

Access Issues with Customer Premises

Missoula Comments

- 1) Multiple examples of customers putting chains and locks on fence and gate access areas that need to be removed/replaced in order to gain access. All across the service area
- 2) Police and/or sheriff department personnel telling our servicemen that if they climb over a fence when the gate or fence access is locked, then we are trespassing and can be put in jail. (2011)
- 3) Use of guard dogs that patrol the yards and that homeowners have told us "that dog will kill you" if you come onto their property. Requires contacting animal control and/or police personnel.
- 4) Use of weapons or threats of weapon use stating "if we come on their property, then we will be shot for trespassing." Requires contacting police personnel.
- 5) Homeowners calling through claims to file a complaint about NWE personnel working did not call and ask for permission first to access the property.
- 6) Multiple examples of property owners claiming they did not have to allow us access to adjacent ROW via their property access points whether by foot or vehicle.
- 7) Issue last year where customer refused access to tree trimming crew. Claimed they did not have the right to enter property. (2011)
- 8) Same customer as #7 above called to say that NWE has no right to enter any of his properties without prior approval that he also said he would not grant. (This is a customer that we've taken out a temporary restraining order on to keep him off NWE property).
- 9) Plains area -Confrontation with town manager when accessing meter to change it out.
- 10) Darby area 2012- Motel in Darby. Claimed we did not have the right to access a data recording meter. Threatened to contact police. Our employee left. Had conversation with customer about our right to access our facilities.

Submitted by:
NorthWestern Energy
208 N. Montana Ave., Suite 205
Helena, MT 59601
(406) 443-8963
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