

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

IN THE MATTER OF THE COMPLAINT FILED)	ORDER FOR AND NOTICE
BY ANGELIA QUALLS, SIOUX FALLS, SOUTH)	OF HEARING
DAKOTA, AGAINST NORTHERN STATES)	
POWER COMPANY REGARDING PREVIOUS)	EL97-023
ACCOUNT BALANCES)	

On December 10, 1997, the South Dakota Public Utilities Commission (Commission) received a complaint from Angelia Qualls, 125 S. Conklin #5, Sioux Falls, South Dakota (Complainant) against Northern States Power Company (NSP) regarding unpaid balances on her account. In the complaint, Complainant states that her name was added to utility bills by a person with whom she was cohabitating, that the name used was not her actual name, that certain arrearages have occurred in the account and that NSP is now trying to collect these arrearages from her. Complainant has requested the Commission to determine the merits of her complaint and that NSP not disconnect the electric service until such time as the complaint is resolved.

On December 18, 1997, at its regularly scheduled meeting, the Commission considered the matter along with comments from Complainant and NSP. The Commission found probable cause (Commissioner Schoenfelder, dissenting) of an unlawful or unreasonable act, rate, practice, or omission and served the complaint on NSP. NSP filed its response on January 27, 1998.

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 voted to find probable cause (Commissioner Schoenfelder, dissenting).

The issue at the hearing is whether NSP committed an unlawful or unreasonable act, rate, practice or omission.

A hearing shall be held at 2:00 p.m., on Monday, March 30, 1998, at the County Commissioners' Meeting Room, 2nd Floor, 415 North Dakota (Old Courthouse), 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 hearing, the Final Decision will be based solely on the testimony and evidence provided, if any, during the hearing 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 committed an unlawful or unreasonable act, rate, practice or omission.

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 19th day of March, 1998.

CERTIFICATE OF SERVICE	
The undersigned hereby certifies that this document has been served today upon all parties of record in this docket, as listed on the docket service list, by facsimile or by first class mail, in properly addressed envelopes, with charges prepaid thereon.	
By:	<u>Helaine Kalbo</u>
Date:	<u>3/19/98</u>
(OFFICIAL SEAL)	

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


WILLIAM BULLARD, JR.
Executive Director