



MidAmerican Energy Company  
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Renee White  
Rates Analyst

March 17, 2021

Ms. Patrician Van Gerpen  
Executive Director  
South Dakota Public Utilities Commission  
500 East Capitol Avenue  
Pierre, SD 57501

Dear Ms. Van Gerpen:

MidAmerican Energy Company (MidAmerican) respectfully requests the South Dakota Public Utilities Commission approve the updated customer information Welcome Booklet enclosed for filing. MidAmerican submits its filing pursuant to South Dakota Administrative Rule 20:10:16:02 and respectfully requests an approval date of May 1, 2021.

With this filing, MidAmerican is submitting an updated Welcome Booklet attached as Exhibit A. The booklet was revised to include the following information:

- Page 1: email and text message alert information were moved from page 1 to page 2.
- Page 2:
  - A list of all customer offices was removed because all customer offices are scheduled to be closed by year end 2021.
  - A list of payment kiosks was removed and replaced with information on how to find kiosk near the customer and the types of payments that can be made at the kiosks. This change was made in anticipation of kiosks to be added during 2021.
- Page 7: A paragraph about customer office locations was removed.

MidAmerican is committed in providing excellent service to all customers and believes that the updated Welcome Booklet will provide customers with information in a format that is more easily understood.

Any questions pertaining to this filing may be directed to Renee White at 563-333-8047.

Sincerely,

*/s/ Renee White*

Renee White  
Rates Analyst, Regulated Pricing

Attachment