

Eberl, Stacy L.

From: Straabe, Caitlin <Caitlin.Straabe@MDU.com>
Sent: Wednesday, July 10, 2024 8:17 AM
To: Eberl, Stacy L.; MDU Complaints
Subject: RE: ND PSC: Consumer Complaint (Riley Kuntz, Dickinson ND)

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Hello Stacy,

Utilities were being marked in June 2024 on the property, requested by a company for installing fiber optic cables. Montana-Dakota completed the locates for electric and gas service lines as required by state law. In 2021, Montana-Dakota was on the customer's property as part of a gas SSIP replacement project in Dickinson. Mr. Kuntz lives within Dickinson city limits and the Company's infrastructure for gas and electric service are located in the alley which is covered under an active franchise agreement, so there is no need for the Company to have an easement to access those facilities.

In regard to access the Company's facilities on Mr. Kurtz' property, Montana-Dakota's Natural Gas Rate 100 Conditions of Service Section III. Customer Obligations, Paragraph 4. Access to Customer's Premises and Electric Rate 110 Electric Service Rules and Regulations, Section 100 subpart 103 Customer Obligation, paragraph 103.2 Access to Customer's Premises states "Company representatives, when properly identified, shall have access to customer's premises [Monday through Friday, 8:00 a.m. to 5:00 p.m., unless an emergency requires access outside of these hours], for the purpose of reading meters, making repairs, making inspections, removing the Company's property, or for any other purpose incidental to the service."

Thank you,

Caitlin Straabe

Regulatory Liaison
Montana-Dakota Utilities Co. | Great Plains Natural Gas Co.
Office Phone: 701-222-7603
Cell Phone: 701-595-4499
caitlin.straabe@mdu.com

From: steberl@nd.gov <steberl@nd.gov>
Sent: Monday, July 8, 2024 4:15 PM
To: MDU Complaints <mducomplaints@mdu.com>
Cc: steberl@nd.gov
Subject: ND PSC: Consumer Complaint (Riley Kuntz, Dickinson ND)

Some people who received this message don't often get email from steberl@nd.gov. [Learn why this is important](#)

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