101
Fax: 605-339-8204

Planning to build a fence or deck or plant trees or bushes? Be safe! Call 1-800-781-7474 to have locations of underground utility lines marked.

Billing Summary

Residential	
Previous Balance 05/02	$25.38
Payment Received As Of 05/22	$12.58CR
Payment Received As Of 05/22	$16.94CR
Payment Received As Of 05/22	$11.82CR
Payment Received As Of 05/22	$11.99CR
Direct Transfer - From Account: 0885278188 05/15 — 704-9	$16.94
Direct Transfer - From Account: 2108511746 05/16 — 700-8	$11.82
Direct Transfer - From Account: 2287100307 05/16 — 700-9	$11.99
Balance As Of 06/03	$12.80
Current Energy Charges 06/03	$11.95
Total	$24.75

Averages for Billing Period	This Year	Last Year
Average Temperature	51*	54
Electric/kwh per Day	2.6	.0
Cost per Day	$0.43	$0.00

* 3 Degrees Colder

Current Charges

Electric Charges Usage Period: 05/02/97 to 05/30/97

Residential	**28 Days**	
Basic Service Charge		$6.55
Energy Charge - Winter 74 kwh @ $.062600		$4.63
Fuel Clause Adjustment 74 kwh @ $.001280		$.09
Subtotal		$11.27
City Tax	@ 2.00 %	$.23
State Tax	@ 4.00 %	$.45
Total Amount		$11.95

Meter Reading Information
Meter #0010275579

Estimated Reading on 05/30			3989
Company Reading on 05/02			3915
Total	**28 Days**	**kwh**	74

ATTACHMENT 7B

NSP
Northern States Power Company

See back of bill for more information.

ARNOLD'S PARK
C/O ARNOLD MURRAY CONST
700 W RICE ST 3
SIOUX FALLS SD 57104

Account #: 1361-611-324

Next Scheduled Meter Reading Date	Date Due	Please Pay
06-30-97	06-30-97	$24.75

To avoid a late pay charge of 1% of the unpaid balance, payment of total amount must be received by due date.

Statement Date: 06/03/97 18092 48,773

Northern States Power Company

Please Return This Portion With Your Payment To:

Your Account Number
1234-914-849

Date Due	Please Pay	Amount Enclosed
06-30-97	$120.20 Thank You!	

1655

cyc: 021

P.O. BOX 5106
SIOUX FALLS SD 57117-5106

EAGLES NEST APTS
C/O ARNOLD MURRAY
333 N PHILLIPS AVE
SIOUX FALLS SD 57104-6005

063097H1234914849H0000000165500000012020

Detach And Retain This Portion For Your Records

Questions: Call 24 Hours 7 Days A Week
Sioux Falls Area: 605-339-8300
Outside Sioux Falls Area: 800-952-3972

or write us at:
PO BOX 988
SIOUX FALLS SD 57101
Fax: 605-339-8204

Planning to build a fence or deck or plant trees or bushes? Be safe! Call 1-800-781-7474 to have locations of underground utility lines marked.

Billing Summary

Residential	
Previous Balance 05/02	$15.22
Payment Received As Of 05/22	$.23CR
Direct Transfer - From Account: 0596960842 05/21	$88.52
Late Payment Charge 06/03	$.14
Balance As Of 06/03	$103.65
Current Energy Charges 06/03	$16.55
Total	$120.20

4504 #2

Averages for Billing Period	This Year	Last Year
Average Temperature	51*	54
Electric/kwn per Day	4.3	.0
Cost per Day	$0.50	$0.00

* 3 Degrees Colder

Current Charges

Electric Charges Usage Period: 04/30/97 to 06/02/97

Residential	33 Days	
Basic Service Charge		$6.55
Energy Charge - Winter 142 kwh @ $.062600		$6.89
Fuel Clause Adjustment 142 kwh @ $.001280		$.18
Subtotal		$15.62
City Tax	@ 2.00 %	$.31
State Tax	@ 4.00 %	$.62
Total Amount		$16.55

Meter Reading Information
Meter #0020105819

Company Reading on 06/02			83235
Estimated Reading on 04/30			83093
Total	**33 Days**	**kwh**	**142**

need final for 6-1 Katie

wait for final & 88.52 to Webek

Attachment #8

EXHIBIT
11
2-20-97 AW

Northern States Power Company

EAGLES NEST APTS
C/O ARNOLD MURRAY
4500 S LOUISE AVE 1
SIOUX FALLS SD 57106

See back of bill for more information.

Account #: 1234-914-849

Next Scheduled Meter Reading Date	Date Due	Please Pay
06-30-97	06-30-97	$120.20

To avoid a late pay charge of 1% of the unpaid balance, payment of total amount must be received by due date.

Statement Date: 06/03/97

18087

48,718

0142-19-81

Northern States Power Company

Please Return This Portion With Your Payment To:

Your Account Number
0526-557-335

Date Due	Please Pay	Amount Enclosed
06-30-97	$20.90 Thank You!	~~10.02~~ 10.02

992

cyc: 021

P.O. BOX 5106
SIOUX FALLS SD 57117-5106

ARNOLD S PARK
C/O ARNOLD MURRAY CONST
333 N PHILLIPS AVE
SIOUX FALLS SD 57104-6005

063097H0526557335H0000000099200000002090

Detach And Retain This Portion For Your Records

Questions: Call 24 Hours 7 Days A Week
Sioux Falls Area: 605-339-8300
Outside Sioux Falls Area: 800-952-3972

or write us at:
PO BOX 988
SIOUX FALLS SD 57101
Fax: 605-339-8204

Planning to build a fence or deck or plant trees or bushes? Be safe! Call 1-800-781-7474 to have locations of underground utility lines marked.

Billing Summary

Residential	
Previous Balance 05/02	$23.60
Payment Received As Of 05/22	$12.72CR
Late Payment Charge 06/03	$.10
Balance As Of 06/03	$10.98
Current Energy Charges 06/03	$9.92
Total	$20.90

Averages for Billing Period	This Year	Last Year
Average Temperature	51*	54
Electric/kwh per Day	1.6	.0
Cost per Day	$0.35	$0.00

* 3 Degrees Colder

Current Charges

Electric Charges Usage Period: 05/02/97 to 05/30/97

Residential **28 Days**		
Basic Service Charge		$6.55
Energy Charge - Winter 44 kwh @ $.062600		$2.75
Fuel Clause Adjustment 44 kwh @ $.001280		$.06
Subtotal		$9.36
City Tax	@ 2.00 %	$.19
State Tax	@ 4.00 %	$.37
Total Amount		$9.92

Meter Reading Information
Meter #0073252585

Estimated Reading on 05/30			37742
Company Reading on 05/02			37698
Total	28 Days	kwh	44

~~10.02~~ 10.02

sending check

Attachment #9

$ 13.~~3~~ Credit on acct

EXHIBIT
12
9-30-97 mw

Northern States Power Company

See back of bill for more information.

ARNOLD'S PARK
C/O ARNOLD MURRAY CONST
1201 N PRAIRIE AVE 12
SIOUX FALLS SD 57104

Account #: 0526-557-335

Next Scheduled Meter Reading Date	Date Due	Please Pay
06-30-97	06-30-97	$20.90

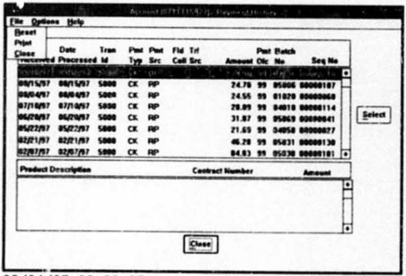
To avoid a late pay charge of 1% of the unpaid balance, payment of total amount must be received by due date.

Statement Date: 06/03/97

18065

48,489

0141.19.82



File Options Help

Reset
Print
Close

Received	Date Processed	Tran Id	Pmt Typ	Pmt Src	Fld Coll	Trf Src	Amount	Pmt Ofc	Batch No	Seq No
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08/04/97	08/04/97	5000	CK	RP			24.55	99	01020	00000060
07/10/97	07/10/97	5000	CK	RP			28.09	99	04010	00000114
06/20/97	06/20/97	5000	CK	RP			31.87	99	05069	00000041
05/22/97	05/22/97	5000	CK	RP			21.65	99	04058	00000027
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02/07/97	02/07/97	5000	CK	RP			84.83	99	05030	00000101

Select

Product Description	Contract Number	Amount

Close

09/24/97 13:33:17

ARNOLD'S PARK

1201 N PRAIRIE AVE

SIOUX FALLS, SD 57104-1377

EXHIBIT

13

9-2?-97 AW

Account [illegible] Payment History

File Options Help

Reset
Print
Close

Received	Date Processed	Tran Id	Pmt Typ	Pmt Src	Fld Coll	Trl Src	Amount	Pmt Ofc	Batch No	Seq No
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10/10/96	10/10/96	5000	CK	RP			55.42	99	04126	00000163
09/10/96	09/10/96	5000	CK	RP			26.63	99	02112	00000164
07/16/96	07/16/96	5000	CK	RP			26.75	99	02135	00000017
07/12/96	07/12/96	5000	CK	RP			30.67	99	05013	00000211
05/24/96	05/24/96	5000	CK	RP			34.93	99	05091	00000072
04/15/96	04/15/96	5000	CK	RP			35.23	99	05038	00000285

Select

Product Description	Contract Number	Amount

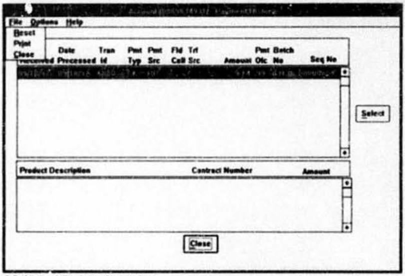
Close

09/24/97 13:33:36

ARNOLD'S PARK

1201 N PRAIRIE AVE

SIOUX FALLS, SD 57104-1377



09/24/97 13:29:49

ARNOLD MURRAY CONSTRUCTION

1205 N PRAIRIE AVE 3

SIOUX FALLS, SD 57104-1339

EXHIBIT
14

0141.19.85

File Options Help

Reset
Print
Close

Received	Date Processed	Tran Id	Pmt Typ	Pmt Src	Fld Coll	Trf Src	Amount	Pmt Ofc	Batch No	Seq No
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08/04/97	08/04/97	5000	CK	RP			25.57	99	01020	00000069
07/10/97	07/10/97	5000	CK	RP			22.14	99	04010	00000115
06/20/97	06/20/97	5000	CK	RP			24.86	99	05065	00000042
05/22/97	05/22/97	5000	CK	RP			18.40	99	04058	00000020
02/21/97	02/21/97	5000	CK	RP			30.27	99	05031	00000131
02/07/97	02/07/97	5000	CK	RP			70.55	99	05030	00000102

Select

Product Description	Contract Number	Amount

Close

09/24/97 13:33:48

ARNOLD'S PARK

1205 N PRAIRIE AVE

SIOUX FALLS, SD 57104-1378

EXHIBIT
15
9-30-97 RW

File Options Help

Reset
Print
Close

Received	Date Processed	Tran Id	Pmt Typ	Pmt Src	Fld Cell	Trf Src	Amount	Pmt Ofc	Batch No	Seq No
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11/12/96	11/12/96	5000	CK	RP			28.25	99	02129	00000153
10/10/96	10/10/96	5000	CK	RP			47.77	99	04126	00000165
09/10/96	09/10/96	5000	CK	RP			24.22	99	02112	00000165
07/16/96	07/16/96	5000	CK	RP			23.17	99	02135	00000010
07/12/96	07/12/96	5000	CK	RP			26.35	99	05013	00000212
05/24/96	05/24/96	5000	CK	RP			32.76	99	05091	00000073
04/19/96	04/19/96	5000	CK	RP			31.64	99	05030	00000285

Select

Product Description	Contract Number	Amount

Close

09/24/97 13:33:57

ARNOLD'S PARK

1205 N PRAIRIE AVE

SIOUX FALLS, SD 57104-1378

File Options Help

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05/22/97	05/22/97	5000	CK	RP			32.79	99	04050	00000029
02/21/97	02/21/97	5000	CK	RP			42.06	99	05031	00000132
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Product Description	Contract Number	Amount

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09/24/97 13:34:18

ARNOLD'S PARK

1209 N PRAIRIE AVE

SIOUX FALLS, SD 57104-1379

EXHIBIT
16
9/30/97

File Options Help

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11/12/96	11/12/96	5000	CK	RP			44.72	99	02129	00000154
10/10/96	10/10/96	5000	CK	RP			61.61	99	04126	00000164
09/10/96	09/10/96	5006	CK	RP			29.75	99	02112	00000166
07/16/96	07/16/96	5000	CK	RP			26.96	99	02135	00000019
07/12/96	07/12/96	5000	CK	RP			31.95	99	05013	00000213
05/24/96	05/24/96	5000	CK	RP			37.64	99	05091	00000074
04/19/96	04/19/96	5000	CK	RP			34.59	99	05038	00000287

Select

Product Description	Contract Number	Amount

Close

09/24/97 13:34:34

ARNOLD'S PARK

1209 N PRAIRIE AVE

SIOUX FALLS, SD 57104-1379

0141.19.89

[illegible] Payment History

File Options Help

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Product Description	Contract Number	Amount

Close

09/24/97 13:30:20

ARNOLD MURRAY CONSTRUCTION

1209 N PRAIRIE AVE 8

SIOUX FALLS, SD 57104-1338

EXHIBIT
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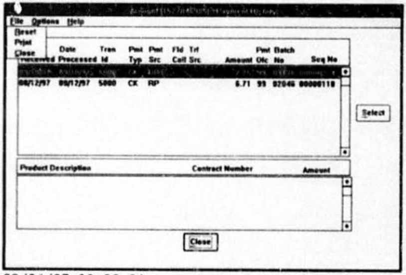

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ARNOLD MURRAY CONSTRUCTION

1209 N PRAIRIE AVE 12

SIOUX FALLS, SD 57104-1338

EXHIBIT
18
9-30-97 ACW

File Options Help

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05/22/97	05/22/97	5000	CK	RP			22.08	99	04058	00000017
02/21/97	02/21/97	5000	CK	RP			37.42	99	05031	00000119
02/07/97	02/07/97	5000	CK	RP			67.90	99	05030	00000090

Select

Product Description	Contract Number	Amount

Close

09/24/97 13:32:43

ARNOLD'S PARK

604 W BENNETT ST

SIOUX FALLS, SD 57104-1462

EXHIBIT

19

9-30-97 AW

File Options Help

Reset
Print
Close

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11/12/96	11/12/96	5000	CK	RP			28.54	59	02129	00000141
10/10/96	10/10/96	5000	CK	RP			55.43	99	04126	00000152
09/10/96	09/10/96	5000	CK	RP			26.06	99	02112	00000152
07/16/96	07/15/96	5000	CK	RP			24.10	99	02135	00000000
07/12/96	07/12/96	5000	CK	RP			25.23	99	05013	00000201
05/24/96	05/24/96	5000	CK	RP			32.69	99	05091	00000060
04/19/96	04/13/96	5000	CK	RP			30.73	99	05038	00000275

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Product Description	Contract Number	Amount

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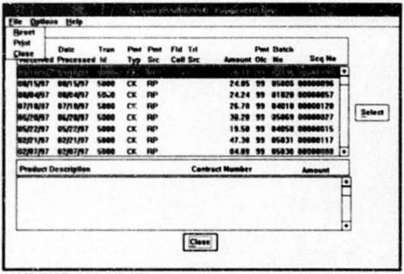
09/24/97 13:33:03

ARNOLD'S PARK

604 W BENNETT ST

SIOUX FALLS, SD 57104-1462



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08/04/97	08/04/97	5000	CK	RP			24.24	99	01020	00000057
07/10/97	07/10/97	5000	CK	RP			26.70	99	04010	00000120
06/20/97	06/20/97	5000	CK	RP			30.20	99	05069	00000027
05/22/97	05/22/97	5000	CK	RP			19.50	99	04058	00000015
02/21/97	02/21/97	5000	CK	RP			47.30	99	05031	00000117
02/07/97	02/07/97	5000	CK	RP			04.89	99	05030	[illegible]

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Product Description	Contract Number	Amount

Close

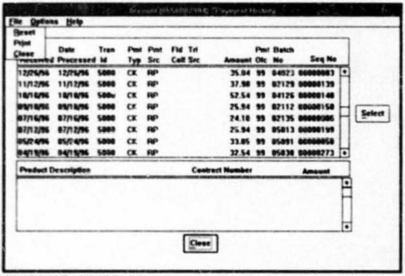
09/24/97 13:32:25

ARNOLD'S PARK

600 W BENNETT ST

SIOUX FALLS, SD 57104-1451

EXHIBIT
20
9/30/97 ALW



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10/16/96	10/16/96	5000	CK	RP			52.54	99	04126	00000148
09/10/96	09/10/96	5000	CK	RP			25.94	99	02112	00000150
07/16/96	07/16/96	5000	CK	RP			24.10	99	02135	00000086
07/12/96	07/12/96	5000	CK	RP			25.94	99	05013	00000199
05/24/96	05/24/96	5000	CK	RP			33.05	99	05091	00000058
04/19/96	04/19/96	5000	CK	RP			32.54	99	05038	00000273

Select

Product Description	Contract Number	Amount

Close

09/24/97 13:32:33

ARNOLD'S PARK

600 W BENNETT ST

SIOUX FALLS, SD 57104-1451

File Options Help

Reset
Print
Close

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08/04/97	08/04/97	5000	CK	RP			21.56	99	01020	00000067
07/10/97	07/10/97	5000	CK	RP			22.47	99	04010	00000113
06/20/97	06/20/97	5000	CK	RP			25.26	99	05069	00000040
05/22/97	05/22/97	5000	CK	RP			23.60	99	04058	00000026
02/21/97	02/21/97	5000	CK	RP			32.41	99	05031	00000129
02/07/97	02/07/97	5000	CK	RP			63.24	99	05030	00000109

Select

Product Description	Contract Number	Amount

Close

09/24/97 13:32:06

ARNOLD'S PARK

900 W BAILEY ST

SIOUX FALLS, SD 57104-1355

EXHIBIT
21

File Options Help

Reset
Print
Close

Received	Date Processed	Tran Id	Pmt Typ	Pmt Src	Fld Coll	Trf Src	Amount	Pmt Ofc	Batch No	Seq No
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10/10/96	10/10/96	5000	CK	RP			57.07	99	04125	00000162
09/10/96	09/10/96	5000	CK	RP			30.34	99	02112	00000163
07/16/96	07/16/96	5000	CK	RP			26.83	99	02135	00000016
07/12/96	07/12/95	5000	CK	RP			27.67	99	05013	00000218
05/24/96	05/24/96	5000	CK	RP			34.38	99	05091	00000071
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Product Description	Contract Number	Amount

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09/24/97 13:32:15

ARNOLD'S PARK

900 W BAILEY ST

SIOUX FALLS, SD 57104-1355

Account ([illegible]) - Payment History

File Options Help

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08/04/97	08/04/97	5000	CK	RP			23.77	99	01020	00000066
07/10/97	07/10/97	5000	CK	RP			23.30	99	04010	00000112
06/20/97	06/20/97	5000	CK	RP			26.26	99	05069	00000039
05/22/97	05/22/97	5000	CK	RP			29.42	99	04058	00000025
04/14/97	04/14/97	5000	CK	RP			22.65	99	01146	00000052
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Product Description	Contract Number	Amount

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09/24/97 13:31:42

ARNOLD'S PARK

812 W BAILEY ST

SIOUX FALLS, SD 57104-1354

EXHIBIT

22

9-30-97 AW

Account [illegible] - Payment History

File Options Help

Reset
Print
Close

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12/10/96	12/10/96	5000	CK	RP			29.11	99	02083	00000042
11/12/96	11/12/96	5000	CK	RP			24.12	99	02129	00000149
10/10/96	10/10/96	5000	CK	RP			47.51	99	04126	00000161
09/10/96	09/10/96	5000	CK	RP			23.39	99	02112	00000162
07/16/96	07/16/96	5000	CK	RP			20.53	99	02135	00000015
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Product Description	Contract Number	Amount

Close

09/24/97 13:31:56

ARNOLD'S PARK

812 W BAILEY ST

SIOUX FALLS, SD 57104-1354

File Options Help

Reset
Print
Close

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08/04/97	08/04/97	5000	CK	RP			31.71	99	01020	00000065
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05/22/97	05/22/97	5000	CK	RP			23.71	99	04058	00000023
02/21/97	02/21/97	5000	CK	RP			43.47	99	05031	00000127
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Product Description	Contract Number	Amount

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09/24/97 13:31:24

ARNOLD'S PARK

808 W BAILEY ST

SIOUX FALLS, SD 57104-1353

EXHIBIT
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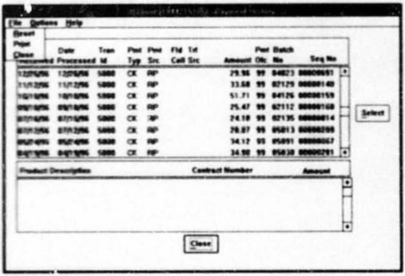
9-30-97 Arw



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09/10/96	09/10/96	5000	CK	RP			25.47	99	02112	00000160
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Product Description	Contract Number	Amount

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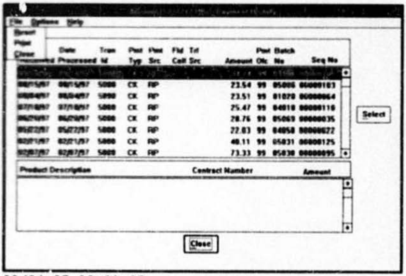
ARNOLD'S PARK

808 W BAILEY ST

SIOUX FALLS, SD 57104-1353



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08/04/97	08/04/97	5090	CK	RP			23.51	99	01070	00000064
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05/22/97	05/22/97	5000	CK	RP			22.03	99	04050	00000622
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Product Description	Contract Number	Amount

09/24/97 13:31:05

ARNOLD'S PARK

804 W BAILEY ST

SIOUX FALLS, SD 57104-1352

EXHIBIT

24

9-30-97 Acw

File Options Help

Reset
Print
Close

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10/10/96	10/10/96	5000	CK	RP			51.50	99	04126	00000150
09/10/96	09/10/96	5000	CK	RP			26.10	99	02112	00000158
07/16/96	07/16/96	5000	CK	RP			23.68	99	02135	00000013
07/12/96	07/12/96	5000	CK	RP			27.62	99	05013	00000206
05/24/96	05/24/96	5000	CK	RP			33.27	99	05091	00000066
04/19/96	04/19/96	5000	CK	RP			31.78	99	05030	00000280

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Product Description	Contract Number	Amount

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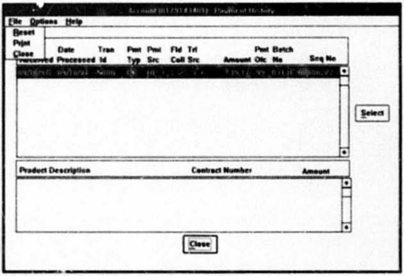
ARNOLD'S PARK

804 W BAILEY ST

SIOUX FALLS, SD 57104-1352



09/24/97 13:27:57

ARNOLD MURRAY CONSTRUCTION

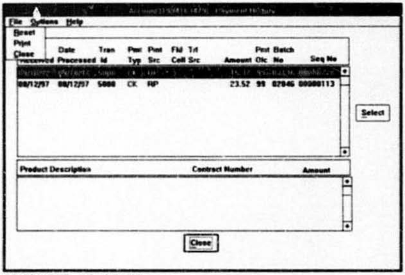
805 W BAILEY ST

SIOUX FALLS, SD 57104-1307

EXHIBIT

25

9-30-97



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ARNOLD MURRAY CONSTRUCTION

704 W RICE ST 5

SIOUX FALLS, SD 57104-1441

EXHIBIT
26
9-30-97 AKW

File Options Help

Reset
Print
Close

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07/10/97	07/10/97	5000	CK	RP			63.87	99	04010	00000087
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04/14/97	04/14/97	5000	CK	RP			73.17	99	01146	00000297
03/11/97	03/11/97	5000	CK	RP			67.60	99	02089	00000024
02/19/97	02/19/97	5000	CK	RP			112.66	99	03015	00000051
02/11/97	02/11/97	5000	CK	RP			83.83	99	02053	00000195

Select

Product Description	Contract Number	Amount

Close

09/24/97 13:27:11

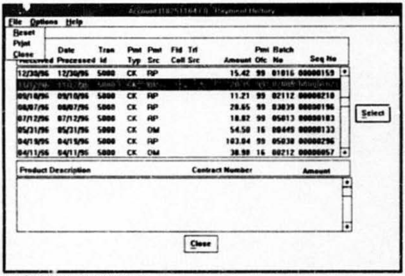
ARNOLD MURRAY CONST

4205 1/2 S RACKET DR

SIOUX FALLS, SD 57106-2259

EXHIBIT
27
6-30-97 ALW

0141.19.106



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File Options Help

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09/10/96	09/10/96	5000	CK	RP			11.21	99	02112	00000210
08/07/96	08/07/96	5000	CK	RP			28.65	99	03039	00000196
07/12/96	07/12/96	5000	CK	RP			18.82	99	05013	00000183
05/31/96	05/31/96	5000	CK	OM			54.50	16	00449	00000133
04/19/96	04/19/96	5000	CK	RP			103.04	99	05038	00000296
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Product Description	Contract Number	Amount

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09/24/97 13:27:36

ARNOLD MURRAY CONST

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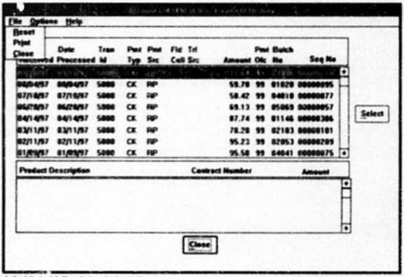
SIOUX FALLS, SD 57106-2259



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08/04/97	08/04/97	5000	CK	RP			59.78	99	01020	00000095
07/10/97	07/10/97	5000	CK	RP			58.42	99	04010	00000077
06/20/97	06/20/97	5000	CK	RP			69.13	99	05069	00000057
04/14/97	04/14/97	5000	CK	RP			87.74	99	01146	00000306
03/11/97	03/11/97	5000	CK	RP			76.20	99	02103	00000101
02/11/97	02/11/97	5000	CK	RP			95.23	99	02053	00000209
01/09/97	01/09/97	5000	CK	RP			95.50	99	04041	00000075

Select

Product Description	Contract Number	Amount

Close

09/24/97 13:26:45

ARNOLD MURRAY CONST

611 W 11TH ST

SIOUX FALLS, SD 57104-3609

File Options Help

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Print
Close

Received	Date Processed	Tran Id	Pmt Typ	Pmt Src	Fld Coll	Trf Src	Amount	Pmt Ofc	Batch No	Seq No
02/11/97	02/11/97	5000	CK	RP			95.23	99	02053	00000209
01/09/97	01/09/97	5000	CK	RP			95.50	99	04041	00000075
12/16/96	12/10/96	5000	CK	RP			48.04	99	02083	00000067
11/12/96	11/12/96	5000	CK	RP			51.55	99	02005	00000120
10/16/96	10/10/96	5000	CK	RP			78.40	99	04126	00000116
09/10/96	09/10/96	5000	CK	RP			87.53	99	02112	00000199
08/07/96	08/07/96	5000	CK	RP			58.57	99	03039	00000207
08/07/96	08/07/96	5000	CK	RP			54.42	99	03039	00000195

Select

Product Description	Contract Number	Amount

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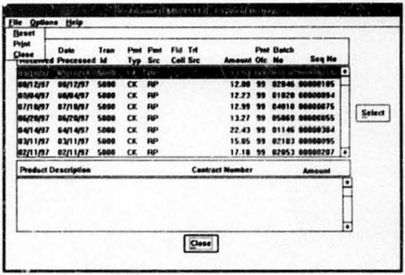
ARNOLD MURRAY CONST

611 W 11TH ST

SIOUX FALLS, SD 57104-3609

0141.19.109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08/04/97	08/04/97	5000	CK	RP			12.23	99	01020	00000094
07/10/97	07/10/97	5000	CK	RP			12.99	99	04010	00000675
06/20/97	06/20/97	5000	CK	RP			13.27	99	05069	00000055
04/14/97	04/14/97	5000	CK	RP			22.43	99	01146	00000304
03/11/97	03/11/97	5000	CK	RP			15.05	99	02103	00000095
02/11/97	02/11/97	5000	CK	RP			17.10	99	02053	00000207

Select

Product Description	Contract Number	Amount

Close

09/24/97 13:15:22

MURRAY CONSTRUCTION

313 S DULUTH AVE

SIOUX FALLS, SD 57104-3615

EXHIBIT
29
9-30-97

File Options Help

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Print
Close

Received	Date Processed	Tran Id	Pmt Typ	Pmt Src	Fld Cell	Trf Src	Amount	Pmt Ofc	Batch No	Seq No
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12/10/96	12/10/96	5000	CK	RP			20.06	99	02083	00000065
11/12/96	11/12/96	5000	CK	RP			15.87	99	02005	00000128
10/10/96	10/10/96	5000	CK	RP			14.50	99	04126	00000112
09/10/96	09/10/96	5000	CK	RP			15.60	99	02112	00000197
08/07/96	08/07/96	5000	CK	RP			17.26	99	03039	00000206
08/07/96	08/07/96	5000	CK	RP			18.43	99	03039	00000150
06/12/96	06/12/96	5000	CK	RP			18.04	99	03055	00000262

Select

Product Description	Contract Number	Amount

Close

09/24/97 13:17:17

MURRAY CONSTRUCTION

313 S DULUTH AVE

SIOUX FALLS, SD 57104-3615

Account [illegible] Payment History

File Options Help

Reset
Print
Close

Date Received	Date Processed	Tran Id	Pmt Typ	Pmt Src	Fld Coll	Trl Src	Amount	Pmt Ofc	Batch No	Seq No
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08/04/97	08/04/97	5000	CK	RP			106.80	99	01020	00000090
07/10/97	07/10/97	5000	CK	RP			61.59	99	04010	00000003
06/20/97	06/20/97	5000	CK	RP			57.78	99	05069	00000065
04/14/97	04/14/97	5000	CK	RP			56.86	99	01146	00000300
03/11/97	03/11/97	5000	CK	RP			55.67	99	02009	00000037
02/11/97	02/11/97	5000	CK	RP			54.60	99	02053	00000203
01/09/97	01/09/97	5000	CK	RP			57.78	99	04041	00000069

Select

Product Description	Contract Number	Amount

Close

09/24/97 13:16:02

MURRAY CONSTRUCTION

4200 S LOUISE AVE 102

SIOUX FALLS, SD 57106-3121

EXHIBIT
30
9-30-97 ALW

0141.19.112

File Options Help

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Print
Close

Received	Date Processed	Tran Id	Pmt Typ	Pmt Src	Fld Coll	Trf Src	Amount	Pmt Olc	Batch No	Seq No
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11/12/96	11/12/96	5000	CK	RP			66.70	99	02005	00000115
10/10/96	10/10/96	5000	CK	RP			106.73	99	04126	00000128
09/10/96	09/10/96	5000	CK	RP			119.44	99	02112	00000188
08/07/96	08/07/96	5000	CK	RP			124.62	99	03039	00000230
07/17/96	07/17/96	5000	CK	RP			99.82	99	03102	00000178
07/12/96	07/12/96	5000	CK	RP			72.71	99	05013	00000194
05/31/96	05/31/96	5000	CK	OM			56.41	16	00449	00000127

Select

Product Description	Contract Number	Amount

Close

09/24/97 13:16:43

MURRAY CONSTRUCTION

4200 S LOUISE AVE 102

SIOUX FALLS, SD 57106-3121

0141.19.113

File Options Help

Reset
Print
Close

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06/20/97	06/20/97	5000	CK	RP			208.00	99	05069	00000060
04/14/97	04/14/97	:000	CK	RP			7.69	99	01146	00000317
04/14/97	04/14/97	5000	CK	RP			7.69	99	01146	00000369
02/11/97	02/11/97	5000	CK	RP			7.69	99	02053	00000214
01/09/97	01/09/97	5000	CK	RP			7.69	99	04041	00000077
12/30/96	12/30/96	5000	CK	RP			7.69	99	01016	00000161

Select

Product Description	Contract Number	Amount

Close

09/24/97 13:10:43

MURRAY CONSTRUCTION

623 W 11TH ST B

SIOUX FALLS, SD 57104-3609

EXHIBIT
31
9-30-97 ALW

File Options Help

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Print
Close

Received	Date Processed	Tran Id	Pmt Typ	Pmt Src	Fld Coll	Trf Src	Amount	Pmt O/c	Batch No	Seq No
11/12/96	11/12/96	5000	CK	RP			7.69	99	02005	00000124
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09/10/96	09/10/96	5000	CK	RP			2.59	99	02112	00000202
08/07/96	08/07/96	5000	CK	RP			13.44	99	03639	00000205
08/07/96	08/07/96	5000	CK	RP			15.52	99	03039	00000191
06/12/96	06/12/96	5000	CK	RP			7.69	99	03055	00000201
04/19/96	04/19/96	5000	CK	RP			7.69	99	05038	00000298
03/12/96	03/12/96	5000	CK	RP			7.76	99		00000001

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Product Description	Contract Number	Amount

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09/24/97 13:10:57

MURRAY CONSTRUCTION

623 W 11TH ST B

SIOUX FALLS, SD 57104-3609

0141.19.115

File Options Help

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08/04/97	08/04/97	5060	CK	RP			15.47	99	01020	00000097
07/10/97	07/10/97	5000	CT	RP			33.06	99	04010	00000070
06/20/97	06/20/97	5000	CK	RP			18.41	99	05069	00000059
04/14/97	04/14/97	5000	CK	RP			54.15	99	01146	00000387
03/11/97	03/11/97	5000	CK	RP			52.27	99	02103	00000096
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Select

Product Description	Contract Number	Amount

Close

09/24/97 13:09:54

MURRAY CONST

617 W 11TH ST

SIOUX FALLS, SD 57104-3609

EXHIBIT
32
9/30/97 AW

File Options Help

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Print
Close

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12/10/96	12/10/96	5000	CK	RP			61.20	99	02083	00000068
11/12/96	11/12/96	5000	CK	RP			30.72	99	02005	00000121
10/10/96	10/10/96	5000	CK	RP			17.86	99	04126	00000114
09/10/96	09/10/96	5000	CK	RP			19.31	99	02112	00000200
08/07/96	08/07/96	5000	CK	RP			17.76	99	03039	00000204
08/07/96	08/07/96	5000	CK	RP			20.92	99	03039	00000194
06/12/96	06/12/96	5000	CK	RP			42.11	99	03055	00000200

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Product Description	Contract Number	Amount

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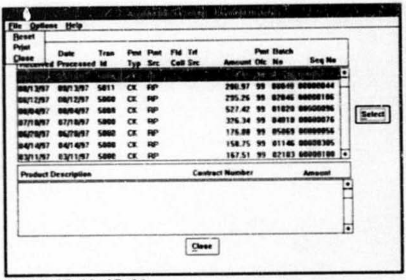
09/24/97 13:10:22

MURRAY CONST

617 W 11TH ST

SIOUX FALLS, SD 57104-3609



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08/12/97	08/12/97	5000	CK	RP			295.26	99	02046	00000106
08/04/97	08/04/97	5000	CK	RP			527.42	99	01020	00000096
07/18/97	07/18/97	5000	CK	RP			376.34	99	04018	00000076
06/20/97	06/20/97	5000	CK	RP			176.88	99	05069	00000056
04/14/97	04/14/97	5000	CK	RP			158.75	99	01146	00000305
03/11/97	03/11/97	5000	CK	RP			167.51	99	02183	00000100

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Product Description	Contract Number	Amount

Close

09/24/97 13:07:34

MURRAY CONST

609 W 11TH ST

SIOUX FALLS, SD 57104-3609

EXHIBIT

33

File Options Help

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Print
Close

Received	Date Processed	Tran Id	Pmt Typ	Pmt Src	Fld Coll	Trl Src	Amount	Pmt Ofc	Batch No	Seq No
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01/09/97	01/09/97	5000	CK	RP			211.35	99	04041	00000074
12/10/96	12/10/96	5000	CK	RP			737.74	99	02083	00000066
11/12/96	11/12/96	5000	CK	RP			199.90	99	02005	00000119
09/10/96	09/10/96	5000	CK	RP			871.89	99	07112	00000198
08/07/96	08/07/96	5000	CK	RP			805.50	99	03035	00000192
07/12/96	07/12/96	5000	CK	RP			383.93	95	05013	00000190
05/31/96	05/31/96	5000	CK	OM			188.22	16	00449	00000123

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Product Description	Contract Number	Amount

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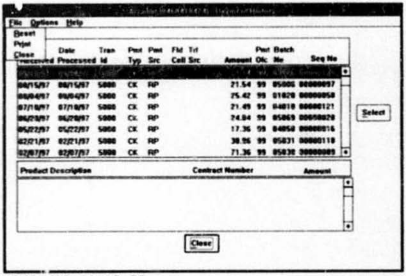
MURRAY CONST

609 W 11TH ST

SIOUX FALLS, SD 57104-3609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08/04/97	08/04/97	5000	CK	RP			25.42	99	01020	00000058
07/10/97	07/10/97	5000	CK	RP			21.49	99	04010	00000121
06/20/97	06/20/97	5000	CK	RP			24.04	99	05069	00050020
05/22/97	05/22/97	5000	CK	RP			17.36	99	04050	00000016
02/21/97	02/21/97	5000	CK	RP			30.96	99	05031	00000110
02/07/97	02/07/97	5000	CK	RP			71.36	99	05030	00000009

Select

Product Description	Contract Number	Amount

Close

09/24/97 13:35:57

ARNOLD'S PARK

601 W RUSSELL ST

SIOUX FALLS, SD 57104-1457

EXHIBIT
34
9-30-97

File Options Help

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Print
Close

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11/12/96	11/12/96	5000	CK	RP			37.23	99	02129	00000140
10/10/96	10/10/96	5000	CK	RP			47.00	99	04126	00000151
09/10/96	09/10/96	5000	CK	RP			22.46	99	02112	00000151
07/16/96	07/16/96	5000	CK	RP			20.60	99	02135	00000907
07/12/96	07/12/96	5000	CK	RP			23.07	99	05013	00000200
05/24/96	05/24/96	5000	CK	RP			29.64	99	05051	00000059
04/19/96	04/19/95	5000	CK	RP			27.72	99	05038	00000274

Select

Product Description	Contract Number	Amount

Close

09/24/97 13:36:09

ARNOLD'S PARK

601 W RUSSELL ST

SIOUX FALLS, SD 57104-1457

File Options Help

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Print
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07/10/97	07/10/97	5000	CK	RP			52.90	99	04010	00000119
06/20/97	06/20/97	5000	CK	RP			55.82	99	05065	00000034
05/22/97	05/22/97	5000	CK	RP			75.33	99	04050	00000021
04/14/97	04/14/97	5000	CK	RP			13.09	99	01146	00000050
02/21/97	02/21/97	5000	CK	RP			98.63	99	05031	00000124
02/07/97	02/07/97	5000	CK	RP			217.61	99	05030	00000094

Select

Product Description	Contract Number	Amount

Close

09/24/97 13:35:30

ARNOLD'S PARK

708 W RICE ST

SIOUX FALLS, SD 57104-1456

EXHIBIT
35
9-30-97 Arw

File Options Help

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Print
Close

Received	Date Processed	Tran Id	Pmt Typ	Pmt Src	Fld Coll	Trf Src	Amount	Pmt Ofc	Batch No	Seq No
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11/12/96	11/12/96	5000	CK	RP			29.91	99	02129	00000146
10/10/96	10/10/96	5000	CK	RP			60.50	99	04126	00000157
09/10/96	09/10/96	5000	CK	RP			29.00	99	02112	00000157
07/16/96	07/16/96	5000	CK	RP			25.75	99	02135	00009012
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05/24/96	05/24/96	5000	CK	RP			39.41	99	05091	00050065
04/15/96	04/15/96	5000	CK	RP			36.16	99	05030	00000279

Select

Product Description	Contract Number	Amount

Close

09/24/97 13:35:46

ARNOLD'S PARK

708 W RICE ST

SIOUX FALLS, SD 57104-1456

File Options Help

Reset
Print
Close

Date Received	Date Processed	Tran Id	Pmt Typ	Pmt Src	Fld Coll	Trl Src	Amount	Pmt Ofc	Batch No	Seq No
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08/15/97	08/15/97	5000	CK	RP			19.31	99	05006	00000101
08/04/97	08/04/97	5000	CK	RP			26.09	99	01020	00000062
07/10/97	07/10/97	5000	CK	RP			22.41	99	04010	00000118
06/20/97	06/20/97	5000	CK	RP			25.18	99	05069	00000032
05/22/97	05/22/97	5000	CK	RP			26.41	99	04058	00000020
04/14/97	04/14/97	5000	CK	RP			28.11	99	01146	00000051
02/21/97	02/21/97	5000	CK	RP			1.02	99	05031	00000123

Select

Product Description	Contract Number	Amount

Close

09/24/97 13:35:06

ARNOLD'S PARK

704 W RICE ST

SIOUX FALLS, SD 57104-1455

EXHIBIT

36

9-30-97 ALW

File Options Help

Reset
Print
Close

Received	Date Processed	Tran Id	Pmt Typ	Pmt Src	Fld Coll	Trl Src	Amount	Pmt Ofc	Batch No	Seq No
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12/26/96	12/26/96	5000	CK	RP			34.93	99	04023	00000080
12/10/96	12/10/96	5000	CK	RP			29.44	99	07083	00000041
11/12/96	11/12/96	5000	CK	RP			22.60	99	02129	00030144
10/10/96	10/10/96	5000	CK	RP			46.17	99	04126	00000155
09/10/96	09/10/96	5000	CK	RP			22.05	99	02112	00000155
07/16/96	07/16/96	5000	CK	RP			21.39	99	02135	00000011
07/12/96	07/12/96	5000	CK	RP			25.94	99	05013	00000204

Select

Product Description	Contract Number	Amount

Close

09/24/97 13:35:17

ARNOLD'S PARK

704 W RICE ST

SIOUX FALLS, SD 57104-1455

File Options Help

Reset
Print
Close

Received	Date Processed	Tran Id	Pmt Typ	Pmt Src	Fld Coll	Trf Src	Amount	Pmt Ofc	Batch No	Seq No
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08/04/97	08/04/97	5000	CK	RP			24.39	99	01029	00000061
07/10/97	07/10/97	5000	CK	RP			26.56	99	04018	00000117
06/20/97	06/20/97	5000	CK	RP			30.10	99	05065	00000031
05/22/97	05/22/97	5000	CK	RP			26.33	99	04058	00000019
02/21/97	02/21/97	5000	CK	RP			35.10	99	05031	00000121
02/07/97	02/07/97	5000	CK	RP			68.97	99	05030	00000092

Select

Product Description	Contract Number	Amount

Close

09/24/97 13:34:45

ARNOLD'S PARK

700 W RICE ST

SIOUX FALLS, SD 57104-1454

EXHIBIT
37
9/30/97 AW

File Options Help

Reset
Print
Close

Received	Date Processed	Tran Id	Pmt Typ	Pmt Src	Fld Coll	Trf Src	Amount	Pmt Ofc	Batch No	Seq No
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10/10/96	10/10/96	5000	CK	RP			51.92	99	04126	00000154
09/10/96	09/10/96	5000	CK	RP			25.39	99	02112	00000154
07/16/96	07/16/96	5000	CK	RP			23.95	99	02135	00000010
07/12/96	07/12/96	5000	CK	HP			28.84	99	05013	00000203
05/24/96	05/24/96	5000	CK	RP			34.51	99	05091	00000062
04/15/96	04/15/96	5000	CK	RP			30.24	99	05038	00000277

Select

Product Description	Contract Number	Amount

Close

09/24/97 13:34:56

ARNOLD'S PARK

700 W RICE ST

SIOUX FALLS, SD 57104-1454

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF SOUTH DAKOTA

IN THE MATTER OF THE COMPLAINT FILED BY ARNOLD MURRAY CONSTRUCTION, SIOUX FALLS, SD, AGAINST NORTHERN STATES POWER COMPANY REGARDING TRANSFERRING UNPAID BALANCES TO ITS ACCOUNT	))))))	**FINAL ORDER AND DECISION; NOTICE OF ENTRY OF ORDER** **EL97-013**

On July 8, 1997, the South Dakota Public Utilities Commission (Commission) received a complaint from Arnold Murray Construction (AMC), Sioux Falls, South Dakota, against Northern States Power Company (NSP) regarding transferring unpaid balances to its account. In the complaint, AMC states that NSP is transferring final bills from one meter that is inactive to active meters without giving addresses, usage, etc. AMC explains that as a property manager who fee manages, this practice is very confusing. AMC alleges that it has found bills for other owners and/or tenants in its bill. Further, AMC states that it did not give NSP permission to bill in this manner. AMC has requested the Commission to order NSP to stop this practice.

At its regularly scheduled July 29, 1997, meeting, the Commission found probable cause of an unlawful or unreasonable act, rate, practice, or omission and served the complaint on NSP. NSP filed its response on August 15, 1997.

Pursuant to its Order for and Notice of Hearing dated September 18, 1997, a hearing was held on September 30, 1997, at the Days Inn Empire, 3401 Gateway Boulevard, Sioux Falls, South Dakota. At the end of the hearing, the Commission took the matter under advisement.

At its November 18, 1997, meeting, the Commission considered this matter. The Commission voted to find that NSP's method of transferring of final bills is reasonable.

Based on the evidence and testimony presented at the hearing, the Commission makes the following Findings of Fact and Conclusions of Law.

FINDINGS OF FACT

I

On July 8, 1997, the Commission received a complaint from Arnold Murray Construction (AMC), Sioux Falls, South Dakota, against Northern States Power Company (NSP) regarding transferring unpaid balances to its account. Exhibit 1.

II

Bonnie Murray, a representative of AMC, stated that AMC objected to the transferring of balances and wanted the Commission to prohibit NSP from transferring balances. Tr. at 11, 31. Ms. Murray also stated that if bills were transferred, she would prefer that the transfers show the address, not just the account number. Tr. at 22. Ms. Murray also objected to NSP billing errors. Tr. at 27-28.

III

Marilyn Heidemann, a NSP representative, stated that when NSP finals an account, the customer is issued a final bill. Tr. at 34. The due date on that final bill is approximately 30 days. Id. If the bill is not paid by the due date, seven days later it is transferred to another active account under the same name and rate class. Id. The transfer is done automatically. Tr. at 35. With respect to the alleged billing errors, Ms. Heidemann stated that she did not believe that these were company errors but probably involved disputes between the landlord and the tenant as to what date the tenant was responsible for the bill. Tr. at 44.

IV

The Commission finds that NSP's practice of transferring bills from inactive accounts to active accounts that involve the same name and class of service is a reasonable practice because NSP itemizes the transfers and provides account numbers for those transfers.

CONCLUSIONS OF LAW

I

The Commission has jurisdiction over this matter pursuant to SDCL Chapters 1-26, 49-34A, and ARSD 20:10:01:15.

II

The Commission finds that NSP's practice of transferring bills from inactive accounts to active accounts that involve the same name and class of service is a reasonable practice because NSP itemizes the transfers and provides account numbers for those transfers.

It is therefore

ORDERED that the Commission finds that NSP's practice of transferring bills from inactive accounts to active accounts that involve the same name and class of service is a reasonable practice because NSP itemizes the transfers and provides account numbers for those transfers.

NOTICE OF ENTRY OF ORDER

PLEASE TAKE NOTICE that this Order was duly entered on the 2nd day of December, 1997. Pursuant to SDCL 1-26-32, this Order will take effect 10 days after the date of receipt or failure to accept delivery of the decision by the parties.

Dated at Pierre, South Dakota, this 2nd day of December, 1997.

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 Delaine Kolbo

Date 12/4/97

(OFFICIAL SEAL)

BY ORDER OF THE COMMISSION:

James A. Burg

JAMES A. BURG, Chairman

PAM NELSON, Commissioner
dissenting

Laska Schoenfelder

LASKA SCHOENFELDER, Commissioner