



A Subsidiary of MDU Resources Group, Inc.

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January 13, 2026

Executive Secretary
North Dakota Public Service Commission
State Capitol Building
Bismarck, ND 58505-0480

**Re: Chair Christmann's Request for Information Regarding Customer Inquiries
Related to the Proposed RRCA Increase
Case No. PU-25-279**

Montana-Dakota Utilities Co. (Montana-Dakota or Company) herewith electronically submits information in response to questions asked of the Company at the North Dakota Public Service Commission's (Commission) January 7, 2026 informal hearing on the Company's Renewable Resource Cost Adjustment Rate 55 (RRCA).

Exhibit 6 of the RRCA filing contains the notice that the Company included with customer bills, in compliance with N.D.C.C. § 69-09-02-02.1, which requires that customers be provided with a notice within thirty days of the filing, informing them of the Company's request to update rates.

While discussing the proposed RRCA at the January 7th hearing, Chair Christmann asked a series of questions regarding the number of customer inquiries the Company has received regarding the customer notice proposing the change to the RRCA. The Company did not have the information readily available to respond, and therefore noted additional information could be provided following the meeting. The information requested included:

- How many calls has Montana-Dakota received regarding the customer notice of the Renewable Rider increase?
- What type of feedback is the Company receiving about the customer notice?

The Company has confirmed that it does not maintain call records at a level of detail that identifies calls specifically related to a customer notice. However, call center employees have not escalated this matter to Customer Service leadership, suggesting there has not been a significant volume of calls on this topic.

If you have any questions regarding this filing, please contact me at (701) 954-9072 or at tyler.culbertson@mdu.com.

Sincerely,

Tyler Culbertson

Tyler J Culbertson
Director of Regulatory Affairs

Attachments

cc: Allison Waldon