



# Montana-Dakota Utilities Co.

400 N 4<sup>th</sup> Street  
Bismarck, ND 58501

## State of South Dakota Electric Rate Schedule – SDPUC Volume No. 3

Section No. 5  
Original Sheet No. 1

### GENERAL PROVISIONS Rate 100

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**Date Filed:** July 26, 2024

**Effective Date:** Service rendered on and  
after September 1, 2024

**Issued By:** Travis R. Jacobson  
Director – Regulatory Affairs

**Docket No.:** EL23-020



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#### I. PURPOSE:

These rules are intended to define good practice which can normally be expected, but are not intended to exclude other accepted standards and practices not covered herein. They are intended to ensure adequate service to the public and protect the Company from unreasonable demands.

The Company undertakes to furnish service subject to the rules and regulations of the Public Utilities Commission of South Dakota (Commission) and as supplemented by these general provisions, as now in effect or as may hereafter be lawfully established, and in accepting service from the Company, each customer agrees to comply with and be bound by said rules and regulations and the applicable rate schedules. Also refer to Electric Service Rules & Regulations Rate 110.

#### II. DEFINITIONS:

The following terms used in this tariff shall have the following meanings, unless otherwise indicated:

APPLICANT – A customer requesting Company to provide service.

COMMISSION – Public Utilities Commission of the State of South Dakota.

COMPANY – Montana-Dakota Utilities Co. (Montana-Dakota)

CUSTOMER – Any individual, partnership, corporation, firm or other organization, or government agency supplied with service by Company at one location and at one point of delivery unless otherwise expressed in these rules or in a rate schedule.

RATE – Shall mean and include every compensation, charge, fare, toll, rental, and classification, or any of them, demanded, observed, charged or collected by the Company for any service, product, or commodity, offered by the Company to the public, and any rules, regulations, practices or contracts affecting any such compensation, charge, fare, toll, rental or classification.

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|--------------------|-----------------------------------------------------|------------------------|-------------------------------------------------|
| <b>Date Filed:</b> | July 26, 2024                                       | <b>Effective Date:</b> | Service rendered on and after September 1, 2024 |
| <b>Issued By:</b>  | Travis R. Jacobson<br>Director – Regulatory Affairs |                        |                                                 |
| <b>Docket No.:</b> | EL23-020                                            |                        |                                                 |



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#### III. GENERAL TERMS AND CONDITIONS:

##### 1. RULES FOR APPLICATION OF ELECTRIC SERVICE:

- i. Residential Electric Service is available to any residential customer for domestic purposes or general farm use in which service is provided for the producing operations of a farm or ranch only. All normal sized equipment used for domestic lighting, heating, cooking and power, and used strictly for household purposes, may be supplied through one meter.
  - a. Residential service is defined as service for domestic general household purposes in space occupied as living quarters, designed for occupancy by one family. Typical service would include the following: separately metered units, such as single private residences, single apartments, mobile homes, sorority and fraternity houses and general farm use in which service is provided for the producing operations of a farm or ranch (this is not an all-inclusive list). In addition, auxiliary buildings on the same premise as the living quarters, used for residential purposes, may be served on the residential rate where premise is defined as a contiguous parcel of land undivided by a dedicated street, alley, highway, or other public thoroughfare or railway.
  - b. Motors and other equipment which interfere with service to neighboring customers, all motors larger than 5 horsepower and temporary or seasonal loads totaling more than 25 kilowatts (Kw) will not be permitted on the Residential Electric Service Rate without prior Company approval.
  - c. Only single phase service is available under the Residential Electric Service Rate.
- ii. Three phase service shall be served under the appropriate General Electric Service Rate.

**Date Filed:** July 26, 2024

**Effective Date:** Service rendered on and  
after September 1, 2024

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Director – Regulatory Affairs

**Docket No.:** EL23-020



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- iii. General Electric Service is defined as service provided to non-residential services, such as a business enterprise in space occupied and operated for nonresidential purposes. Typical service would include: stores, offices, shops, restaurants, boarding houses, hotels, service garages, wholesale houses, filling stations, barber shops, beauty salons, apartment houses with master metering exemptions, common areas of shopping malls or apartments (such as halls or basements), churches, elevators, schools and facilities located away from the home site (this is not an all-inclusive list).
- iv. If separate metering is not practical for a single unit (one premise) that is using electricity for both domestic purposes and for conducting business (or for nonresidential purposes), the customer will be billed under the predominate use policy. Under this policy, the customer's combined service is billed under the rate (Residential or General Electric Service) applicable to the type of service which constitutes 50% or more of the total connected load.
- v. Other classes of service furnished by the Company shall be defined in applicable rate schedules or in rules and regulations pertaining thereto. Service to customers for which no specific rate schedule is applicable shall be billed on the appropriate General Electric Service Rate.
- vi. Where more than one rate schedule is available for the same class of service, the Company will assist the customer in selecting the applicable rate schedule(s). The Company is not required to change a customer from one rate schedule to another more often than once in 12 months unless there is a material change in the customer's load which alters the availability and/or applicability of such rate(s), or unless a change becomes necessary as a result of an order issued by the Commission or a court having jurisdiction.

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#### 2. CONSUMER DEPOSITS:

The Company will determine whether or not a deposit shall be required of an applicant for electric service in accordance with Commission rules.

**Date Filed:** July 26, 2024

**Effective Date:** Service rendered on and  
after September 1, 2024

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Director – Regulatory Affairs

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- i. The amount of such deposit shall not exceed one-sixth of the estimated annual bill. If a customer has no deposit or one which is inadequate in comparison with the customer's recent bills for service the Company may collect an additional amount in order to bring the total deposit up to the foregoing standard. Should a customer be unable to pay the full amount of the deposit, the Company shall accept payment of the deposit in reasonable installments not to exceed four months.
- ii. The Company may accept in lieu of a cash deposit a contract signed by a guarantor, satisfactory to the Company, whereby the payment of a specified sum not to exceed the required cash deposit is guaranteed. The term of such contract shall automatically terminate after the customer has established credit that would result in return of a deposit or at the guarantor's request upon sixty days written notice to the Company. However, no agreement shall be terminated without the customer having made satisfactory settlement for any balance, which the customer owes the Company. Upon termination of a guarantee contract, a new contract or a cash deposit may be required by the Company.
- iii. The customer may, in lieu of a deposit, be placed on an early payment list whereby the customer shall pay the service bill within a minimum of five working days. However for early payment, early disconnection shall be proper when a customer fails to pay the service bill within a minimum of five working days.
- iv. A deposit shall earn interest at the rate of 7% per year for such period as the customer receives service. Interest shall be credited to the customer's account annually during the month of December.
- v. Deposits with interest shall be refunded to customers at termination of service provided all billings for service have been paid. Deposits with interest will be refunded to all active customers, after the deposit has been held for twelve months, provided prompt payment record, as defined in the Commission rules, has been established.

**Date Filed:** July 26, 2024

**Effective Date:** Service rendered on and  
after September 1, 2024

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Director – Regulatory Affairs

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3. LATE PAYMENT CHARGE:

Amounts billed will be considered past due if not paid by the due date shown on the bill. An amount equal to 1% per month will be applied to any past due amount, provided however, that such amount shall not apply where a bill is in dispute or a formal complaint is being processed.

All payments received will apply to the customer's account prior to calculating the late payment charge. Those payments applied shall satisfy the oldest portion of the bill first.

4. RETURNED CHECK CHARGE:

A charge of \$40.00 will be collected by the Company for any check not honored by the customer's financial institution for any reason.

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5. MANUAL METER READING CHARGE:

A monthly Manual Meter Reading Charge of \$26.05 per month will be assessed customer(s) who have requested, and received Company approval, to have their meter read manually each month in lieu of an AMR-equipped meter read. Customer(s) agree to contract for the manual reading of the meter for a minimum period of one year.

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6. TAX CLAUSE:

In addition to the charges provided for in the electric tariffs of the Company, there shall be charged pro rata amounts which on an annual basis shall be sufficient to yield to the Company the full amount of any sales, use or excise taxes, whether they be denominated as license taxes, occupation taxes, business taxes, privilege taxes, or otherwise, levied against or imposed upon the Company by any municipality, political subdivision or other entity, for the privilege of conducting its utility operations therein.

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The charges to be added to the customer's service bills under this clause shall be limited to the customers within the corporate limits of the municipality, political subdivision or other entity imposing the tax.

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#### 7. UTILITY SERVICES PERFORMED AFTER NORMAL BUSINESS HOURS:

For service requested by customers after the Company's normal business hours and on Saturday, Sunday, or legal holidays, a charge will be made for labor at standard overtime service rates and material at retail prices.

Customers requesting service after the Company's normal business hours will be informed of the after hour service rate and encouraged to have the service performed during normal business hours.

To ensure the Company can service the customer during normal business hours, the customer's call must be received by 12:00 p.m., local time, on a regular work day for a disconnection or reconnection of service that same day. For calls received after 12:00 p.m., local time, on a regular work day, customers will be advised that over time service rates will apply if service is required that day and the work cannot be completed during normal working hours. Service may be scheduled for a future workday to avoid overtime charges.

#### 8. RECONNECTION FEE FOR SEASONAL CUSTOMERS:

A charge will be collected for reconnecting electric service to a customer who requests reconnection of service, at a location where the same customer discontinued the same service during the preceding twelve month period.

Applicable Charge:

- i. Customers with non-demand meters: \$20.00
- ii. Customers with demand meters: \$40.00

#### 9. DISCONTINUANCE OF SERVICE FOR NONPAYMENT OF BILLS:

- i. All bills for service are due when rendered and will be considered delinquent if not paid by the due date shown on the bill. If any customer shall become delinquent in the payment of service bills, such service may be discontinued by the Company after satisfying all the conditions set forth in ARSD Section 20:10:20:03.

Date Filed: July 26, 2024

Effective Date: Service rendered on and  
after September 1, 2024

Issued By: Travis R. Jacobson  
Director – Regulatory Affairs

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- ii. The Company may collect a fee of \$20.00 before restoring electric service which has been disconnected for nonpayment of service bills or where a Service Extender has been installed in lieu of full disconnection. For calls received after 12:00 p.m. local time on a regular workday, customers will be advised that over time service rates will apply if service is required that day and the work cannot be completed during normal working hours. Service may be scheduled for a future workday to avoid over time charges.

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#### 10. DISCONTINUANCE OF SERVICE FOR CAUSES OTHER THAN NONPAYMENT OF BILLS:

The Company reserves the right to discontinue service for any of the following reasons:

- i. In the event of customer use of equipment in such a manner as to adversely affect the Company's equipment or service to others.
- ii. In the event of tampering with the equipment furnished and owned by the Company.
- iii. For violation of or noncompliance with the Company's rules on file with the Commission.
- iv. For failure of the customer to fulfill the contractual obligations imposed as conditions of obtaining service.
- v. For refusal of reasonable access to property to the agent or employee of the Company for the purpose of inspecting the facilities or for testing, reading, maintaining or removing meters.

The right to discontinue service for any of the above reasons may be exercised whenever and as often as such reasons may occur, and any delay on the part of the Company in exercising such rights, or omission of any action permissible hereunder, shall not be deemed a waiver of its rights to exercise same.

Nothing in these regulations shall be construed to prevent discontinuing service without advance notice for reasons of safety, health, cooperation

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with civil authorities, or fraudulent use, tampering with or destroying Company facilities.

The Company may collect a reconnect fee of \$20.00 before restoring electric service, which has been disconnected for the above causes.

11. BILL DISCOUNT FOR QUALIFYING EMPLOYEES:

A bill discount may be available for residential use only in a single family unit served by Montana-Dakota Utilities Co. to qualifying employees and retirees of MDU Resources and its subsidiaries.

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The bill shall be computed at the applicable rate, and the amount reduced by 33 1/3%.

12. METHOD OF COMPUTING INITIAL OR FINAL BILLS FOR ELECTRIC SERVICE FOR LESS THAN A FULL MONTHLY BILLING PERIOD:

Customer's meters are read as nearly as practicable at thirty day intervals. All charges will be prorated on a daily basis, whenever the billing period is less than 27 calendar days or more than 35 calendar days. The minimum monthly bill, basic service charge, kilowatt hour blocks and demand charge provisions in all rate schedules will be prorated.

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13. SELECTIVE TESTING PLAN FOR METERS:

The electric meter population shall be tested in accordance with the Electric Meter Testing Program approved by the Commission.

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14. ELECTRIC METER TEST BY CUSTOMER REQUEST:

Any customer may request the Company to test its electric meter. The Company shall make the test as soon as possible after receipt of the request. If a request is made within one year after a previous request, the Company may require a deposit as follows:

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| <u>Meter Rating</u>                       | <u>Residential</u>     | <u>Deposit Amount</u> |
|-------------------------------------------|------------------------|-----------------------|
| All                                       |                        | \$10.00               |
|                                           | <u>Non-Residential</u> |                       |
| 1-Phase                                   |                        | \$10.00               |
| 1-Phase Demand and Self-Contained 3-Phase |                        | \$20.00               |
| All Other Polyphase                       |                        | \$30.00               |

The deposit shall be refunded only if the meter is found to have an unacceptable error, as defined in the Commission's regulations.

15. BILLING ADJUSTMENTS:

If a meter or billing error results from 1) an inaccurate meter, 2) an incorrect reading of the meter, 3) an incorrect application of a rate schedule, 4) an incorrect connection of the meter, 5) an application of an incorrect multiplier or constant or 6) other errors affecting a customer's bills:

- i. Resulting in a customer being underbilled, the Company shall recalculate the bills and reissue corrected bills for service during the period of the error. If the error date cannot be determined with reasonable certainty, the charge shall be limited to twelve months from the date the error was discovered. In no event shall a residential customer be charged for a period exceeding one year.
- ii. Resulting in a customer being overbilled, the Company shall recalculate the bills and reissue corrected bills for service during the period of the error. If the error date cannot be determined with reasonable certainty, the refund shall be limited to twelve months from the date the error was discovered.

16. SEE ALSO THE FOLLOWING RATES FOR SPECIAL PROVISIONS:

Rate 112 – Electric Extension Policy  
Rate 115 – Summary Billing  
Rate 133 – Rules and Policies for Implementing Master Metering Restrictions  
Rate 140 – Meter Data and Privacy Policy

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|--------------------|-----------------------------------------------------|------------------------|-------------------------------------------------|
| <b>Date Filed:</b> | July 26, 2024                                       | <b>Effective Date:</b> | Service rendered on and after September 1, 2024 |
| <b>Issued By:</b>  | Travis R. Jacobson<br>Director – Regulatory Affairs |                        |                                                 |
| <b>Docket No.:</b> | EL23-020                                            |                        |                                                 |

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17. MODIFICATION OF RATES, RULES AND REGULATIONS:  
Company reserves the right to modify its rates, rules, and regulations or other provisions now or hereafter in effect, in any manner permitted by law.

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**Date Filed:** July 26, 2024

**Effective Date:** Service rendered on and  
after September 1, 2024

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Director – Regulatory Affairs

**Docket No.:** EL23-020