

NG97-010

T2/LH

NG97-010

DOCKET NO.

OT - Comm. Analyst

In the Matter of

IN THE MATTER OF THE COMPLAINT
FILED BY SUSAN COBB, SIOUX
FALLS, SD, AGAINST MIDAMERICAN
ENERGY COMPANY REGARDING
DISCONNECTION

Public Utilities Commission of the State of South Dakota

DATE

MEMORANDA

DATE	MEMORANDA
6/30/97	Filed and Rejected;
7/14/97	Response of Midamerica;
7/29/97	Order finding no Probable Cause, Dismissing Complaint and Reopening
7/29/97	Docket Closed

---PLEASE TYPE OR PRINT CLEARLY---

NG97-010

**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF SOUTH DAKOTA**

COMPLAINT

Complainant(s): (The party filing the complaint)		Respondent(s): (The person or Company complained against)	
Name	Vanessa Colds	Contact Person	
Address	1625 W 20th	Company	Mid American Energy
City, State, Zip	Sioux Falls, SD	Address	
Work Phone		City, State, Zip	Sioux Falls SD
Home Phone	316-1-65835	Work Phone	
Cellular Phone		Cellular Phone	
Fax		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:

The facts giving rise to my complaint:

When we moved my daughter went
down and had the utilities put in
her name because she was the only
one working. Because of my illness I have
been unable to work. My daughter
told them she was almost 18 when she
got this done. The other persons were we
were trying to kick him
from a billiard machine since 1995. He
then tried to kill us. We paid
at this point this name has been able
to locate us each time. By having
Vanessa put the utilities in her name
we were hoping to show him down from
following us. We never put in charge
of address for this reason. And as the
bill because of my illness we have
put everything including bank, all property
bank bills, and every other legal document

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

Vanessa's name so no one has access
to it if anything happens to me. My daughter
will be 18 in less than 3 weeks.

RESOLUTION REQUEST

I ask that the Public Utilities Commission grant the following relief. (What do you think the Commission should do to solve this problem?)

stop the disconnection of service that is to go into
effect June 27 1997. My daughter will be
16 in less than three weeks and it will still
remain in her name.

NOTE: Please attach any additional pages if necessary.

VERIFICATION

Signature must be witnessed by a notary public.

Susan Cobb

Complainant's Signature

6/26/97

Date

State of South Dakota

County of Minnehaha

On this 25th day of June, 1997, before me
personally came and appeared Susan Cobb
known to me to be the individual described herein and who executed the foregoing instrument, and who duly acknowledged to me
that he/she executed same for the purpose therein contained.

IN WITNESS WHEREOF, I have set my hand and official seal.

Maybelle
Signature of Notary Public

(SEAL)

My commission expires:

My Commission Expires
Feb 7, 2000



MidAmerican Energy Company
One West Capitol Plaza
100 East Second Street
P.O. Box 650
Iowa City, Iowa 52241

By Facsimile
July 14, 1997

Leni Healy
South Dakota Public Utilities Commission
State Capitol
Pierre, SD 57501-5070

Re: Vanessa Cobb
NG97-010

Dear Ms. Healy:

MidAmerican Energy Company provides the following information in response to Vanessa Cobb's Complaint filed on July 26, 1997, by Susan Cobb, concerning gas service to an underage customer. In the Complaint, Susan Cobb states her daughter, Vanessa Cobb, "went down and had the utility put in her name" and continued on to state "my daughter told them she was almost 18 when she had this done." She states her daughter is employed and she is not. Susan Cobb also explains she has been trying to hide from Clifford Makins since 1996 and has been putting everything in Vanessa's name to slow Clifford down from finding them. In addition, Ms. Cobb also states her daughter will be 18 in less than 3 weeks. As a resolution remedy, Susan Cobb requests MidAmerican stop the disconnect scheduled for June 27, indicating when her daughter is 18 the service will remain in Vanessa's name.

MidAmerican's record show on February 27, 1997, an application for service for Vanessa Cobb was entered by a Sioux City call center employee, not a customer office representative in Sioux Falls. This application indicates Vanessa is single and a student, and that Susan Cobb, mother of Vanessa, also occupies the premise. Listed as employer for Susan Cobb is "daycare."

Subsequent to the application, MidAmerican learned Vanessa is a minor. MidAmerican notes that this was confirmed by Susan Cobb in this Complaint. MidAmerican does not knowingly contract with an unemancipated minor for utility service. Consequently, MidAmerican delivered a notice of disconnection to the premise on June 24, 1997. At the time the notice was delivered, our representative was advised by Susan Cobb that Vanessa would be in to the Sioux Falls office on June 25, 1997 with picture identification. Vanessa Cobb has not visited our office since our conversation with her mother.



Leni Healy
July 14, 1997
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On June 26, 1997, Ms. Cobb filed this Complaint. To cooperate in this matter, MidAmerican delayed the immediate disconnection order. However, we now find the account to be in default of a May 21, 1997 deferred payment arrangement and is subject to disconnection. In accordance with the arrangement, a payment of \$27.00 plus the current bill was to have been made on June 19, 1997. No payments have been received on the account since a down payment of \$40.00 on the payment arrangement was made on June 2, 1997. The disconnection of gas service is scheduled for July 17, 1997.

Further account research also shows Susan "Makins" Cobb, currently has an outstanding debt with MidAmerican of \$58.74 as well as two outstanding debts totaling over \$1000.00 which are protected by a bankruptcy action. Susan "Makins" Cobb would not have been able to establish service with MidAmerican in February 1997 without payment of her past due bill of \$58.74 and a deposit.

For Vanessa Cobb to avoid disconnection or to reestablish service following disconnection, it is necessary for her to prove she is 18 year old or older, pay Susan's past due bill of \$58.74, pay the outstanding debt under Vanessa's name, pay a deposit, and pay a reconnection fee. For Susan to reestablish service with MidAmerican it is necessary for her to pay the outstanding debt in Vanessa's name, Susan's debt of \$58.74, and pay a deposit.

Please feel free to contact me if we can be of further assistance.

Sincerely,

Barbara A. Coughlin
etc
Barbara A. Coughlin
Senior Legal Assistant
319/333-8012

cc: Susan and Vanessa Cobb
625 W. 20th Street
Sioux Falls, SD 57105-0608

LASKA SCHOENFELDER, Commissioner