

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

**RECEIVED**

JAN 22 2010

SOUTH DAKOTA  
UTILITIES COM

**COMPLAINT**

| Complainant(s)<br>(Person(s) filing the complaint) |                        | Respondent(s)<br>(Person(s) or Company complained against)<br>At a minimum, the name of the company |                     |
|--|------------------------|---|---------------------|
| Name   | Lois M. DeNeui         | Utility Company   | Mid American Energy |
| Address  | 112 W 3rd - PO Box 106 | Contact Person  |                     |
| City, State, Zip                                   | Kenyon, SD 57039       | Address   | PO Box 8020         |
| Work Phone   | —                      | City, State, Zip  | Davenport, IA 52808 |
| Home Phone   | 605-647-5732           | Phone   | 1-888-427-5632      |
| Cellular Phone                                     | —                      | 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:**

I received a letter dated 1-6-10 - stating that my gas meter had an electronic transmission device that was programmed wrong - My gas consumption since March 2007 was registered incorrectly. Also that I now owed Mid-American an additional \$1335.04 for the past 34 months. In addition the bill needed to be paid in full by 1-27-10 or a late fee would be added.

I am 83 yrs old - on a fixed income with fuel assistance and social security benefits of \$506.00 per month. ~~the~~ This letter was very upsetting to me. My children called Mid-American and they said I am responsible to pay this amount.

I feel that if it takes 34 months to find an error which is NOT my fault that perhaps they should take responsibility for their error. I also feel that their letter could have offered a solution instead of stating amount due 1-27-10. Why did we have to call them to work out a solution. They offered me 12-24 months repayment - I think they should offer me no less than 34 mos w/o late fees.

Who monitors Mid-American's meters? Is there an outside credit company? How do we know what they are telling me is correct? - Perhaps there should be more than one supplier of natural gas in our state so prices would be competitive.

**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.)

Mid American should be responsible for their errors.  
IS the lawison their side I feel their customer service  
should be improved- A repayment plan should have  
been offered to me without me calling to complain.  
I would like a lesser Billing adjustment offered  
to me as this was their error.  
Thank you.

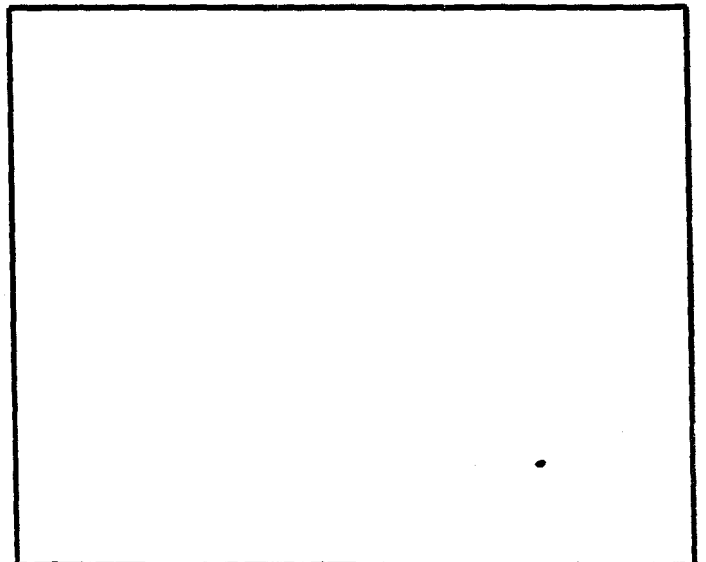
**NOTE:** Please attach any additional pages, if necessary

## AFFIRMATION STATEMENT

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

Lois M. Lipton  
Complainant's Signature(s)

1-17-2010  
Date



Dear Sirs:

We are requesting that Lois be allowed to have one of her children represent her at the hearing. Either daughter = Carol Wilby or Son = Russell E. Adams. Thank you.