

**BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF SOUTH DAKOTA**  
500 East Capitol Building, Pierre SD 57501

**COMPLAINT**

Complainant(s) (Person(s) filing the complaint)		Respondent(s) (Person(s) or Company complained against) At a minimum, the name of the company	
Name	A Plus Towing & Repair	Utility Company	Mid American Energy
Address	1309 E Walnut St	Contact Person	Karen
City, State, Zip	Sioux Falls SD 57103	Address	PO Box 8020
Work Phone	(605) 332-8984 <small>contact Jeremiah</small>	City, State, Zip	Davenport, IA 52808-8020
Home Phone	(605) 231-6366 <small>contact Mark</small>	Phone	800-329-6261 EXT 4386
Cellular Phone	Owner: Mark Pyle Manager: Jeremiah Berhke	Fax	

If the Complainant is represented by an attorney, please list the attorney's name, address, telephone number and fax number below: (If Complainant is not represented by an attorney, please leave blank:

**These are the facts giving rise to my complaint:** On Nov 23<sup>rd</sup> 2009 A Plus Towing & Repair recieved a monthly billing statement from Mid American Energy in the amount of \$7602.46. A letter contained in the billing, stated that our meter was not registering usage properly since activation June 5, 1997. A new device was installed on Oct 14, 2009. Usage recorded from the actual meter was used to recalculate our gas billing from Oct 1999 to Oct 2009. Equates to 120 mos. of under billing in the amount of \$7516.70

**Please complete the reverse side of this document**

**NOTE:** Please attach additional pages, if necessary, to explain your situation. Also enclose copies of any bills or other documents which may pertain to your complaint.

**RESOLUTION REQUEST**

I ask that the Public Utilities Commission grant the following remedy. (What do you think the Commission should do to solve your complaint? Be specific in your request for a resolution.)

I ask the commission to determine the responsibility of MidAmerican Energy to maintain accurate meter readings. A minimum of an annual meter reading device check. Device should also be tested when new account activations are set up, or when service has been requested on the meter. Mid American's request for 120 months of usage is unreasonable. If an annual test were in place then the extent of A Plus's under usage would be less than 12 mos, Nov 08 thru Oct 09 amount Dec-<sup>\$</sup>671<sup>84</sup>

**NOTE:** Please attach any additional pages, if necessary

**AFFIRMATION STATEMENT**

*I hereby affirm that these statements are true and accurate to the best of my knowledge.*

*ML Pyle*

Complainant's Signature(s)

12-22-09

Date

