



105 West Lincoln Avenue

Mailing Address:  
P.O. Box 176  
Fergus Falls, MN 56538-0176  
(218) 736-6935

June 8, 2015

Dan Wolf  
Executive Secretary  
Minnesota Public Utilities Commission  
121 Seventh Place East, Suite 350  
St. Paul, MN 55101-2147

Re: Petition for Approval of Revisions to the Consumer Billing Statement  
Form and Tariff  
Docket No. G004/M-15-\_\_\_\_\_

Dear Mr. Wolf:

Great Plains Natural Gas Co. (Great Plains), a Division of MDU Resources Group, Inc., herewith electronically submits a Petition for Approval of Revisions to the Consumer Billing Statement Form set forth on Section 7, 1<sup>st</sup> Revised Sheet No. 7-3.1 of its natural gas tariff in accordance with Minnesota Rules 7820.0200 Customer Information and 7820.3500 Billing Content.

If you have any questions regarding this filing, please contact me, at (701) 222-7856, or Brian Meloy, at (612) 335-1451.

Sincerely,

*/s/ Tamie A. Aberle*

Tamie A. Aberle  
Director of Regulatory Affairs

cc: Brian Meloy

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Summary of Filing

Petition and Verification

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Exhibit B- Current Tariff Page-Section No. 7, Original Sheet No. 7-3.1

STATE OF MINNESOTA  
BEFORE THE MINNESOTA PUBLIC UTILITIES COMMISSION

Beverly Jones Heydinger	Chair
Betsy Wergin	Vice Chair
Nancy Lange	Commissioner
Dan Lipschultz	Commissioner
John Tuma	Commissioner

In the Matter of the Petition of Great Plains Natural Gas Co. for Approval of Revisions to its Consumer Billing Statement Form	)	Docket No. G004/M-15-_____
	)	
	)	
	)	

**SUMMARY OF FILING**

Great Plains Natural Gas Co., (Great Plains) a Division of MDU Resources Group Inc. submits this Petition for approval to modify its consumer billing statement contained in its Natural Gas Tariff to the Minnesota Public Utilities Commission (Commission) pursuant to Minnesota Rules 7820.0200 Customer Information and 7820.3500 Billing Content.

In this filing Great Plains is proposing to revise the back side of the billing statement under *Ways to Pay Your Bill* section to include information for the *Online* payment option<sup>1</sup> where Great Plains customers will be able to receive, view and pay their bill online via the Company's website at [www.gpng.com](http://www.gpng.com). The second change made in this section was to the *Payment Due Date*: Language specific to the number of days (22) a customer's bill is due was replaced by the language

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<sup>1</sup> A reference to the new payment option was added immediately above the payment remittance form.

stating that the customer's bill is past due if not paid by the due date shown on the front of the billing statement.

Great Plains also made a revision under the *Important Customer Information* section by including the town name, state and zip code, where inquires or complaints should be sent.

STATE OF MINNESOTA  
BEFORE THE MINNESOTA PUBLIC UTILITIES COMMISSION

Beverly Jones Heydinger	Chair
Betsy Wergin	Vice Chair
Nancy Lange	Commissioner
Dan Lipschultz	Commissioner
John Tuma	Commissioner

In the Matter of the Petition of Great Plains )  
Natural Gas Co. for Approval of a New ) Docket No. G004/M-15-\_\_\_\_\_  
Consumer Billing Statement Form )

**PETITION FOR APPROVAL OF NEW CONSUMER  
BILLING STATEMENT FORM and TARIFF**

**I. INTRODUCTION AND SUMMARY**

Great Plains Natural Gas Co. (Great Plains) a Division of MDU Resources Group, Inc. hereby submits this Petition to the Minnesota Public Utilities Commission (Commission) for approval of a revisions to its consumer billing statement form pursuant to the requirements of Minnesota Rules 7820.0200 and 7820.3500. Great Plains recently revamped its consumer billing statement in conjunction with the conversion to a new customer billing system that occurred in February 2015. The new consumer billing statement form was approved by the Commission on December 1, 2014 in Docket No. G004/M-14-782.

Great Plains now requests to modify the back of the billing statement form to include information regarding the online bill pay options<sup>2</sup> expected to be available in September of 2015. Under the "Ways to Pay Your Bill" section, the following language has been added:

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<sup>2</sup> A reference to the new payment option was added immediately above the payment remittance form.

Online: Go to [www.gpng.com](http://www.gpng.com) for our free online payment service. Once you have registered, simply log in each month to make your payment using any U.S. checking account. It's an easy and secure way to view and/or pay your bill online 24/7.

Great Plains has also identified two additional changes that are required to be made to the back of the billing form. One of those changes was to the *Payment Due Date* section where language specific to the number of days a customer's bill is due was replaced by the language stating that the customer's bill is past due if not paid by the due date shown on the front of the billing statement.

Great Plains also made a revision under the *Important Customer Information* section by including the town name, state and zip code, where inquires or complaints should be sent.

## **II. BACKGROUND**

The bill form, including the proposed revisions, will continue to meet the customer information requirements of Minnesota Rule 7820.0200 and Minnesota Rule 7820.3500. Great Plains' current bill form was recently revamped and implemented in conjunction with a new consumer bill on file with the Commission, Section No. 7, Original Sheet No. 7-3 approved in Docket No. G004/M-14-782.

## **III. General Filing Information**

Pursuant to Minn. Rules Part 7825.1300, Subpart 3, Great Plains provided the following general information:

Utility:	Great Plains Natural Gas Co. A Division of MDU Resources Group, Inc.
Company's Attorneys:	Brian M. Meloy Stinson Leonard 150 South 5 <sup>th</sup> Street, Suite 2300 Minneapolis, MN 55402 Telephone: 612-335-1451

Date of Filing	June 8, 2015
Proposed Effective Date	August 8, 2015.
Controlling Statute for Time in Processing the Filing	60 days notice
Utility personnel authorizing the filing and to whom copies of correspondence, pleadings and notices should be sent:	Tamie A. Aberle Director of Regulatory Affairs Great Plains Natural Gas Co. 400 North 4 <sup>th</sup> Street Bismarck, ND 58501

#### **IV. Description of Filing**

##### **A. Petitioner**

Great Plains is a Minnesota public utility as defined in Minn. Stat. § 216B.02, Subd. 4 and operates as a Division of MDU Resources Group Inc. Great Plains is engaged in business as a natural gas local distribution company serving 18 communities in Minnesota and one community in North Dakota. Great Plains currently provides natural gas utility service to approximately 20,800 Minnesota customers and 2,100 customers in North Dakota.

##### **B. The Proposal**

Revisions are required to be made to the consumer billing form recently approved by the Commission in Docket No. G004/M-14-782 and implemented in February 2015. The revisions include the addition of information regarding an online payment option to be available in September 2015, a revision to the Payment Due Date description to remove the reference to a bill is due 22 days from the date of billing because commercial customers' bills are due 15 days from the date of billing. The payment due date is clearly marked on each bill in date form and prominently displayed on a calendar on the top right corner of the bill. Finally, under the

“Important Customer Information” section, Great Plains included the town name, state and zip code, where inquiries or complaints should be sent.

The full address has been available under the “By Mail” payment section and is shown on the payment stub. The revised preprinted portion of the billing form (backside of the first page) is provided in Exhibit A. The form is also set forth on Section No. 7, 1<sup>st</sup> Revised Sheet No. 7-3.1 also included in Exhibit A.

**V. CONCLUSION**

Based on the information provided in this Petition, Great Plains respectfully request that the Commission approve the new bill form and content and the revised rate schedule identified as Section No. 7, 1<sup>st</sup> Revised Sheet No. 7-3.1.

**Respectfully Submitted,**

*/s/ Tamie A. Aberle*

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Tamie A. Aberle  
Director of Regulatory Affairs  
Great Plains Natural Gas Co.  
a Division of MDU Resources Group, Inc.  
400 N. 4<sup>th</sup> Street  
Bismarck, ND 58501

STATE OF NORTH DAKOTA        )  
  ) ss  
  )  
COUNTY OF BURLEIGH

Tamie Aberle, having been duly sworn upon this oath, states that she is the Director of Regulatory Affairs, Great Plains Natural Gas Co., a Division of MDU Resources Group, Inc., and as such is duly authorized to make this affidavit on behalf of Great Plains and that the matters stated in this filing, including the Petition for Approval and the attached Exhibits A and B are true and correct to the best of her information and belief.

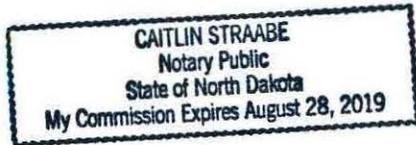
Dated this 8<sup>th</sup> day of June, 2015.

*1s/ Tamie A. Aberle*

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Tamie A. Aberle  
Director of Regulatory Affairs

Subscribed and sworn to before me this 8<sup>th</sup> day of June 2015.



*Caitlin Straabe*

Caitlin Straabe, Notary Public  
Burleigh County, North Dakota  
My Commission Expires: 08/28/2019

**Exhibit A**

# **Exhibit A**



Customer Service: 1-877-267-4764 • 7 a.m.-7 p.m. Monday-Friday
Call volume generally is higher on Mondays; for faster service, please call Tuesday-Friday.
www.gpng.com

Ways to Pay Your Bill

Online: Go to www.gpng.com for our free online payment service. Once you have registered, simply log in each month to make your payment using any active U.S. checking account.

Pay by Bank: Automatically pay your bill each month by having Great Plains Natural Gas Co. withdraw your preauthorized payment from your financial institution on your bill's due date.

By Phone: Our self-service automated telephone system allows you to pay your gas bill or deposit anytime it is convenient - 24/7. To make a debit, credit card or check-by-phone payment, simply call our customer service number and follow the prompts to be connected with our independent service provider.

Payment Locations: Pay by check or money order at one of our payment locations, there is no charge for this service. Call Customer Service or visit our website for the nearest payment location.

By Mail: Mail your payment to Great Plains Natural Gas Co., P.O. Box 5600, Bismarck, ND 58506-5600. Be sure to allow time for mailing so that your payment is received by the due date.

Balanced Billing: This billing plan levels out your monthly bill so you can reduce fluctuations brought on by changes in the weather and the cost of energy. To enroll, complete the Balanced Billing enrollment form on our website or contact Customer Service at 1-877-267-4764.

Payment Due Date: Your bill is past due if not paid by the due date shown on the front of this billing statement. If you are paying with a credit card or paying at one of our payment locations in response to a Disconnection of Service Notice, please contact Great Plains Natural Gas at 1-877-267-4764 and let us know that payment has been made.

Billing Terms and Definitions

The rates reflected on your bill have been approved by the Public Service Commission or Public Utilities Commission in the state where service is provided. Copies of the company's current tariffs are available at www.gpng.com.

Basic Service Charge: A monthly or daily charge designed to recover a portion of the fixed costs incurred in providing utility service regardless of how much energy is used.

City Franchise Fee: This is a fee charged by a city to Great Plains Natural Gas for operating within the city. If applicable, Great Plains Natural Gas will collect this city-imposed franchise fee from its gas service customers located within that city.

Constant: A fixed value used to convert meter readings to actual energy use when gas service is delivered at an elevated pressure.

Cost of Gas: This charge recovers the cost of gas itself as well as other related costs Great Plains Natural Gas incurs from its pipeline suppliers in providing natural gas

service. The cost is strictly a pass-through to customers and does not provide Great Plains Natural Gas with a profit.

CCRA: Conservation Cost Recovery Adjustment is the charge that provides funding for Conservation Programs. In addition to the CCRA a base charge of \$0.0259 is billed as part of the distribution delivery charge.

Distribution Charge: A volumetric charge to recover the costs of delivering energy to your meter. This amount varies with the amount of energy used.

Dk - Dekatherms: The Dk billed is reflective of the total amount of natural gas used in the billing period. The amount of natural gas used as measured by the gas meter is converted to Dk by applying a therm factor to the measured use in order to reflect the heating value of natural gas delivered.

Therm Factor: The therm factor adjusts the amount of natural gas measured by the meter for the heat content and atmospheric pressure of the gas delivered to a customer's premise. This conversion ensures that all customers are billed based on the heat value of the gas during the applicable billing period.

Important Customer Information

If you have questions regarding your bill or service, please call Great Plains Natural Gas FIRST at 1-877-267-4764. If you cannot pay your bill at this time, we are willing to make satisfactory payment arrangements. Register any inquiry or complaint at 1-877-267-4764 or write to P.O. Box 5600, Bismarck, ND 58506-5600.

Customers With Service in Minnesota:

Minnesota Public Utilities Commission regulates this utility and is available for mediation upon written request.

- MN PUC: Email consumer.puc@state.mn.us, write to 121 Seventh Place E., Suite 350, Saint Paul, MN 55101-2147, or call 1-800-657-3782.

Customers With Service in North Dakota:

- ND PSC: Write to 600 E. Boulevard Ave., Dept. 408, Bismarck, ND 58505-0480.

Payments made by check or electronically that are dishonored by the bank will be assessed a returned payment fee.

When you provide a check as payment, you authorize us to use information from your check either to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer (EFT), funds may be withdrawn from your account as soon as the same day we receive your payment.

Payments marked with a restrictive legend (Paid in Full, for example) will not act as an accord and satisfaction without our express prior written approval.

Save a Stamp! Receive, view and pay your bill online at www.gpng.com.

Moving? To avoid being billed for service you have not used, please contact us at least two business days before you want service disconnected.

Has your mailing/email address or phone number changed?

Please provide details here and check the box on the front of this stub.

Account No.: \_\_\_\_\_

Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP: \_\_\_\_\_

Phone: ( ) \_\_\_\_\_ Email: \_\_\_\_\_



**GREAT PLAINS NATURAL GAS CO.**  
A Division of MDU Resources Group, Inc.

**State of Minnesota  
Gas Rate Schedule – MNPUC Volume 2**

Section No. 7  
1<sup>st</sup> Revised Sheet No. 7-3.1  
Cancelling Original Sheet No. 7-3.1

**CONSUMER BILL**



**Customer Service: 1-877-267-4764 • 7 a.m.-7 p.m. Monday-Friday**  
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**www.gpng.com**

**Ways to Pay Your Bill**

**Online:** Go to [www.gpng.com](http://www.gpng.com) for our free online payment service. Once you have registered, simply log in each month to make your payment using any active U.S. checking account. It's an easy and secure way to view and/or pay your bill online 24/7.

**Pay by Bank:** Automatically pay your bill each month by having Great Plains Natural Gas Co. withdraw your preauthorized payment from your financial institution on your bill's due date, which is shown on your bill stub. Enroll electronically by logging in to your account online at [www.gpng.com](http://www.gpng.com) and completing the online form.

**By Phone:** Our self-service automated telephone system allows you to pay your gas bill or deposit anytime it is convenient – 24/7. To make a debit, credit card or check-by-phone payment, simply call our customer service number and follow the prompts to be connected with our independent service provider. A convenience fee for each transaction will apply.

**Payment Locations:** Pay by check or money order at one of our payment locations, there is no charge for this service. Call Customer Service or visit our website for the nearest payment location. Payments made at a payment location are not credited to your account until they are received by Great Plains Natural Gas.

**By Mail:** Mail your payment to Great Plains Natural Gas Co., P.O. Box 5600, Bismarck, ND 58506-5600. Be sure to allow time for mailing so that your payment is received by the due date.

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**Basic Service Charge:** A monthly or daily charge designed to recover a portion of the fixed costs incurred in providing utility service regardless of how much energy is used.

**City Franchise Fee:** This is a fee charged by a city to Great Plains Natural Gas for operating within the city. If applicable, Great Plains Natural Gas will collect this city-imposed franchise fee from its gas service customers located within that city. One hundred percent of the franchise fees collected shall be submitted to the government entity assessing such fee.

**Constant:** A fixed value used to convert meter readings to actual energy use when gas service is delivered at an elevated pressure.

**Cost of Gas:** This charge recovers the cost of gas itself as well as other related costs Great Plains Natural Gas incurs from its pipeline suppliers in providing natural gas

service. The cost is strictly a pass-through to customers and does not provide Great Plains Natural Gas with a profit.

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*Payments marked with a restrictive legend (Paid in Full, for example) will not act as an accord and satisfaction without our express prior written approval.*

Save a Stamp! Receive, view and pay your bill online at [www.gpng.com](http://www.gpng.com).

**Moving?** To avoid being billed for service you have not used, please contact us at least two business days before you want service disconnected.

Has your mailing/email address or phone number changed?

Please provide details here and check the box on the front of this stub.

Account No.: \_\_\_\_\_

Name: \_\_\_\_\_

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City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP: \_\_\_\_\_

Phone: ( \_\_\_\_\_ ) \_\_\_\_\_ Email: \_\_\_\_\_

**Date Filed:** June 8, 2015

**Effective Date:**

**Issued By:** Tamie A. Aberle  
Director - Regulatory Affairs

**Docket No.:**

**Exhibit B**

**Exhibit B**



**GREAT PLAINS NATURAL GAS CO.**  
A Division of MDU Resources Group, Inc.

**State of Minnesota  
Gas Rate Schedule – MNPUC Volume 2**

Section No. 7  
Original Sheet No. 7-3.1

**CONSUMER BILL**

Page 2



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Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP: \_\_\_\_\_

Phone: ( ) \_\_\_\_\_ Email: \_\_\_\_\_

<b>Date Filed:</b>	December 5, 2014	<b>Effective Date:</b>	Service rendered on and after December 1, 2014
<b>Issued By:</b>	Tamie A. Aberle Director - Regulatory Affairs	<b>Docket No.:</b>	G004/M-14-782