

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

IN THE MATTER OF THE COMPLAINT FILED) BY ANGELIA QUALLS, SIOUX FALLS, SD,) AGAINST NORTHERN STATES POWER) COMPANY REGARDING PREVIOUS) ACCOUNT BALANCES)	ORDER FINDING PROBABLE CAUSE AND NOTICE REQUIRING ANSWER EL97-023
--	---

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.

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 December 18, 1997, at its regularly scheduled meeting, the Commission considered the matter along with comments from Complainant 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 voted to find probable cause (Commissioner Schoenfelder, dissenting). 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 7th day of January, 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>Alaine Kelbo</u>
Date: <u>1/9/98</u>
(OFFICIAL SEAL)

BY ORDER OF THE COMMISSION:

James A. Burg
JAMES A. BURG, Chairman

Pam Nelson
PAM NELSON, Commissioner

LASKA SCHOENFELDER, Commissioner
dissenting