

EL 02-016

KE/DJ

In the Matter of — IN THE MATTER OF THE FILING BY
MIDAMERICAN ENERGY COMPANY
FOR APPROVAL OF TARIFF
REVISIONS

Public Utilities Commission of the State of South Dakota

DATE	MEMORANDA
8/8 02	Filed and docketed;
8/15 02	Verbally Filing;
9/18 02	Order Approving Tariff Revisions;
9/18 02	Docket Closed.



MidAmerican Energy
One RiverCenter Place
106 East Second Street
P.O. Box 4350
Davenport, Iowa 52808

RECEIVED

August 7, 2002

AUG - 8 2002

SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION

Electric Advice Letter No. 18

Ms. Debra Elofson
Executive Director
South Dakota Public Utilities Commission
500 East Capitol Avenue
Pierre, South Dakota 57501

Contact: Jeff C. Davis
Telephone: 563/333-8200

Dear Ms. Elofson:

The accompanying electric tariff sheet issued by MidAmerican Energy Company is transmitted to you for filing.

SDPUC Electric Tariff No. 1
Section No. 6

7th Revised Sheet No. 2 Canceling 6th Revised Sheet No. 2

With this filing, MidAmerican proposes a change to the back of its standard bill form by updating the name of the Company department listed for correspondence. The department name has been changed from "Quality and Compliance" to "Customer Service Quality."

An original and ten copies of this Electric Advice Letter No. 18 and accompanying tariff sheet are submitted herewith. Please file stamp the enclosed additional copy and return in the self-addressed envelope.

Sincerely,

Jeff C. Davis
Rates Analyst

JCD-ks
Enclosure





MIDAMERICAN ENERGY COMPANY
 ELECTRIC TARIFF NO. 1
 FILED with the SOUTH DAKOTA P.U.C.

Section No. 6
 7th Revised Sheet No. 2
 Canceling 6th Revised Sheet No. 2

UNDERSTANDING YOUR BILL

If you have a question regarding your billing, service or another issue, please call us toll free at **1-888-I-ASK-MEC (427-5632)**. Our Customer Service Associates are available 24 hours a day, seven days a week to help you. If you prefer to conduct business electronically, various online customer services are available at www.midamericanenergy.com; then click on *Your Customer Service Station*. Customers using a TDD can reach us at 1-800-747-0593. MidAmerican Energy Company is obsessively, relentlessly at your service.

If you prefer to write, please send your inquiries to: **MidAmerican Energy Company**
Attn: Customer Service Quality
P.O. Box 8020
Davenport, IA 52808-8020

T

Date Due: Your bill is due and payable on or before the date shown on your bill. A late payment charge will be applied to amounts not paid by the date due.

Rate Code: This designates your gas or electric billing rate at MidAmerican Energy. Tariff and rate schedule information is available upon request.

Estimated Use: If we are unable to obtain an actual meter reading, the amount of the bill will be estimated based on past usage. Any necessary adjustments for an estimated bill will be made the next time your meter is read and will appear on the following bill.

Prorate Factor: The prorate factor adjusts for a billing period shorter or longer than normal.

Basic Service Charge: The monthly basic service charge covers fixed costs incurred to serve each customer, regardless of use.

KWH: A KWH is a unit of electric usage. One kilowatt-hour is the amount of electric energy used to keep one 100-watt light bulb burning for 10 hours.

Energy Charge: The energy charge reflects a portion of the cost of generating, transmitting and distributing electrical energy to you and is applied to energy measured during the month.

Demand Charge: The demand charge reflects a portion of the cost of generating, transmitting and distributing electrical energy to you and is based on peak usage.

Energy Charge Adjustment: This adjustment reflects the cost of power plant fuel or purchased power.

CCF: Natural gas is measured by volume. One ccf represents 100 cubic feet of natural gas.

Pressure Factor: The pressure factor adjusts the metered gas usage to compensate for variations in metering and local atmospheric pressure.

Therms, Therm Factors, and BTUs: We bill you on the number of therms of natural gas used because the heating value of a cubic foot of gas varies. The therm is a unit of constant heating value, and the therm factor converts volumes of gas used from cubic feet to therms. One therm equals 100,000 BTUs (**British Thermal Units**).

Delivery Charge / Distribution Charge: This charge covers the costs associated with distributing gas through our system to you.

Pipeline Transport Charge: This reflects the cost incurred to reserve capacity on the interstate pipeline system in order to deliver gas to you. If the pipeline transport charge is not a line item on your bill, it is included in the gas supply charge.

Gas Supply Charge: This charge reflects the cost of purchased natural gas.

Please contact MidAmerican Energy Company at **1-888-I-ASK-MEC (427-5632)** with any questions or concerns you may have. If MidAmerican does not resolve your complaint you may request assistance from your state regulatory agency.

Iowa Utilities Board
 350 Maple Street
 Des Moines, Iowa 50319
 Phone: 1-515-281-3839
 Toll free: 1-877-565-4450

Illinois Commerce Commission
 527 E Capitol Avenue
 Springfield, IL 62701
 Phone: 1-800-524-0795

South Dakota Public Utilities Commission
 500 E Capitol Avenue
 State Capitol Building
 Pierre, SD 57501
 Phone: 1-605-773-3201

Visit our Web site at www.midamericanenergy.com

Please make sure "MidAmerican Energy Company" shows through the return envelope window

MidAmerican Energy Company
 PO Box 8020
 Davenport, Iowa 52808-8020



MIDAMERICAN ENERGY COMPANY
 ELECTRIC TARIFF NO. 1
 FILED with the SOUTH DAKOTA P.U.C.

Section No. 6
 7th Revised Sheet No. 2
 Canceling 6th Revised Sheet No. 2

UNDERSTANDING YOUR BILL

If you have a question regarding your billing, service or another issue, please call us toll-free at **1-888-I-ASK-MEC (427-5632)**. Our Customer Service Associates are available 24 hours a day, seven days a week to help you. If you prefer to conduct business electronically, various online customer services are available at www.midamericanenergy.com; then click on *Your Customer Service Station*. Customers using a TDD can reach us at 1-800-747-0593. MidAmerican Energy Company is obsessively, relentlessly at your service.

If you prefer to write, please send your inquiries to: **MidAmerican Energy Company
 Attn: ~~Quality and Compliance~~
 P.O. Box 8020
 Davenport, IA 52808-8020**

T

Date Due: Your bill is due and payable on or before the date shown on your bill. A late payment charge will be applied to amounts not paid by the date due.

Rate Code: This designates your gas or electric billing rate at MidAmerican Energy. Tariff and rate schedule information is available upon request.

Estimated Use: If we are unable to obtain an actual meter reading, the amount of the bill will be estimated based on past usage. Any necessary adjustments for an estimated bill will be made the next time your meter is read and will appear on the following bill.

Prorate Factor: The prorate factor adjusts for a billing period shorter or longer than normal.

Basic Service Charge: The monthly basic service charge covers fixed costs incurred to serve each customer, regardless of use.

KWH: A KWH is a unit of electric usage. One kilowatt-hour is the amount of electric energy used to keep one 100-watt light bulb burning for 10 hours.

Energy Charge: The energy charge reflects a portion of the cost of generating, transmitting and distributing electrical energy to you and is applied to energy measured during the month.

Demand Charge: The demand charge reflects a portion of the cost of generating, transmitting and distributing electrical energy to you and is based on peak usage.

Energy Charge Adjustment: This adjustment reflects the cost of power plant fuel or purchased power.

CCF: Natural gas is measured by volume. One ccf represents 100 cubic feet of natural gas.

Pressure Factor: The pressure factor adjusts the metered gas usage to compensate for variations in metering and local atmospheric pressure.

Therms, Therm Factors, and BTUs: We bill you on the number of therms of natural gas used because the heating value of a cubic foot of gas varies. The therm is a unit of constant heating value, and the therm factor converts volumes of gas used from cubic feet to therms. One therm equals 100,000 BTUs (British Thermal Units).

Delivery Charge / Distribution Charge: This charge covers the costs associated with distributing gas through our system to you.

Pipeline Transport Charge: This reflects the cost incurred to reserve capacity on the interstate pipeline system in order to deliver gas to you. If the pipeline transport charge is not a line item on your bill, it is included in the gas supply charge.

Gas Supply Charge: This charge reflects the cost of purchased natural gas.

Please contact MidAmerican Energy Company at **1-888-I-ASK-MEC (427-5632)** with any questions or concerns you may have. If MidAmerican does not resolve your complaint you may request assistance from your state regulatory agency.

Iowa Utilities Board
 350 Maple Street
 Des Moines, IA 50319
 Phone: 1-515-281-3839
 Toll Free: 1-877-565-4450

Illinois Commerce Commission
 527 E. Capitol Avenue
 Springfield, IL 62701
 Phone: 1-800-524-0795

South Dakota Public Utilities Commission
 500 E. Capitol Avenue
 State Capitol Building
 Pierre, SD 57501
 Phone: 1-605-773-3201

TRA PERF

Visit our Web site at www.midamericanenergy.com

Please make sure "MidAmerican Energy Company" shows through return envelope window.

MidAmerican Energy Company
 PO Box 8020
 Davenport, IA 52808-8020

South Dakota Public Utilities Commission

WEEKLY FILINGS

For the Period of August 8, 2002 through August 14, 2002

If you need a complete copy of a filing faxed, overnight expressed, or mailed to you, please contact Delaine Kolbo within five business days of this report. Phone: 605-773-3705 Fax: 605-773-3809

CONSUMER COMPLAINTS

CN02-002 In the Matter of the Complaint filed by Kevin Ohm on behalf of Tyler TV & Appliance, Inc., Brookings, South Dakota, against NorthWestern Energy Regarding Billing.

Complainant's representative states that NorthWestern Energy bills Tyler TV & Appliance, Inc. (Tyler) for service without any explanation. Complainant's representative also feels that the amount of time to pay Tyler's bill after receiving a statement is not adequate thus leaving Complainant with late fees. Complainant's representative requests that Tyler's billing date be changed and that Tyler be given 30 days for Tyler's payment to post, and that an explanation of charges be put on Tyler's monthly bill.

Staff Analyst: Mary Healy
Staff Attorney: Karen Cremer
Date Docketed: 08/12/02
Intervention Deadline: N/A

CT02-027 In the Matter of the Complaint filed by Judith McFarland, Sioux Falls, South Dakota, against McLeodUSA Telecommunications Services, Inc. Regarding Billing, Delay in Disconnect and Poor Customer Service.

Complainant states that on May 8, 2002, she contacted McLeod to cancel her service that day since she had switched her service to a new provider. When Complainant spoke to the McLeod representative, she was told not to pay her bill because it was for service during the upcoming month when she would be with her new provider. When Complainant received another bill from McLeod, Complainant had a 3-way conversation with her new provider and McLeod to clear up the billing problem. The McLeod representative said that the billing would be taken care of. During this conversation, the Complainant requested that a recording be added to her old number announcing what her new number was. When this was added to the line, it took one month for the announcement to be placed on the line and the announcement was giving out an incorrect new phone number. Complainant continued to get billings from McLeod and as of July 24, 2002, the announcement was still giving out an incorrect new phone number. Complainant feels that she should be compensated because of her frustration regarding this matter.

Staff Analyst: Mary Healy
Staff Attorney: Karen Cremer
Date Docketed : 08/12/02
Intervention Deadline: N/A

CT02-028 In the Matter of the Complaint filed by Sharon Gray, Vermillion, South Dakota, against UKI Communications, Inc. Regarding Unauthorized Switching of Services.

Complainant states that her service was switched to UKI without proper authorization. Complainant received a copy of the voice recorded authorization from UKI and she was surprised to hear her voice on the recording. She is 100% sure that she did not switch her service to UKI. The Complainant feels the sound quality when the sales person was speaking is of a different sound quality than when she is speaking. She feels that the tape has been spliced together or dubbed onto the portions where she was speaking. When asked to provide Complainant's mother's maiden name, Complainant states that she did not give her mother's maiden name and said "hello." Complainant requests that the company pay her \$1,500.00 for the switch in service or if the matter is not resolved, she would like to have a hearing before the PUC Commissioners and be reimbursed for expenses to come to the hearing.

Staff Analyst: Mary Healy
Staff Attorney: Karen Cremer
Date Docketed : 08/12/02
Intervention Deadline: N/A

CT02-029 In the Matter of the Complaint filed by Virginia Crow, Pierre, South Dakota, against McLeodUSA Telecommunications Services, Inc. Regarding Delayed Service and Billing.

Complainant states that in May 2002, she requested phone service from McLeod. McLeod informed her that the service would be connected on June 3, 2002. When service was not connected, McLeod stated that the order was lost and that service would be connected on June 7, 2002. Service was not connected on June 7th. On or about June 10th, McLeod told her that service was connected and that she would have to pay an additional \$95.00 to have the technician connect service to the apartment. Complainant informed McLeod to cancel the service request as she would be changing providers. Complainant received a bill from McLeod and talked to a McLeod representative informing her not to pay the bill and that he would take care of it. Complainant received another bill from McLeod and the charges were not removed. Complainant states that she never had dial tone service with McLeod and the charges should be removed.

Staff Analyst: Mary Healy
Staff Attorney: Karen Cremer
Date Docketed: 08/12/02
Intervention Deadline: N/A

CT02-030 In the Matter of the Complaint filed by Jeanette Stearns on behalf of Lange & Speidel Bookkeeping & Tax Service, Belle Fourche, South Dakota, against Qwest Corporation Regarding Billing.

Complainant's representative states that after receiving a letter from Qwest offering Lange & Speidel Bookkeeping & Tax Service (Lange & Speidel) a CustomChoice package with the area-wide calling plan, Lange & Speidel agreed to the service. Complainant's representative was told that the service would go into effect on November 24, 2000. Complainant never received the free area-wide calling plan and continued to be billed by Quantum Link for its in-state long distance calls. On December 19, 2000, Complainant received a letter from Qwest confirming its order for the Calling Connection Plan. Complainant did not receive the benefits of the Calling Connection Plan. On September 20, 2001, Complainant's representative spoke to Qwest about the billing problems and was told that the Complainant could not have both of the plans offered by Qwest. Complainant's representative attempted to get credit for the over-billing, but Qwest was unwilling to refund the charges. Complainant's representative calculated the over-charges from Qwest and requests that Qwest reimburse Lange & Speidel for all of Qwest billing errors in the amount of \$1,090.47.

Staff Analyst: Mary Healy
Staff Attorney: Karen Cremer
Date Docketed: 08/12/02
Intervention Deadline: N/A

CT02-031 In the Matter of the Complaint filed by Lyle D. Dabbert on behalf of Brown & Saenger, Sioux Falls, South Dakota, against Qwest Corporation Regarding Billing.

Complainant's representative states that Brown & Saenger was back-billed by Qwest \$8,071.87 for charges dating back to November 1999, for Brown & Saenger's T-1 service. If charges would have been billed monthly, Complainant's representative states that Brown & Saenger would have canceled its service for the T-1. Qwest is also billing Complainant \$125.00 per month as a late payment charge. Complainant's representative requests that the charges be removed from Brown & Saenger's billing because the Complainant would have canceled the billing after one month of service once it became aware of the expense.

Staff Analyst: Mary Healy
Staff Attorney: Karen Cremer
Date Docketed: 08/12/02
Intervention Deadline: N/A

CT02-032 In the Matter of the Complaint filed by Robert A. Fogg, Jr., Martin, South Dakota, against CellularOne Regarding Billing.

Complainant states that he is being double-billed by CellularOne. Complainant requests numerous resolutions to resolve his dispute.

Staff Analyst: Mary Healy
Staff Attorney: Karen Cremer
Date Docketed: 08/12/02
Intervention Deadline: N/A

ELECTRIC

EL02-016 In the Matter of the Filing by MidAmerican Energy Company for Approval of Tariff Revisions.

Application of MidAmerican Energy to revise its standard bill form by updating the department for customer correspondence from "Quality and Compliance" to "Customer Service Quality."

Staff Analyst: Dave Jacobson
Staff Attorney: Karen Cremer
Date Docketed: 08/08/02
Intervention Deadline: 08/30/02

NATURAL GAS

NG02-005 In the Matter of the Filing by MidAmerican Energy Company for Approval of Tariff Revisions.

Application of MidAmerican Energy to revise its standard bill form by updating the department for customer correspondence from "Quality and Compliance" to "Customer Service Quality."

Staff Analyst: Dave Jacobson
Staff Attorney: Karen Cremer
Date Docketed: 08/08/02
Intervention Deadline: 08/30/02

TELECOMMUNICATIONS

TC02-101 In the Matter of the Application of Choice Telco, LLC for a Certificate of Authority to Provide Interexchange Telecommunications Services in South Dakota.

Application of Choice Telco, LLC for a certificate of authority to provide resold interexchange telecommunications service in South Dakota.

Staff Analyst: Dave Jacobson
Staff Attorney: Karen Cremer
Date Docketed: 08/12/02
Intervention Deadline: 08/30/02

TC02-102 In the Matter of the Application of Ridley Telephone Company, LLC for a Certificate of Authority to Provide Interexchange Telecommunications Services in South Dakota.

Ridley Telephone Company, LLC has filed an application with the South Dakota Public Utilities Commission for a Certificate of Authority to provide interexchange service in South Dakota. The applicant intends to provide resold interexchange service, including MTS, in-WATS, out-WATS, and calling card services throughout South Dakota.

Staff Analyst: Michele Farris
Staff Attorney: Karen Cremer
Date Docketed: 08/12/02
Intervention Deadline: 08/30/02

TC02-103 In the Matter of the Application of Tralee Telephone Company, LLC for a Certificate of Authority to Provide Interexchange Telecommunications Services in South Dakota.

Application of Tralee Telephone Company, LLC for a certificate of authority to provide resold interexchange telecommunications service in South Dakota.

Staff Analyst: Dave Jacobson
Staff Attorney: Karen Cremer
Date Docketed: 08/12/02
Intervention Deadline: 08/30/02

TC02-104 In the Matter of the Application of Telliss, LLC for a Certificate of Authority to Provide Interexchange Telecommunications Services in South Dakota.

Telliss, LLC has filed an application with the South Dakota Public Utilities Commission for a Certificate of Authority to provide interexchange service in South Dakota. The applicant intends to provide resold interexchange service, including MTS, in-WATS, out-WATS, and calling card services throughout South Dakota.

Staff Analyst: Michele Farris
Staff Attorney: Karen Cremer
Date Docketed: 08/12/02
Intervention Deadline: 08/30/02

TC02-105 In the Matter of the Application of iLOKA Inc. d/b/a Microtech-tel for a Certificate of Authority to Provide Interexchange Telecommunications Services and Local Exchange Services in South Dakota.

Application of iLOKA Inc. d/b/a Microtech-tel for a certificate of authority to provide resold and facilities-based local exchange and interexchange services in South Dakota.

Staff Analyst: Dave Jacobson
Staff Attorney: Karen Cremer
Date Docketed: 08/13/02
Intervention Deadline: 08/30/02

TC02-106 In the Matter of the Filing for Approval of an Amendment to an Interconnection Agreement between Qwest Corporation and Sprint Communications Company L.P.

On August 14, 2002, the Commission received for approval a filing of the Unbundled Loops, Loop Mux Combination, Special Request Process, Bona Fide Request Process, and Single Point of Presence in the LATA Amendment to the Interconnection Agreement between Qwest Corporation (Qwest) and Sprint Communications, L.P (Sprint). According to the parties, this is an amendment to the negotiated interconnection agreement between Sprint and Qwest. The amendment adds terms and conditions for Unbundled Loops, Loop Mux Combination, Special Request Process, Bona Fide Request Process, and Single Point of Presence in the LATA. Any party wishing to comment on the agreement may do so by filing written comments with the Commission and the parties to the agreement no later than September 3, 2002. Parties to the agreement may file written responses to the comments no later than twenty days after the service of the initial comments.

Staff Attorney: Rolayne Ailts Wiest
Date Docketed: 08/14/02
Initial Comments Due: 09/03/02

**You may receive this listing and other PUC publications via our website or via internet e-mail.
You may subscribe or unsubscribe to the PUC mailing lists at <http://www.state.sd.us/puc>**

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF SOUTH DAKOTA

IN THE MATTER OF THE FILING BY) ORDER APPROVING TARIFF
MIDAMERICAN ENERGY COMPANY FOR) REVISIONS
APPROVAL OF TARIFF REVISIONS)
)
EL02-016

On August 8, 2002, the Public Utilities Commission (Commission) received an application from MidAmerican Energy Company (MidAmerican) requesting approval of its electric tariff sheet change. According to the filing, MidAmerican proposes to revise the back of its standard electric bill form. The revised tariff sheet is as follows:

SDPUC Electric Tariff No. 1
Section No. 6

7th Revised Sheet No. 2

Canceling 6th Revised Sheet No. 2

At its regularly scheduled meeting of September 5, 2002, the Commission discussed final approval of the application. Commission Staff recommended approval of the bill format tariff sheet.

The Commission finds that it has jurisdiction over this matter pursuant to SDCL Chapter 49-34A, specifically, 49-34A-2, 49-34A-4, 49-34A-6, 49-34A-8, and 49-34A-10 and ARSD 20:10:17:03. The Commission finds the bill format change to the customers' bills is just and reasonable and approves the change. It is therefore

ORDERED, that the above-referenced revised tariff is approved and is effective for service rendered on and after September 6, 2002.

Dated at Pierre, South Dakota, this 18th day of September, 2002.

CERTIFICATE OF SERVICE

The undersigned hereby certifies that this document has been served today upon all parties of record in this docket, as listed on the docket service list, by facsimile or by first class mail, in properly addressed envelopes, with charges prepaid thereon.

By: Delaine Kalbo

Date: 9/19/02

(OFFICIAL SEAL)

BY ORDER OF THE COMMISSION:

James A. Burg
JAMES A. BURG, Chairman

Pam Nelson
PAM NELSON, Commissioner

Robert K. Sahr
ROBERT K. SAHR, Commissioner