

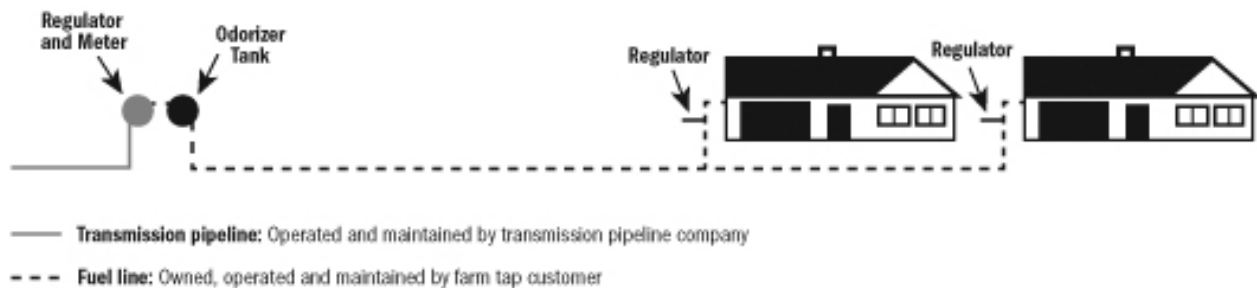


IMPORTANT INFORMATION FROM BLACK HILLS ENERGY FOR NATURAL GAS FARM TAP CUSTOMERS

Farm Taps

Our records show your premises receives natural gas from a “farm tap” off an interstate pipeline. This means that an interstate pipeline company has agreed to provide you with natural gas from a pipeline that runs on or near your property.

Farm Tap Customer Responsibility Diagram



Black Hills Energy’s Responsibilities

Black Hills Energy does not own the interstate pipeline or the fuel line that runs from the interstate pipeline to your premises or out buildings. However, Black Hills Energy does provide various services to farm tap customers, including:

- Black Hills Energy performs one annual meter reading and refills the product that gives natural gas its distinctive odor.
- Black Hills Energy also does the billing, and provides emergency service and periodic leak surveys to a portion of a farm tap customer’s fuel lines.
- Black Hills Energy complies with the United States Department of Transportation (DOT) regulation that requires us to notify customers who live near buried natural gas lines, including customer-owned and maintained fuel lines. This letter serves as your notice.

Your Fuel Line Responsibilities

As a farm tap customer, you are responsible for the safety and condition of the fuel line running from the natural gas meter to your facilities. If there are leaks in the customer-owned fuel line, significant safety issues could be created. In addition, any costs associated with the natural gas lost from a fuel line leak are the responsibility of the customer. For these reasons, it is extremely important for you to be aware of the location and condition of your fuel line.

Black Hills Energy does not maintain customer-owned fuel lines and therefore recommends you have a qualified professional periodically inspect your fuel line for leaks. Steel fuel lines should also be inspected periodically for corrosion by a qualified professional. If the fuel line is not maintained, it may be subject to potential hazards of corrosion and/ or leakage.

Your fuel line should be repaired or replaced if any leaks or unsafe conditions are discovered. Customers may choose to have repairs, replacements or maintenance performed by a qualified contractor, or by the

local utility. Proper construction of buried piping also is critical for operational safety. Approved installation practices and materials need to be used in order to meet local, state and federal codes. If unapproved materials are discovered, service may be disconnected until approved materials are properly installed.

All costs associated with the maintenance and repair of customer-owned fuel lines are the responsibility of the customer or property owner.

You are required to read the natural gas meter that is on your premises each month. If Black Hills Energy doesn't receive a meter read from you for two consecutive months, a Black Hills Energy employee may be sent to read the meter, and a charge will appear on your next monthly bill. Like other self-read customers, you will receive a letter from us each month, in a separate mailing from your bill, telling you how and when to read your meter. You can call in your monthly meter reading to our customer service center at **1-888-890-5554** or enter your meter reading by going to **www.blackhillsenergy.com**.

State law requires that everyone who plans to excavate or disturb the surface of the ground must first contact Iowa One Call by calling 811 at least 48 hours in advance – not including holidays and weekends – to have all underground utilities located. **Keep in mind that the customer-owned fuel line is not located by Iowa One Call.** Having all underground utilities and customer-owned fuel lines located before digging is a matter of safety, and it's also the law. **You are responsible for the location, safety and condition of the customer-owned fuel line running from the meter to your facilities.** Black Hills Energy can provide line locating services for your farm tap fuel line for a fee. The fee for line locating services is based on time and mileage.

ADDITIONAL SAFETY INFORMATION

Be Aware Of Carbon Monoxide

Carbon monoxide is a colorless, odorless gas produced when fuels like natural gas aren't burned completely. Exposure to carbon monoxide can make you sick and can even be fatal. Follow these tips to be safe around carbon monoxide:

- Consider installing a carbon monoxide detector.
- Don't idle your car in the garage, even if the garage door is open.
- Be alert for physical symptoms of carbon monoxide poisoning, such as scratchy throat, runny nose, shortness of breath, headache, drowsiness and/or nausea. Other signs include excessive humidity in your home or business, often indicated by frosted windows or a furnace or fireplace that doesn't seem to be working properly.
- **If you experience any of the above symptoms, leave the house immediately and call 911.**

If You Smell Gas...

Many people say the odorant (mercaptan) placed in natural gas smells like rotten eggs. If you ever think you smell gas:

- Get everyone out of the building immediately – leave the door open as you exit.
- Call Black Hills Energy or 911 from outside using a cell phone or your neighbor's phone.
- Don't touch switches for lights or other electric appliances, and don't use a phone inside the building.
- Any spark can ignite an explosion.
- Remain outside the building until emergency personnel arrive.

If you smell gas, Black Hills Energy's 24-hour emergency number is **1-800-694-8989**.

How Do I Know If I Have A Natural Gas Leak?

Signs of a natural gas leak include:

- Distinct natural gas odor.
- Areas of dead vegetation directly above the buried piping.
- A meter dial that continues to move after all natural gas appliances and equipment have been shut off.
- Unexplained sudden increase in gas consumption.
- Blowing, hissing sound, or bubbling in a wet or flooded area.

If you think you may have a gas leak, leave the house immediately and call Black Hills Energy's emergency line at 1-800-694-8989.

Natural Gas Is A Safe, Reliable & Cost-Effective Energy Source

At Black Hills Energy, we're committed to meeting your natural gas needs in the safest manner possible. That's why we offer the following safety tips, along with answers to questions you may have about your natural gas service:

- Keep an approved, charged fire extinguisher near gas appliances and equipment.
- Teach young children how to be safe around natural gas appliances.
- Have your furnace and other gas appliances checked regularly by a professional to be sure they are properly vented.
- If your natural gas appliances are more than 20 years old or are moved frequently, check flexible connectors. This accordion-like piping connects appliances to the gas line. If the piping is not connected properly, it may leak.

At Black Hills Energy, the safety of our employees and customers is of first importance. If you have any questions about natural gas safety, call **1-888-890-5554**.