NG-109 Black Hills Energy
Rate Case FAQs

1. How much of an increase is Black Hills seeking in the rate case?

   a. Black Hills is seeking a $17.3 million increase in revenues.

2. How much will my bill go up if the entire amount is approved?

   a. The average residential customer's bill would increase around $4.46 per month.

3. When will the Commission make a final decision on the rate increase request?

   a. The Commission must make a decision by **January 27, 2021**. State law gives the Commission 8 months to make a decision.

4. When was the last time Black Hills sought to raise its rates?

   a. It has been over 10 years since Black Hills filed a rate case seeking an increase.

5. What does the Commission look at to decide what, if any, increase Black Hills should get?

   a. The Commission will weigh what is fair and reasonable to both ratepayers and the utility. Rates must be set at a level that will ensure the utility is able to provide reliable, safe, and efficient service now and in the future, while protecting ratepayers from unfair or arbitrary rates. The Commission reviews the decisions of the utility to ensure they are prudent, reasonable, and made in good faith.

6. How are the customers' interests protected in the proceeding?

   a. Customers are represented by a State-appointed Public Advocate, who is an attorney with experience in natural gas matters. He is advised by a team of consultants and examines all the costs of the utility and issues related to rates.

7. How do I let the Commission know what I think about the proposed increases?

   a. You can leave a comment on our online form at [NG-109 Black Hills Energy Rate Case](#) or you can call (800)526-0017 to submit comments with Commission staff. Any comments received will be offered at the hearing and made a part of the record. Also, the Commission typically holds town hall meetings to allow customers to ask questions and make comments. The information on the town halls will be posted on the Commission's webpage when they are scheduled.