

**STATE OF NORTH DAKOTA
PUBLIC SERVICE COMMISSION**

**Northern States Power Company
Customer Service Hours – Electric
Tariff**

Case No. PU-17-356

**Northern States Power Company
Customer Service Hours – Natural Gas
Tariff**

Case No. PU-17-357

NOTICE OF OPPORTUNITY FOR CONSOLIDATED HEARING

October 18, 2017

On September 18, 2017, Northern States Power Company (NSP) filed requests for approval of tariff changes to its Electric and Natural Gas Tariffs. The tariff changes reflect NSP's proposal to change the hours customer service representatives will be available to take non-emergency/non-outage customer calls. Currently NSP's customer service representatives are available 24 hours a day for all services. Under the proposed change in hours for non-emergency/non-outage customer calls, representatives would be available from 7:00 a.m. to 7:00 p.m. Monday through Friday and 9:00 a.m. to 5:00 p.m. Saturday. This change does not affect calls regarding emergencies or outages. Customers can still call 24 hours a day for these issues.

The issues to be considered in the matter are:

1. Are the proposed changes reasonable?
2. Is there other relevant information the Commission should consider?

Comments and requests for a hearing must be received by December 6, 2017. Persons desiring a hearing must file a written request identifying their interest in the proceeding and the reasons for requesting a hearing. If deemed appropriate, the Commission can determine the matter without a hearing.

Believing that there will be no prejudice to the rights of the parties or the public interest, and finding the cases involve similar questions of law or fact, the Commission is consolidating these cases for purposes of hearing, under North Dakota Administrative Code section 69-02-04-04.

For more information contact the Public Service Commission, State Capitol, Bismarck, North Dakota 58505, 701-328-2400 or Relay North Dakota 1-800-366-6888 TTY. If you require any auxiliary aids or services, such as readers, signers, or Braille materials, please notify the Commission 24 hours in advance.

PUBLIC SERVICE COMMISSION



**Brian Kroshus
Commissioner**



**Randy Christmann
Chairman**



**Julie Fedorchak
Commissioner**