



**MONTANA-DAKOTA**

**UTILITIES CO.**

A Division of MDU Resources Group, Inc.

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

February 7, 2013

Ms. Kate Whitney, Administrator  
Utility Division  
Montana Public Service Commission  
1701 Prospect Avenue  
Helena, MT 59620

Re: General Gas Rate Application  
Docket No. D2012.9.100

Dear Ms. Whitney:

Enclosed please find Montana-Dakota Utilities Co.'s updated response to redact confidential information originally provided to the Montana Public Service Commission data request No. PSC-056 dated January 17, 2013. Montana-Dakota submitted its original response to this request February 4, 2013, however, inadvertently provided confidential information on Attachment A. Please replace Response No. PSC-056 provided on February 4, 2013 with the updated Response No. PSC-056 attached to this letter.

If you have any questions, please contact me at (701) 222-7854.

Sincerely,

A handwritten signature in red ink that reads "Rita A. Mulkern".

Rita A. Mulkern  
Director of Regulatory Affairs

Attachments

cc: Service List

Montana-Dakota Utilities Co.  
Docket No. D2012.9.100  
Service List

Ms. Kate Whitney, Administrator  
Utility Division  
Montana Public Service Commission  
1701 Prospect Avenue  
PO Box 202601  
Helena, MT 59620-2601  
kwhitney@mt.gov

Robert Nelson  
Montana Consumer Counsel  
111 North Last Chance Gulch, Suite 1B  
PO Box 201703  
Helena, MT 59620-1703  
robnelson@mt.gov

John Alke  
40 West Lawrence, Suite A  
PO Box 1166  
Helena, MT 59624-1166  
johnalke@hksalaw.com

Albert E. Clark  
2871 S Conway Rd. 127  
Orlando, FL 32812  
aclark154@cfl.rr.com

John W. Wilson  
J W Wilson & Associates  
1601 N Kent Ste. 1104  
Arlington, VA 22209  
john@jwwa.com

**MONTANA-DAKOTA UTILITIES CO.  
MONTANA PUBLIC SERVICE COMMISSION  
DATA REQUEST  
DATED JANUARY 17, 2013  
DOCKET NO. D2012.9.100**

**PSC-056**

**Regarding: New customer bills  
Witness: Gardner, Aberle**

- a. Please provide copies of the revamped consumer bills discussed by Mr. Gardner on p. 6 of his prefiled testimony for residential and small firm general service customers.**
- b. Please provide a copy of the most recent JD Power and Associates survey results for MDU customers.**

**Response:**

- a. Please see Attachment A for examples of customer bills for a Residential and Small Firm General Service customer. The watermark indicates the bills were produced out of a test environment and the watermark will not display on bills sent to customers.
- b. The requested information is the proprietary information of a third party which Montana-Dakota is only allowed to use on a subscription basis. Montana-Dakota cannot, consistent with its legal obligations with its subscriber, provide the requested information.

Response No. PSC-056  
Attachment A

Response No. PSC-056  
Attachment A

**ACCOUNT SUMMARY**

Previous Balance	\$77.09
Payment Received 9/7/2012 Thank you	-77.09
Current Gas Charges	11.06
Current Electric Charges	42.08
<b>Amount Due on 10/4/12</b>	<b>\$53.14</b>

Any balance remaining after the due date is subject to a late payment charge of 1.00% per month.

CUSTOMER SERVICE & EMERGENCY SERVICE

**1-800-638-3278**

Emergencies: 24 hours a day  
Non-emergencies: Mon-Fri, 7 AM - 7 PM

Email: [customerservice@mdu.com](mailto:customerservice@mdu.com)

Mail: Montana-Dakota Utilities Co.,

Attn: Customer Service, PO Box 7608, Boise, ID 83707-1608. Please include your account number.

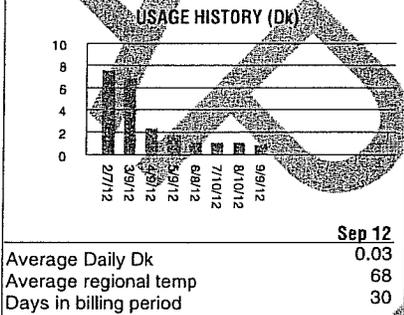
**CALL BEFORE YOU DIG 811**

October						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Payment Due ▲  
See "Ways to Pay Your Bill" on the back of this page.

**Gas Charges**

BILLING PERIOD 8/11/12 - 9/9/12 DAYS 30  
METER NUMBER 012607079  
METER READ DATE 9/9/12  
Next scheduled read 10/10/12

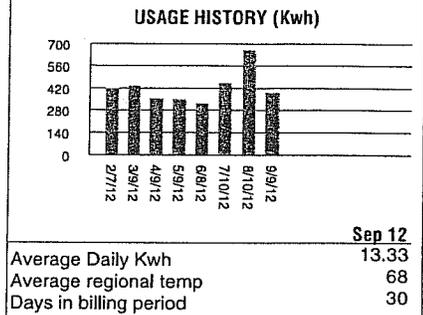


RATE	Sep 12
60 - Residential Gas	
Average Daily Dk	0.03
Average regional temp	68
Days in billing period	30

CURRENT READING	PREVIOUS READING	DIFFERENCE	THERM FACTOR	Dk USED
621.9	- 621.1	= 0.8	x 1.138694	= 0.9
Basic Service Charge				6.35
Distribution Delivery 0.9 Dk x \$1.126				1.01
Cost of Gas 0.6 Dk x \$3.898				2.34
Cost of Gas 0.3 Dk x \$4.284				1.29
USBC 0.9 Dk x \$0.0655				0.06
CTA 0.9 Dk x \$0.01				0.01
<b>Total Charges</b>				<b>\$11.06</b>

**Electric Charges**

BILLING PERIOD 8/11/12 - 9/9/12 DAYS 30  
METER NUMBER 011435402  
METER READ DATE 9/9/12  
Next scheduled read 10/10/12



RATE	Sep 12
10 - Residential Electric	
Average Daily Kwh	13.33
Average regional temp	68
Days in billing period	30

CURRENT READING	PREVIOUS READING	TOTAL USED
18386	- 17988	= 400 Kwh
Basic Service Charge 30 Days at \$0.18		5.40
Energy 400 Kwh x \$0.06813		27.25
Fuel & Purchased Power 280 Kwh x \$0.02065		5.78
Fuel & Purchased Power 120 Kwh x \$0.0252		3.02
USBC 400 Kwh x \$0.001566		0.63
<b>Total Charges</b>		<b>\$42.08</b>

PLEASE KEEP THIS PORTION FOR YOUR RECORDS.

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT, MAKING SURE THE RETURN ADDRESS SHOWS IN THE ENVELOPE WINDOW.

UTE 42.08  
UTG 11.06

Has your mailing address or phone number changed? Check here and provide details on back.

To donate to Energy Share of MT enter amount on line. (Tax Deductible)

+ \$  
Energy Share of MT donation

Please enter amount enclosed

\$

Write account number on check and make payable to MDU.

PO BOX 5600  
BISMARCK ND 58506-5600



**Ways to Pay Your Bill**

**Easy-Pay:** Automatically pay your bill each month by having Montana-Dakota Utilities withdraw your preauthorized payment from your financial institution each month. To enroll, call 1-800-638-3278 or complete the Easy-Pay Enrollment authorization form located on our website, [www.montana-dakota.com](http://www.montana-dakota.com), and return with a voided check.

**Pay By Phone or Online:** We accept payments through Western Union® Speedpay®, a third-party service provider. You will find the Speedpay link on our website or simply call toll-free 1-866-263-5185 and follow the prompts. Payments can be made 24/7 using your credit card, debit card or electronic transfer from a checking, money market or savings account. You will need your utility account number (available on your bill) to process your payment. Western Union® Speedpay® charges a \$3.95 convenience fee per transaction for this service.

**Payment Locations:** Pay by cash, check or money order at one of our payment locations;

there is no charge for this service. Call Customer Service or visit our website for the nearest payment location. Payments made at a payment location are not credited to your account until they are received by Montana-Dakota Utilities.

**By Mail:** Mail your payment to Montana-Dakota Utilities Co., P.O. Box 5600, Bismarck, ND 58506-5600. Be sure to allow time for mailing so your payment is received by the due date.

**Balanced Billing:** This billing plan levels out your monthly bill so you can reduce fluctuations brought on by changes in the weather and the cost of energy. To enroll, complete the Balance Billing form located on our website or contact Customer Service at 1-800-638-3278.

**Payment Due Date:** Your bill is past due if not paid within 22 days after it is mailed. If you are paying with a credit card or paying at one of our payment locations in response to a Disconnection of Service Notice, please contact Montana-Dakota at 1-800-638-3278 and let us know that payment has been made.

**Billing Terms and Definitions**

The rates reflected on your bill have been approved by the Public Service Commission or Public Utilities Commission in the state where service is provided. Copies of the company's current tariffs are available at [www.montana-dakota.com](http://www.montana-dakota.com).

**Basic Service Charge or Base Rate:** A monthly or daily charge designed to recover a portion of the fixed costs incurred in providing utility service regardless of how much energy is used.

**Constant:** A fixed value used to convert meter readings to actual energy use when certain equipment is used in the metering process such as current and potential transformers.

**Cost of Gas:** This charge recovers the cost of gas itself as well as other related costs Montana-Dakota incurs from its pipeline suppliers in providing natural gas service. The cost is strictly a pass-through to customers and does not provide Montana-Dakota with a profit.

**CTA – Conservation Tracking Adjustment:** A charge that provides funding for Commission-approved conservation programs in the states of MT and SD.

**Demand Charge:** A charge designed to recover the demand or peak-related costs associated with the delivery of electric service from the generation source to your meter.

**Distribution Delivery Charge or Energy Charge:** A volumetric charge to recover the costs of delivering energy to your meter. This amount varies with the amount of energy used.

**DDSM – Distribution Delivery Stabilization Mechanism:** A charge applicable to gas service provided in ND and SD designed to adjust for the over- or under-collection of distribution delivery revenues due to actual temperature deviations from normal temperatures. This adjustment is applicable during the billing periods Nov. 1-May 1.

**Dk – Dekatherms:** The Dk billed is reflective of the total amount of natural gas used in the billing period. The amount of natural gas used as measured by the gas meter is converted to Dk by applying a therm factor to the measured use.

**Fuel and Purchased Power:** This charge recovers the fuel and purchased power costs the company incurs in supplying its customers with electricity. This cost is a pass-through to customers and is subject to change on a monthly basis for customers served in MT and ND.

**Fuel Cost Adj:** Adjustment per Kwh to reflect changes in the cost of fuel and purchased power the company incurs in supplying its customers with electricity. This adjustment is a pass-through to customers and is subject to change on a monthly basis in SD.

**Kw – Kilowatt:** The Kw billed is the peak demand (or maximum 15-minute measured demand) of electricity during the billing period or the minimum Kw amount as stated in the company's tariffs.

**Kwh – Kilowatt-hour:** The Kwh billed is the total amount of electricity used in the billing period.

**Kvar Penalty:** A penalty applicable to a customer operating its facilities outside the power factor range stated on the company's tariffs.

**Power Supply Cost Adj:** Adjustment per Kwh to reflect changes in the cost of fuel and purchased power the company incurs in supplying its customers with electricity. This adjustment is a pass-through to customers and is subject to change on an annual basis in WY.

**TCA – Transmission Cost Adjustment:** A charge per Kwh applicable to electric service provided in ND for recovery of transmission related expenditures and investments net of revenues received from others. The TCA is subject to change on an annual basis.

**Therm Factor:** The therm factor adjusts the amount of natural gas measured by the meter for the heat content and atmospheric pressure of the gas delivered to a customer's premise. This conversion ensures that all customers are billed based on the heat value of the gas during the applicable billing period.

**USBC – Universal System Benefits Charge:** A charge that provides funding for conservation and low-income programs in the state of MT as required by the Montana State Legislature.

**Important Customer Information**

If you have questions regarding your bill or service, please call Montana-Dakota Customer Service **FIRST** at 1-800-638-3278. If you cannot pay your bill at this time, we are **willing to make satisfactory payment arrangements**. If your questions are not resolved after you have called Customer Service, you may contact the regulatory agencies governing in the state service is provided:

- MT PSC: 1-800-646-6150 or write to P.O. Box 202601, Helena, Montana 59620-2601
- ND PSC: Write to 600 E. Boulevard, Bismarck, ND 58505-0480
- SD PUC: 1-605-773-3201
- WY PSC: Write to 2515 Warren Avenue, Suite 300 Cheyenne, WY 82002

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

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

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

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

**Has your mailing / email address or phone number changed?**

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

Account No. \_\_\_\_\_

Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP: \_\_\_\_\_

Phone: ( \_\_\_\_\_ ) \_\_\_\_\_ Email: \_\_\_\_\_

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Current Electric Charges	42.08
<b>Amount Due on 10/4/12</b>	<b>\$53.14</b>

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Email: [customerservice@mdu.com](mailto:customerservice@mdu.com)

Mail: Montana-Dakota Utilities Co.,

Attn: Customer Service, PO Box 7608, Boise, ID 83707-1608. Please include your account number.

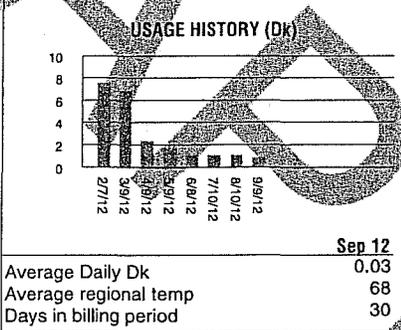
October						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Payment Due ▲  
 See "Ways to Pay Your Bill" on the back of this page.

**CALL BEFORE YOU DIG 811**

**Gas Charges**

**BILLING PERIOD** 8/11/12 - 9/9/12  
**DAYS** 30  
**METER NUMBER** 012607079  
**METER READ DATE** 9/9/12  
 Next scheduled read 10/10/12  
**RATE** 60 - Residential Gas



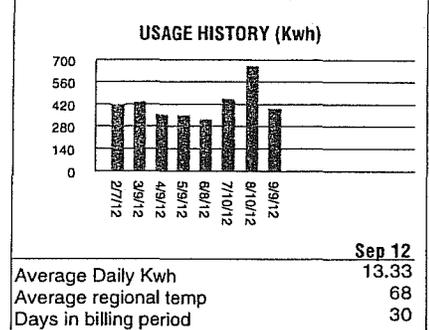
**Sep 12**  
 Average Daily Dk 0.03  
 Average regional temp 68  
 Days in billing period 30

CURRENT READING	PREVIOUS READING	DIFFERENCE	THERM FACTOR	Dk USED
621.9	- 621.1	= 0.8	x 1.138694	= 0.9

Basic Service Charge	6.35
Distribution Delivery 0.9 Dk x \$1.126	1.01
Cost of Gas 0.6 Dk x \$3.898	2.34
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<b>Total Charges</b>	<b>\$11.06</b>

**Electric Charges**

**BILLING PERIOD** 8/11/12 - 9/9/12  
**DAYS** 30  
**METER NUMBER** 011435402  
**METER READ DATE** 9/9/12  
 Next scheduled read 10/10/12  
**RATE** 10 - Residential Electric



**Sep 12**  
 Average Daily Kwh 13.33  
 Average regional temp 68  
 Days in billing period 30

CURRENT READING	PREVIOUS READING	TOTAL USED
18388	- 17988	= 400 Kwh

Basic Service Charge 30 Days at \$0.18	5.40
Energy 400 Kwh x \$0.06813	27.25
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PLEASE RETURN THIS PORTION WITH YOUR PAYMENT, MAKING SURE THE RETURN ADDRESS SHOWS IN THE ENVELOPE WINDOW.

UTE 42.08  
 UTG 11.06

Has your mailing address or phone number changed? Check here and provide details on back.

To donate to Energy Share of MT enter amount on line. (Tax Deductible)

+ \$  
 Energy Share of MT donation

Please enter amount enclosed

\$

Write account number on check and make payable to MDU.

PO BOX 5600  
 BISMARCK ND 58506-5600





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

### Ways to Pay Your Bill

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**Pay By Phone or Online:** We accept payments through Western Union<sup>®</sup> Speedpay<sup>®</sup>, a third-party service provider. You will find the Speedpay link on our website or simply call toll-free 1-866-263-5185 and follow the prompts. Payments can be made 24/7 using your credit card, debit card or electronic transfer from a checking, money market or savings account. You will need your utility account number (available on your bill) to process your payment. Western Union<sup>®</sup> Speedpay<sup>®</sup> charges a \$3.95 convenience fee per transaction for this service.

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- ND PSC: Write to 600 E. Boulevard, Bismarck, ND 58505-0480
- SD PUC: 1-605-773-3201
- WY PSC: Write to 2515 Warren Avenue, Suite 300 Cheyenne, WY 82002

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

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

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

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

**Has your mailing / email address or phone number changed?**

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

Account No. \_\_\_\_\_

Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP: \_\_\_\_\_

Phone: ( \_\_\_\_\_ ) \_\_\_\_\_ Email: \_\_\_\_\_