

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

IN THE MATTER OF THE COMPLAINT FILED)
BY KAY GLOVER, STURGIS, SOUTH)
DAKOTA, AGAINST MONTANA-DAKOTA)
UTILITIES CO. REGARDING A GAS BILL.)

ORDER DISMISSING
COMPLAINT AND CLOSING
DOCKET

NG96-006

On February 29, 1996, the Public Utilities Commission (Commission) received a complaint from Kay Glover (Complainant), Sturgis, South Dakota, against Montana-Dakota Utilities Co. (MDU). According to the complaint, MDU transferred the liability of a past due bill from the person who incurred the bill to the Complainant, without the Complainant's authorization. Complainant requested the Commission to determine if the transfer was legal; remove Complainant from any liability for the bill; determine why MDU did not take corrective actions prior to late November; and consider requiring MDU to audio tape decision making telephone conversations with their clients.

On March 12, 1996, at its regularly scheduled meeting, the Commission found that probable cause existed and ordered the executive director to establish a procedural schedule to hear this matter. The Commission has jurisdiction over this matter pursuant to SDCL 49-34A-2, 49-34A-4, and ARSD 20:10:01:07.01 and 20:10:01:08.01.

On May 28, 1996, at its regularly scheduled meeting, the Commission considered this matter. As Ms. Glover and MDU had resolved all the issues complained of by Ms. Glover and she had requested dismissal and closure of the docket, Commission Staff recommended that the Commission dismiss the complaint and close the docket. It is therefore

ORDERED, that the complaint be dismissed and that docket NG96-006 be closed.

Dated at Pierre, South Dakota, this 3rd day of June, 1996.

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>Aldine Kalbo</u>
Date:	<u>6/5/96</u>
(OFFICIAL SEAL)	

BY ORDER OF THE COMMISSION:

Kenneth Stofferahn
KENNETH STOFFERAHN, Chairman

James A. Burg
JAMES A. BURG, Commissioner

Laska Schoenfelder
LASKA SCHOENFELDER, Commissioner