

**Lein, Jennifer J.**

---

**From:** Callahan, Ken <Ken.Callahan@mdu.com>  
**Sent:** Wednesday, November 27, 2013 11:41 AM  
**To:** Lein, Jennifer J.  
**Cc:** Callahan, Ken  
**Subject:** FW: Burke-Divide conversation

Jennifer

---

**From:** Callahan, Ken  
**Sent:** Wednesday, November 27, 2013 11:40 AM  
**To:** DeSaye, Cara G.  
**Cc:** Callahan, Ken  
**Subject:** FW: Burke-Divide conversation

Fyi

---

**From:** Curt Helmers [<mailto:curt@bdec.coop>]  
**Sent:** Wednesday, November 27, 2013 8:20 AM  
**To:** Callahan, Ken; 'Tori Kling'  
**Subject:** RE: Burke-Divide conversation

Ken,  
No discussions needed here. Please proceed.  
Curt

**CURT HELMERS**

Operations Manager

Office: 800.472.2983

Cell: 701.471.2907

Fax: 701.385.3290

Address: 49600

422nd AVE.NW.

Kenmare, ND. 58746



---

**From:** Callahan, Ken [<mailto:Ken.Callahan@mdu.com>]  
**Sent:** Wednesday, November 27, 2013 6:46 AM  
**To:** [curt@bdec.coop](mailto:curt@bdec.coop); Tori Kling ([tori@bdec.coop](mailto:tori@bdec.coop))  
**Subject:** FW: Burke-Divide conversation

Tori or Curt,

Lisa and Ryan Aufforth have contacted MDU and requested service his new home at 6927 Hwy 52 Bowbells, ND 58721, I have attached a map of the location.

Based on all the factors MDU is aware of at this time, it appears that it is appropriate for us to extend service to this customer. I want to make you aware that we are starting the process to obtain PSC permission to serve this customer as

3 **PU-13-874** Filed: 11/27/2013 Pages: 2  
E-mail re communications with Burke Divide Electric

Montana-Dakota Utilities Co., a Division of MDU Resources Group, Inc.  
Ken Callahan

requested. Please let me know if you'd like to discuss this request, or if possible factors exist that may not have been considered to this point.

Thank you,

Ken Callahan  
Energy Services Manager  
Montana-Dakota Utilities  
220 2<sup>nd</sup> Ave East  
PO Box 1406  
Williston, North Dakota 58802  
(701) 572-1620 office  
(701) 770-5030 cell

---

**From:** Zettel, Jacob  
**Sent:** Wednesday, November 20, 2013 3:05 PM  
**To:** Callahan, Ken  
**Subject:** Burke-Divide conversation

Ken,

I wanted to make you aware of a conversation I had with Curt Helmers (operations manager) of Burke Divide yesterday. It appeared that they were indeed upset with the communication that you had been providing regarding the PC&N applications. Please ensure we are sending them the courtesy notification as soon as possible, so they can look at their system and then discuss with the customer or us if there is something that hadn't been considered. With that improvement, hopefully the e-mails are better received and we can have a good working relationship with Burke-Divide. It sounded like they understood our need to proceed with projects, as given the current environment no one wants to wait unnecessarily. I also explained our stance, and that MDU will continue to serve customers that request where the factors indicate we should be the provider and as allowed for by law.

He also mentioned that there is some feeling that information provided may be bias, so make sure as we discuss the process with customers that we are providing factual information. I know as a company we all strive to do our jobs with integrity, but figured I would pass on so you are aware and can ensure it continues to happen.

I mentioned that we'd like to get together for a meeting to discuss further, which it sounded like they were open to, to discuss further and build a better working relationship. Let's see if we can make arrangements to meet with them as soon as schedules will allow.

Thanks Ken,

Jacob Zettel  
Electric Superintendent, Badlands Region  
Montana-Dakota Utilities  
(701) 456-7110