

South Dakota

Last updated: 8/5/22

Covered utilities: These policies pertain to electricity customers who receive their service from an investor-owned utility in the State of South Dakota. Customers that receive service from a municipal utility or electric cooperative are not covered by these policies.

SDCL § 49-34A-1, 49-34A-4

Weather Protections

During winter (Nov. 1 to Mar. 31), customers will get an extra 30 days of notice before they are disconnected. There are no similar protections that limit disconnections during times of hot weather.

ARSD 20:10:20:10

Medical Protections

Medical protections are available if disconnecting service will aggravate a medical emergency of a customer or member of the customer's family or other permanent resident. Disconnection will be delayed for 30 days once a utility receives a physician's certificate or a notice from a public health or social services official stating that disconnection of service will aggravate an existing medical emergency of the customer. No certificate renewal is possible.

ARSD 20:10:20:11

Other Customer Protections

There are no specific protections for households with children, elderly residents, individuals with disabilities, or military personnel.

General Exemptions

None specified.

Notification Requirements

Customers must be given at least 10 days of written notice before their disconnection. Notice by telephone or in-person visit is not required.

ARSD 20:10:20:03

Payment Information, Delinquency, and Fee Information

Customers must be given at least 20 days to pay their bills. The bill will be considered late if it is not paid within that period.

There is no minimum arrearage requirement before disconnection.

Customers may be charged fees associated with a disconnection or a reconnection.

Payment plans are available to customers.

ARSD 20:10:20:03, SDCL § 49-34A-4

Landlords and Tenants

Tenants, where the landlord is the customer, receive the same protections as other customers.

ARSD 20:10:20:09

Availability of Protection Policies

The statutory and administrative codes do not specify how customers are made aware of customer protections. Utilities are not required to provide information to customers on available sources of financial assistance.