



NG97-018

RECEIVED

OCT 17 1997

BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF SOUTH DAKOTA

SOUTH DAKOTA PUBLIC  
UTILITIES COMMISSION

COMPLAINT

Complainant(s): (The party filing the complaint)		Respondent(s): (The person or Company complained against)	
Name	Susan C. Cabell Jones	Contact Person	
Address	625 W 20th	Company	Mid America Energy
City, State, Zip	SiouxFalls SD 57105	Address	114 S. Main Ave
Work Phone		City, State, Zip	SiouxFalls SD
Home Phone	605 367-6835	Work Phone	605 367-9417
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:

We have had problems with Mid America from the beginning of June when they insisted that we were committing fraud because the utilities were in my daughter's name. They are to my 13 yr old daughter's name to try and keep my ex-husband from finding us. After that we filed a complaint against the gas Co. Shortly after that I was called by an organization getting a survey on Mid America Energy and how they do business. I answered that I was less than pleased with their performance and told them a little about the problem. Later when I got my gas bill I called the gas to make arrangements on my gas bill. I was told that because of the complaints that I have made and the result of their survey that they would NEVER make payment arrangements with my family and noted that on my account. They are discriminating against my family because of these complaints. They have since sent out a disconnection notice and have every intention of disconnecting our service. This is harassment in every sense.

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 relief. (What do you think the Commission should do to solve this problem?)

I need help taking care of this problem. They make payment arrangements for everybody else except my family.

NOTE: Please attach any additional pages, if necessary.

VERIFICATION

Signature must be witnessed by a notary public.

*Danessa Holt*  
*[Signature]*

10/15/97

Complainant's Signature

Date

State of South Dakota )

County of Minnehaha )

On this 15<sup>th</sup> day of October, 1997, before me personally came and appeared Danessa Holt 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 hereunto set my hand and official seal.

*[Signature]*  
Signature of Notary Public

(SEAL)

My commission expires: 9/29/2003



MidAmerican Energy Company  
One RiverCenter Plaza  
100 East Second Street  
P.O. Box 4392  
Sioux Falls, South Dakota 57108  
319 333-8000 Telephone  
319 333-8021 Facsimile

Karen M. Heitzgen  
Attorney

November 13, 1997

By Delivery

RECEIVED

NOV 14 1997

SOUTH DAKOTA PUBLIC  
UTILITIES COMMISSION

Camron Hoseck, Staff Attorney  
South Dakota Public Utilities Commission  
State Capitol Building  
500 East Capitol Avenue  
Pierre, South Dakota 57501-5070

Re: Vanessa/Susan Cobb  
SDPUC Docket No. NG97-018

Dear Mr. Hoseck:


Enclosed are MidAmerican Energy Company's (MidAmerican) responses to the data requests dated October 30, 1997 from the South Dakota Public Utilities Commission. Also enclosed is a verification executed by Annette J. Johnston, Manager, Customer Service, MidAmerican Energy Company.

Sincerely,

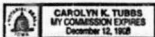
KMH-ckt  
Encl.

STATE OF IOWA        )  
                              ) ss.  
COUNTY OF SCOTT    )

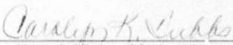
The undersigned, Annette J. Johnston, being first duly sworn on oath states that I am the Manager, Customer Service, of MidAmerican Energy Company, and that I have read the following data request responses, including Attachments 1 and 2, and that the same are true and correct as I verily believe.

  
Annette J. Johnston

Subscribed and sworn to before me this 13 day of November, 1997.



[NOTARIAL SEAL]

  
Notary Public in and for Scott County



RESPONSES TO DATA REQUESTS

Docket No. NG97-018

1. On page 1 of the letter [dated October 27, 1997 to Leni Healy from Barbara A. Coughlin, Supervisor, Customer Service Quality], in the second paragraph, there is a sentence which reads "Each item is automatically dated, timed, and thumb printed by the system." Please explain what the term "thumb printed" means.

**Response:** When an employee accesses the (CI) system to make a note on the account, the computer system will automatically add the date, time and employee identification number to that notation. The term "thumb print" was used to denote the automatic entry of the employee identification number.

2. On page 2 of the above-referenced letter, under activity dated 3/31/97, there is a difference of \$1.00 between the amount billed and the balance. Please explain the difference in this amount.

**Response:** The letter contains a typographical error. The amount in the "balance" column should also be \$81.27.

3. Under the activity dated 7/17/97, there is a sentence which reads "Vanessa said Susan does live here with her." Under activity dated 8/20/97, there is an entry which reads "Vanessa called wanting to put service in her mom's name ..." Under activity dated 10/17/97, there is an entry which reads "Susan wants account put in both Vanessa and Susan's name." In light of these entries, please explain what MidAmerican's policy is with regard to switching of account names. Specifically, staff is interested in whether or not account names may be switched by means of a telephone call or whether other activity is necessary on the part of a customer to change the account name. Is the policy written? If it is, please provide a copy of it.

**Response:** By Commission rule an "Applicant" is "one who is applying for gas or electric service." ARSD 20:10-15-02(2). Therefore, MidAmerican, at a minimum, would also need to verify that Susan herself desired to have the service transferred into her name, not merely that Vanessa desired the transfer. MidAmerican checks to see if an applicant is indebted to MidAmerican for past bills. (Susan had been indebted to MidAmerican in the amount of \$58.74 for service at a prior residence and that amount was paid in July).

In the event an applicant for services wishes to establish service in his/her name at a residence where the present customer of record has a past-due amount owing, MidAmerican checks to see if both the customer and applicant are residing at the

presently "indebted household." If so, the applicant is made aware that the current debt at that address must be taken care of. In the case that an applicant would say that he/she is "new" to a residence at which a past-due amount is owing, he/she would be required to provide some evidence to substantiate the claim. Often, the provision of that information requires a trip to a customer office. See pp. 2.1-2.2 of the Credit Division Policy Guidebook attached.

In this case, the total amount owed by Vanessa as customer of record on August 20 was \$88.36. The fact that both the customer and applicant had credit problems meant that either one would need to pay a deposit. See attachments.

4. **Under activity dated 8/20/97, there is an entry which shows there is a paid deposit of \$129.00 cash. Is this an indication that the account shows this payment or is it merely a recitation on the screen? Please reconcile this entry.**

**Response:** Receipt of the deposit on 8/20/97 does not affect the account balance. The deposit is held separately and accrues interest as required by SDPUC. See Attachment 4 to MidAmerican's letter of October 27, 1997 for copy of the Deposit Information screen.

5. **The complainant in this case has alleged that she is being treated differently because of prior complaints to the Public Utilities Commission. Do the records of MidAmerican Energy in any manner whatsoever indicate a disparate treatment of these customer(s) because of prior complaints that they may have filed against MidAmerican Energy with the South Dakota Public Utilities Commission?**

**Response:** No.

6. **Has there been any treatment of the Cobbs which is different than the treatment they would have received had they not filed previous complaints with the South Dakota Public Utilities Commission?**

**Response:** No.

7. **Is there any unwritten or unpublished policy within the operations of MidAmerican Energy which would dictate that a customer is held to a higher standard of payment because of prior complaints which may have been made to a regulatory authority?**

**Response:** No.

8. **Have Vanessa or Susan Cobb been treated in a disparate manner by MidAmerican Energy in their payment arrangements because they have filed prior complaints with the Public Utilities Commission against MidAmerican Energy?**

**Response:** No. MidAmerican Energy Company Credit Policy states:

Although the South Dakota Public Utilities Commission does not require that the Company offer Deferred Payment Arrangements to residential customers, they do encourage utilities to consider reasonable payment arrangements. Keeping this in mind, a customer who cannot pay the full amount of the disconnect notice should be offered an extension. If the customer is unable to pay the full amount of the disconnect notice, a Deferred Payment Arrangement can be offered. The Deferred Payment Arrangement should not extend beyond October 15. Ten percent of the amount to be deferred is required to initiate the Deferred Payment Arrangement unless the account is currently disconnected for non-pay. If the account is disconnected, ten percent of the amount to be deferred plus the reconnect fee is required prior to reconnection. A South Dakota customer who defaults on a Deferred Payment Arrangement must pay the bill in full to avoid credit action. No further arrangements are available.

From November 1, through March 31, the customer must be given an additional thirty (30) days beyond the due date of the disconnect notice before disconnection can occur. The Credit Division will notify customer with disconnect notices that the bill must be paid within thirty (30) days to avoid disconnection.

The above policy is in effect for all South Dakota residential customers. MidAmerican does not discriminate or show disparity within any of our customers. Customers who meet the above criteria are offered payment arrangements. It does not matter if the customer has previously filed complaints with the Commission.

9. **Have the screens which were transmitted in the above-referenced transmittal, Attachments 1 and 2, been altered in any manner prior to their transmittal to the South Dakota Public Utilities Commission?**

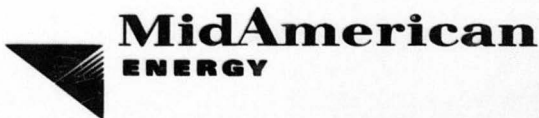
**Response:** No.

10. **Has any employee of MidAmerican Energy told Susan or Vanessa Cobb that payment arrangements would never be made between either of them and MidAmerican Energy because of complaints that she has made in the past and filed against MidAmerican Energy with the South Dakota Public Utilities Commission? Specify which employees were contacted to provide this response and at which MidAmerican location they work.**

**Response:** An inquiry was run on the Vanessa Cobb account to identify the MidAmerican employees who had accessed the file since the Commission's determination of SDPUC No. NG97-010. Not all employees who access the file did so as a result of discussions with the Cobbs; for example, certain individuals in Credit, Customer Service Quality and Legal all accessed this account without speaking with the Cobbs at the time. Supervisors in the call centers in Sioux City, Des Moines and Davenport were given the names of all employees reporting to them whose names appeared on the list. Credit personnel (Davenport) were identified and questioned. In addition, the Manager of the Sioux Falls customer office asked this question of all her personnel as well as a collector. All told, 29 employees were questioned. No employee questioned stated he/she had made such a statement to either Susan or Vanessa Cobb. In addition, four persons accessing the file are no longer with the Company, four were ill or otherwise unavailable and four worked in operations positions or the like that would not have spoken directly to the Cobbs.

11. **Please supply an affirmation or other representation, under oath, that the information contained in the above-referenced transmittal to the Commission is true and correct and that Attachments 1 and 2 are true, correct and complete, unaltered, copies of records of MidAmerican Energy.**

**Response:** See attached.



***CUSTOMER  
SERVICE***

***CREDIT DIVISION***

***POLICY GUIDEBOOK***

Effective September 1, 1997

## APPLICANTS FOR SERVICE

Residential applications are generally done by phone. All available fields should be completed or updated on the West on-line application. An East applicant's social security number, phone number, and driver's license number should be entered or updated on-line. Other information such as place of employment can be entered on the on-line order.

Non-residential applicants must complete and sign an application for each property where service is requested. The application should be filled out as completely as possible by phone and then mailed or faxed to the customer for a signature. These applications should be returned to the Credit Division.

### I. EXISTING RESIDENTIAL CUSTOMERS

An existing residential customer will be offered new or additional service unless:

- A past due bill is owing. The bill must be paid or, if eligible, a payment plan established. See the Deferred Payment Arrangement (DPA) policy to determine eligibility.
- Service is pending disconnection for non-payment or has been disconnected for non-payment at the address where service is requested. Service can be established once it's verified that the previous tenant no longer occupies the premise when requested. This is especially important if the customer is not ordering service off at his current address. Always document how the change of tenant or owner is verified.

There is pertinent information about the account that warrants additional investigation. For example, there is information indicating we have been given false information or may be dealing with someone other than the customer of record.

### II. APPLICANTS FOR RESIDENTIAL SERVICE

All applicants for residential service will be granted service unless:

- The applicant has a final bill. Refer to the Final Bill policy to determine if the bill must be paid or if the applicant is eligible for a payment arrangement.
- The address where service is requested has a disconnect notice due, is pending disconnection for non-payment or has been disconnected for non-payment. Service may be granted only after verifying that the previous party is no longer living at the address where service is requested. Always document how you verified the change of tenant or ownership.

- There is pertinent information on the account that warrants additional investigation. For example, there is information indicating that someone with an outstanding bill is moving into the property. Service may be granted only after verifying who you are dealing with and who is renting or purchasing the property.
- The applicant refused to provide information required to complete the service application.

### III. NON-RESIDENTIAL CUSTOMERS

- Non-residential applicants or customers requesting new service, a transfer of service, or additional service, will be granted service unless a past due bill is owing. All past due amounts must be paid before new or additional service will be established.

All non-residential customers and applicants must sign a commercial service application. This is either form #15-379 or the on-line application available on the West System. The application can be completed by mail, fax, or a visit to the local office. All completed applications will be reviewed by the Credit Division to determine the need for a security deposit and then kept on file in the Credit Division.

Credit will follow up on all applications not returned. To ensure appropriate follow-up, Credit must be notified that new service was established. On the West, an IRMK should be sent to CRD, dated ten days after the application was taken. On the East, an Email, using DNP Bulletin Board should be sent as a timely reminder, dated ten days after the application was taken.

Applicants for non-residential service should be told that a security deposit may be required based on review by the Credit Division. The customer may want to provide additional information such as other addresses in our service territory or bank references.

### IV. REFUSAL OF SERVICE

Individual state tariffs dictate when service can be refused or disconnected for non-payment of bills and outstanding debts. If a customer or potential customer is refused service for any reason, the account should be documented. The rules for each state are outlined below.

#### A. IOWA

A tariff approved July 15, 1996 allows the Company to refuse or disconnect service when a person responsible for a debt continues to reside at the property. This tariff enables the Company to stop name changes to avoid payment of a past due bill. The tariff states that the Company may refuse or disconnect service with appropriate notice if the premise has an outstanding debt and the person responsible for the outstanding debt owns, occupies, or receives the benefit of the service provided at that location.

**B. ILLINOIS**

There is no tariff provision in Illinois which allows the Company to refuse service when a resident of the property has an outstanding debt. See security deposit information to determine if a security deposit should be required.

**C. SOUTH DAKOTA**

The Company may refuse service to an applicant who is attempting to return service to an indebted household when the person responsible for the debt will continue to reside at the premise. This enables the Company to stop name changes to avoid a past due bill. If service is in the landlord's name, and the account has been disconnected or is subject to disconnection, the tenant must be given the opportunity to apply for service. The tenant cannot be required to pay the landlord's outstanding bills.

In the case where the person responsible for the debt moves out and a roommate requests service, arrangements should be offered on any past due bills. If the new applicant refuses to accept responsibility for the debt, verification must be obtained, prior to providing service, proving that the person responsible for the debt is no longer an occupant of the premise. Occupancy can be verified by obtaining a copy of the lease agreement with a list of all occupants prior to providing service. If anyone listed on the lease agreement has an outstanding debt at the address where service is requested, service will be refused until the debts are paid or arrangements made. Verification may also be obtained by the owner.

**D. NEBRASKA**

Iowa rules will be followed when this type of situation arises in Nebraska.

**V. NAME CHANGES**

There are two ways service can be transferred from one name to another. The first, and most common, is by entering a transfer order. The meters are read and service starts in the name of the new party. A transfer order can also be completed by using a previous meter reading. This usually occurs when a new customer doesn't contact the Company prior to moving in.

The second method used to transfer service from one name to another is simply by changing the name on the account. When this method is used, all information on the account stays the same.



**A. EAST**

A name change should be done only in the following situations:

- The customer of record is deceased and the surviving spouse wants his or her name on the account.
- The customer of record's name has legally changed. This most commonly occurs in marriage/divorce situations.
- In a divorce situation when the customer of record will no longer reside at the premise and the remaining spouse wants service in his or her name.

If a past due bill is owing at the time one spouse moved out of the house, any past due bills must be paid before service is established at another address.

**B. WEST**

A name change should be done only in the following situations:

- The customer of record is deceased and the surviving spouse wants his or her name on the account.
- The customer of record's name has legally changed. This most commonly occurs in marriage/divorce situations.

In all other circumstances, the meters should be read and the account changed to the new party's name as of the date read. This is accomplished by completing a TFTO order.

A TFTO is completed in a divorce situation. Both parties are responsible for any debt. Any past due balance on the account must be paid, or if the customer is eligible, arrangements made before service is transferred to the spouse requesting service.

If a DPA is established, the balance is transferred and the arrangement entered on the new account.

MIDAMERICAN ENERGY COMPANY  
P.O. Box 778  
Sioux City, Iowa 51102

SOUTH DAKOTA GAS SALES TARIFF  
SD P.U.C. Section No. V  
Original Issue Sheet No. 21

**RULES AND REGULATIONS**

**11.00 Refusal and Disconnection of Gas Service**

Company policies and procedures are consistent with South Dakota Rules 20:10:20.01 through 20:10:20.10, Refusal and Disconnection.

**11.01 Reasons for Refusal of Service** - Utility Service may be refused for one or more of the following reasons:

- 1) An applicant is indebted to the same utility for past bills incurred and refuses to liquidate the debt for the same class of service.
- 2) An applicant refuses to pay a reasonable deposit, advance payment, or installation charge;
- 3) An applicant, although he is not personally liable to the utility, is attempting to return service to an indebted household and no attempts are forthcoming to liquidate the debt to that household;
- 4) An applicant is unwilling to provide correct information about any or all of the following:
  - a) Past utility service;
  - b) Previous employment;
  - c) Previous address.
- 5) An applicant is in violation of state statutes or utility rules filed with the Commission concerning division of payment, use of service for unlawful purposes, interference with or destruction of service facilities, or violation of service regulations.

**11.02 Insufficient Reasons for Denying Service** -The following shall not constitute sufficient cause for refusal of service to a present or prospective customer:

- 1) Delinquency in payment for service by a previous occupant of the premises to be served.
- 2) Failure to pay for merchandise purchased from the Company.
- 3) Failure to liquidate a debt to another utility, a debt for another class of service, or a debt for other bills not based on filed rates or charges.
- 4) Failure to pay the bill of another customer as guarantor thereof, unless the guarantor is legally liable for a particular bill and has refused to pay it.

Date Filed: September 22, 1995 Effective Date: November 15, 1995

Issued By: James J. Howard, Vice President  
Gas Administrative Services

RULES AND REGULATIONS

**3.00 Application for Gas Service**

- 3.01 Application** - Application for natural gas service may be made by the owner or occupant in control of property in person, by telephone, or by mail. When applying for service, the customer may be required to furnish personal identification and other pertinent information deemed necessary to properly administer the service account. Application for service must be made and accepted by The Company prior to the commencement of the use of Company's service. Company may require the prospective customer to sign an "Application for Service" before receiving service.
- 3.02 Rejection of Application** - The Company may refuse applications for gas service upon reasonable grounds. The following situations qualify as reasonable grounds: Reasons for Refusal of Service as defined in 11.01 of Section V, service is not economically feasible, service to a new applicant might affect the supply of natural gas to other customers, failure of customer to agree to comply with the Rules and Regulations, improper use of gas service or equipment, or The Company and/or the applicable interstate pipeline are unable to provide the necessary gas supply or transportation. The Company may refuse residential service to any customer indebted to the Company for service rendered at a previous residential address until the customer has paid or made satisfactory arrangements to pay such indebtedness and has complied with other requirements for service where the request for service is at a new address. The Company may likewise refuse to render business service to any customer indebted to the Company for service rendered at a previous business address until that customer has paid or made satisfactory arrangements to pay such indebtedness and has complied with other requirements for service where the request for service is at a new address. The Company may also refuse to render service to a customer who is presently living with a former customer who had not paid his or her bill at the same residence.
- 3.03 Duration** - The Company will supply gas service to a customer until notified by the customer to discontinue service or unless the Company is justified to disconnect service as defined in 11.03 of Section V. The customer will be responsible for payment of all service provided to the date of the discontinuance. All service is subject to the rates, rules and regulations stated in this tariff. The Company will terminate service upon reasonable notice. Reasonable notice is deemed to be not less than two working day's notice from the customer, provided the Company is given reasonable access to the Company's facilities on customer premises. If reasonable notice and access are not provided, the customer will be liable for the billings until such time that access is gained. When access is not provided and a final reading cannot be obtained, and the Company is knowledgeable that a new tenant or owner should be responsible for service, the Company reserves the right to render a final bill based on an estimated final reading of the meter at the premises.

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Date Filed September 22, 1995 Effective Date November 15, 1995

Issued By James J. Howard, Vice President  
Gas Administrative Services

ACCT NO 8750540-20 CYCLE 19 STATUS ACTIVE ON DATE 02/97 PAGE 1  
NAME COBB, VANESSA W RD ROUTE 7041 APPR DEPT R9K1 CRED  
SERV ADD 425 W 20TH ST 10/25/97  
CITY ST EDGEFALLS, SD BALANCE 157.90 CIS ACTIVITY MULT  
MAIL SERV G

\*\*\*\*\* CREDIT INFORMATION \*\*\*\*\*  
CIBS \$19.94 30 \$30.90 60 \$28.39 90 \$59.97  
BUDGET AMT CUSTOMER'S PHONE 405-367-6835  
BUDGET ARRANG SOC. SEC. NO. 504-96-4294  
MORCH AMT DUE DISCONNECT HISTORY NOONONO  
CREDIT AMT DUE NSF HISTORY 000000000000  
LAST PAY AMT \$114.26 LAST PAYMENT DATE 07/18/97  
LAST GOOD READ DATE 09/24/97  
LIEAP CODE N NOT LIEAP/ITP WELFARE PYMT CODE N NO WELFARE  
OWNER CODE N NOT OWNER DISCONNECT DUE DATE 10/17/97 NO MONTHS EST

\*\*\*\*\* CREDIT ARRANGEMENTS MULT \*\*\*\*\*  
COMT CD CREDIT AMT COMT DATE TIME OPER DATE DUE COMMENTS  
IN CALL C 10/22/97 12:28 32837 ICARE WILL PAY \$119.  
26 PER DONNA AT ICARE...CDA I SENT COPY OF BILL FOR VERIFICATION TO DCNNA  
AT ICARE...TKS

TRAN CODE - \_\_\_\_\_ PF3 - END PF8 - FWD PF15 - MENU

ACCT NO 8750540-20 CYCLE 19 STATUS ACTIVE ON DATE 02/97 PAGE 2  
NAME COBB, VANESSA M RD ROUTE 7041 APPR DEPI RMKI CRED  
SERV ADD 625 W 20TH ST 10/24/97  
CITY/ST SIOUX FALLS, SD BALANCE 157.90 CIS ACTIVITY MULT  
MAIL SERV G

\*\*\*\*\* CREDIT ARRANGEMENTS MULT \*\*\*\*\*  
CONT CD CREDIT AMT CONT DATE TIME OPER DATE DUE COMMENTS  
IN CALL C 10/22/97 11:53 60048 CANCELED DISC FOR 10  
23. CUST RECEIVING ASST FROM AGENCY PER DIANE HARRISON. SMB DAV CRED

IN CALL C 10/22/97 10:52 60435 EARLIER THIS AM WHEN  
THE SYSTEM WAS DOWN. I TALKED TO SUSAN, ADVISED HER NO MORE TIME. SHE HUNG UP

TELEPHON C 10/21/97 08:28 33472 ADVD LLRD OF DISC ON  
102297. MTM/CREDIT HE ALSO STATED TO CALL BACK IF ACCESS WAS NECESSARY. HE WOULD  
SEE WHAT HE COULD DO. MTM/CREDIT

TELEPHON C 10/20/97 14:46 30693 B COUGHLIN ADVISED S  
F OFFICE, TERRI, VANESSA CAN HAVE UNTIL NOON ON WEDNESDAY, 10-22 TO HAVE PAYMENT  
IN OFFICE.....JLOSE

TELEPHON C 10/20/97 09:25 33472 SPK W/ SUSAN COBB TO  
ADV OF DISC FOR 102197. SHE STATED IT WAS BEING TAKEN CARE OF TODAY. MTM/CREDIT

TRAN CODE - \_\_\_\_\_ PF3 - END PF8 - FWD PF15 - MENU

ACCT NO 8750540-20 CYCLE 19 STATUS ACTIVE ON DATE 02/97 PAGE 3  
NAME COBB,VANESSA M RD ROUTE 7041 APPR DEPI RMKI CRED  
SERV ADD 625 W 20TH ST 10/24/97  
CITY/ST SIOUX FALLS,SD BALANCE 157.90 CIS ACTIVITY MULT  
MAIL SERV G

\*\*\*\*\* CREDIT ARRANGEMENTS MULT \*\*\*\*\*

CONT CD	CREDIT AMT	CONT DATE	TIME	OPER	DATE DUE	COMMENTS
NO CONTA	C	10/17/97	15:35	50625		CONT'D WANTS BILL IN
BOTH VANESSA AND SUSAN'S NAME. SUSAN HAD TO HANG UP BEFORE CONVERSATION CONCLU						
ED. WAS NOT ABLE TO FINISH DISCUSSION ON P.ARRANGEMENTS.						
NO CONTA	C	10/17/97	15:34	50625		RETD PHONE CALL TO S
USAN/VANESSA, ADVISED AT THIS TIME CANNOT MAKE PAYMENT ARRANGEMENT BECAUSE OF PA						
ST PAYMENT HISTORY ON ACCOUNT. SUSAN WANTS ACCOUNT PUT						
NO CONTA	C	10/14/97	11:08	50815		POSSIB PH#S TO CONTA
CT LANDLORD, BRUCE ITTERMAN--WORK-605-339-9100 HOME--605-743-5406						
NO CONTA	C	10/10/97	08:49	50625		SUSAN COBB CALLED SD
PUC WANTING ARRANGEMENT FOR DNP DUE 10/17. ADVISED PUC NO ARRANGEMENTS AVAILABL						
E DUE TO PAST CREDIT HISTORY. B. COUGHLIN X8012 DAV-CSQUALITY						
NO CONTA	C	10/06/97	10:47	30693		D HARRISON WILL HAVE
PROPERTY POSTED WITH NOTICE TO ADVISE THAT 88.36 NEEDED TO AVOID DISC						

TRAN CODE - \_\_\_\_

PF3 - END

PF8 - FWD

PF15 - MENU

ACCT NO 8750540-20 CYCLE 19 STATUS ACTIVE ON DATE 02/97 PAGE 4  
NAME COBB,VANESSA M RD ROUTE 7041 APPR DEPI RMKI CRED  
SERV ADD 625 W 20TH ST 10/24/97  
CITY/ST SIOUX FALLS,SD BALANCE 157.90 CIS ACTIVITY MULT  
MAIL SERV G

\*\*\*\*\* CREDIT ARRANGEMENTS MULT \*\*\*\*\*  
CONT CD CREDIT AMT CONT DATE TIME OPER DATE DUE COMMENTS  
NO CONTA C 09/24/97 18:36 32515 INFORMAL SDPUC BY SU  
SAN COBB RE PAYMENT ARRANGEMENT, USEAGE AND BUDGET. VANESSA IS CUST OF RECORD, SUSA  
N IS MOTHER. DLHX6060  
IN CALL C 09/18/97 14:09 60483 SUSAN CALLED TO MAKE  
ARRANGEMENTS TO PAY BILL, PER PRIOR CASO, NO ARRANGEMENTS. SHE WANTED TO TALK TO  
MGR, BUT HUNG UP AFTER I PUT HER ON HOLD. VB  
OFFICE C 08/20/97 15:33 32837 PD DEPOSIT...\$129 CA  
SH...CDA

TELEPHON C 08/20/97 11:02 33472 IF YOU SHOULD HAVE  
PROBLEMS W/ THIS PERSON PLEASE CALL SIOUX FALLS OFFICE OR TINA MOORE IN CREDIT.  
MTM/CREDIT

TELEPHON C 08/20/97 11:01 33472 THERE ARE NO ARRANGE  
MENTS ON THIS ACCT. VANESSA/SUSAN HAVE SPOKEN W/ PUC, OUR LEGAL DEPT AND DIANE  
HARRISON AND THERE ARE NO ARRANGEMENTS OR TSFER OF SVC. MTM/

TRAN CODE - \_\_\_\_\_ PF3 - END PF8 - FWD PF15 - MENU





ACCT NO 8750540-20 CYCLE 19 STATUS ACTIVE ON DATE 02/97 PAGE 6  
NAME COBB,VANESSA M RD ROUTE 7041 APPR DEPI RMXI CRED  
SERV ADD 625 W 20TH ST 10/24/97  
CITY/ST SIOUX FALLS,SD BALANCE 157.90 CIS ACTIVITY MULT  
MAIL SERV G

\*\*\*\*\* CREDIT ARRANGEMENTS MULT \*\*\*\*\*  
CONT CD CREDIT AMT CONT DATE TIME OPER DATE DUE COMMENTS  
IN CALL C 08/20/97 09:37 60283 DONNA TAYLOR INTERLA  
ELD ADV NEED 129. DEP DUE 8/20/97 BY NOON OR W/B DISC THIS AFTERNOON.

FIELD C 08/19/97 17:15 32845 CUST. REFUSED ACCESS  
TO METER IN BASEMENT. I CALLED POLICE. SHE ALSO REFUSED THEM ACCESS AND SLAMMED  
THE DOOR IN HIS FACE.SAYS SHE HAS APPT @ INTERLAKES 8/20.GC  
OFFICE C 08/19/97 16:54 32883 PER CALL FROM SUSAN-  
COBB TO PUC..COLLECTOR/POLICE ARE @ PREMISE TO DISC...DHARRISON GAVE TIL NOON ON  
8/20 FOR EITHER CASH IN OFFC OR GUARENTEE.TKS  
IN CALL C 08/19/97 16:23 60062 GARY THE SVCMAN WENT  
HERE TO SHUT THIS OFF...I ADV TRAVIS IN DISP TO CALL FOR A POLICE ESCOTSSINCE CUS  
T CHASED HIM OUT OF THEIR HOME..  
OFFICE C 08/19/97 14:53 32863 VANESSA & SUSAN CAME  
IN & GOT COPIES OF DISCONNECT & TOTAL BILL...GOING TO INTERLAKES FOR ASST

TRAN CODE - \_\_\_\_\_ PF3 - END PF8 - FWD PF15 - MENU

814152  
ACCT NO 8750540-20 CYCLE 19 STATUS ACTIVE ON DATE 02/97 PAGE 7  
NAME COBB,VANESSA M RD ROUTE 7041 APPR DEPI RMKI CRED  
SERV ADD 625 W 20TH ST 10/24/97  
CITY/ST SIOUX FALLS,SD BALANCE 157.90 CIS ACTIVITY MULT  
MAIL SERV G

\*\*\*\*\* CREDIT ARRANGEMENTS MULT \*\*\*\*\*  
CONT CD CREDIT AMT CONT DATE TIME OPER DATE DUE COMMENTS  
TELEPHON C 08/18/97 11:18 33472 SPK W/ DIANE HARRISO  
WILL DISC FOR NONPYMT OF DEPOSIT = 129.00 ON 081997. MTM/CREDIT

IN CALL C 08/18/97 07:51 32814 VANESSA UND DEP WAS  
DUE 8-15/HAS APPOINTMENT WITH INTERLAKES 8-20/UPDATED TELE #

NO CONTA C 08/12/97 07:54 33475 VANESSA WLL PAY DEPO  
SIT ON 8/15 AT SIOUX FALLS OPC PJB/CRED/CK WITH PAULA IN CRD/OK TO GIVE EXT ON  
DEPOSIT TILL 8/15 BXS SIC1

TELEPHON C 07/25/97 08:44 33472 SENT DEPOSIT REQUEST  
FOR 129.00 DUE BY 081197. MTM/CREDIT

OFFICE C 07/18/97 12:33 32856 VANESSA IN SF OFFC &  
PD \$173.00..I APPLIED \$58.74 TO SUSAN COBB OLD BILL & BAL \$114.26 TO THIS ACCT..  
CUST STILL OWES \$188.08---\$129.00 DEPOSIT & \$59.08 GAS..TKS

TRAN CODE - \_\_\_\_\_ PF3 - END PF8 - FWD PF15 - MENU

ACCT NO 8750540-20 CYCLE 19 STATUS ACTIVE ON DATE 02/97 PAGE 8  
NAME COBB, VANESSA M RD ROUTE 7041 APPR DEPT RMKI CRED  
SERV ADD 625 W 20TH ST 10/24/97  
CITY/ST SIOUX FALLS, SD BALANCE 157.90 CIS ACTIVITY MULT  
MAIL SERV G

\*\*\*\*\* CREDIT ARRANGEMENTS MULT \*\*\*\*\*  
CONT CD CREDIT AMT CONT DATE TIME OPER DATE DUE COMMENTS  
IN CALL C 07/18/97 09:00 60064 WILL BE IN TODAY TOD  
AY TO PAY 173.34 - HAD FLAT TIRE LAST NIGHT COULDN'T GET HERE

OFFICE C 07/17/97 14:20 32883 PER DHARRISON PH DIS  
CUSSION W/SD PUC...OK IF VANESSA & MOM, SUSAN COBB PAY SUSAN'S OLD BILL \$58.74 + \$  
129.00 DEPOSIT, & W/SET UP \$58/3-MO DPA, NO MORE EXT FOR SURE  
IN CALL C 07/17/97 13:22 60162 P3 LIVE HERE WITH HE  
P. I READ THE IRMKS & TRIED TO EXPLAIN BUT THEY DIDN'T LISTEN

IN CALL C 07/17/97 13:21 60162 PG 2 WITH US AND DIS  
CUSS THIS SITUATION IN THE OFFICE. VANESS IS ON HER WAY IN NOW & SUSAN SAYS SHE  
CAN'T COME IN SHE HAS A BROKEN HIP. VANESSA SAID SUSAN DOES  
IN CALL C 07/17/97 13:20 60162 I HAVE TOLD VANESSA  
AND SUSAN THAT HOLLERING AT US ON THE PHONE ISN'T GOING TO HELP ANYTHING. VANESS  
IS BRING IN DRIVERS LIS TO SHOW SHE IS 18 & TO SIT DOWN

TRAN CODE - \_\_\_\_\_ PF3 - END PF8 - FWD PF15 - MENU

ACCT NO 8750540-20 CYCLE 19 STATUS ACTIVE ON DATE 02/97 PAGE 9  
NAME COBB,VANESSA M RD ROUTE 7041 APPR DEPI RMKI CRED  
SERV ADD 625 W 20TH ST 10/24/97  
CITY/ST SIOUX FALLS,SD BALANCE 157.90 CIS ACTIVITY MULT  
MAIL SERV G

\*\*\*\*\* CREDIT ARRANGEMENTS MULT \*\*\*\*\*  
CONT CD CREDIT AMT CONT DATE TIME OPER DATE DUE COMMENTS  
TELEPHON C 07/15/97 16:39 33472 PUC HAS DENIED SUSAN  
S REEQUEST FOR FORMAL HEARING BECAUSE OF NO PROBABLE CAUSE PER JEANNETTE LOSE.  
WTM/CREDIT  
TELEPHON C 07/15/97 16:38 33472 NO PH AND DIR ASST  
HAS NO LISTING IN SUSAN OR VANESSA NAME. EST DISC FOR 071797 FOR 143.45. WTM/CRE  
DIT  
OFFICE C 06/24/97 15:38 32845 SXF COLLECTOR DELIVE  
RED PENDING DISC NOTC TO SUSA AT PREMISE ON 6/24/97. SUSAN SD VANESSA W/B IN TO  
SXF OFC ON 6/25/97 W/ID. VANESSA IS DAUGHTER..READ ALL RMKIS  
NO CONTA C 06/24/97 07:33 51119 FAXED POST FOR DEL O  
N 6/24/SEE RMKIS HERE/VANESSA IS UNDERAGE CHILD AND SUSAN (MOTHER) HAS CHRQ OFF/  
DISC ON 6/30/JLG/CRD  
IN CALL C 06/03/97 08:05 60563 VANESSA WBI TODAY TO  
PAY 40.00 AS AGREED PER PRIOR CASO. DP CNT

TRAN CODE - \_\_\_\_\_ PF3 - END PF8 - FWD PF15 - MENU

01413524  
ACCT NO 8750540-20 CYCLE 19 STATUS ACTIVE ON DATE 02/97 PAGE 10  
NAME COBB,VANESSA M RD ROUTE 7041 APPR DEPI RMKI CRED  
SERV ADD 625 W 20TH ST 10/24/97  
CITY/ST SIOUX FALLS,SD BALANCE 157.90 MAIL CIS ACTIVITY MULT  
SERV G

\*\*\*\*\* CREDIT ARRANGEMENTS MULT \*\*\*\*\*  
CONT CD CREDIT AMT CONT DATE TIME OPER DATE DUE COMMENTS  
IN CALL \$27.00 L D 05/21/97 09:38 33463 06/19/97 SET CUST ON DPA OF 1  
14.83 @ 5 MOS = 27.00 + CRNT BILL BGN W/JUN DUE DATE--CUST WILL PY 40.00 ON 6/2  
ADVD DISC WOFN IF ARRRNG DEF. KKS/DCC  
IN CALL C 05/21/97 09:26 60063 JAMIE CLLD BACK TO  
SEE WHEN DISC DATE WAS ADVISED NO DISC EITHER ON BILL OR OTHERWISE  
  
IN CALL C 05/21/97 09:18 70814 JAMIE FRM COUNTY WEL  
FARE Q ACCT--GAVE BAL INFO...SXB/DCC  
  
IN CALL C 05/20/97 15:30 60727 VANESSA SAID SHE WBI  
BY 5-21-97 TO AVOID DISC WOFN

TRAN CODE - \_\_\_\_

PF3 - END

PF8 - FWD

PF15 - MENU

ACCT NO 8750540-20 CYCLE 19 STATUS ACTIVE ON DATE 02/97 PAGE 1  
NAME COBB,VANESSA M RD ROUTE 7041 APPR DEPI RMKI CRED  
SERV ADD 625 W 20TH ST 10/24/97  
CITY/ST SIOUX FALLS,SD BALANCE 157.90 CIS ACTIVITY MULT  
MAIL SERV G

RMKI \*\*\*\*\* REMARKS INFORMATION \*\*\*\*\*

DATE TAKEN OPER SEGMENT TYPE OF REMARK

10/20/97 32883 CUSTOMER INFORMATIVE  
REMARK 10/20/97, ADDED SUSAN NAME TO ACCOUNT PER REQUEST FROM SUSAN  
TO BARB COUGHLIN,DAV..TKS

10/20/97 30693 PREMISE INFORMATIVE  
REMARK THIS PROPERTY IS A DUPLEX, 627 W 20TH STREET IS THE OTHER HA  
LF....PER SERVICE CARD IN SIOUX FALLS

TRAN CODE - \_\_\_\_\_ PF3 - END PF8 - FWD PF15 - MENU

ACCT NO 8750540-20 CYCLE 19 STATUS ACTIVE ON DATE 02/97 PAGE 2  
NAME COBB,VANESSA M RD ROUTE 7041 APPR DEPI RMKI CRED  
SERV ADD 625 W 20TH ST 10/24/97  
CITY/ST SIOUX FALLS,SD BALANCE 157.90 CIS ACTIVITY MULT  
MAIL SERV G

RMKI \*\*\*\*\* REMARKS INFORMATION \*\*\*\*\*  
DATE TAKEN OPER SEGMENT TYPE OF REMARK

10/17/97 50625 CUSTOMER COMPLAINT  
REMARK SUSAN/VANESSA COBB HAVE FILED A SDPUC COMPLAINT, REQUESTING  
MEC ENTER INTO PAYMENT ARRANGEMENTS. MIDAMERICAN HAS ADVISED  
MS. COBB AND LENI HEALY NO ARRANGEMENTS WILL BE MADE, DISCO  
NNECTION WILL PROCEED. B.COUGHLIN X8012 DAV-CSQUALITY

10/14/97 50815 PREMISE INFORMATIVE  
REMARK POSSIBLE PHONE#S TO CONTACT LANDLORD, BRUCE ITTERMAN  
WORK--605-339-9100  
HOME--605-743-5406

TRAN CODE - \_\_\_\_\_ PF3 - END PF8 - FWD PF15 - MENU

ACCT NO 8750540-20 CYCLE 19 STATUS ACTIVE ON DATE 02/97 PAGE 3  
NAME COBB,VANESSA M RD ROUTE 7041 APPR DEPI RMKI CRED  
SERV ADD 625 W 20TH ST 10/24/97  
CITY/ST SIOUX FALLS,SD BALANCE 157.90 CIS ACTIVITY MULT  
MAIL SERV G

RMKI \*\*\*\*\* REMARKS INFORMATION \*\*\*\*\*

DATE TAKEN OPER SEGMENT TYPE OF REMARK

10/10/97 50625 CUSTOMER COMPLAINT  
REMARK SUSAN COBB CALLED SDPUC ON 10/9 WANTING PAY ARRANGEMENTS ON  
NOTICE DUE 10/17/97-ADVISED PUC NO ARRANGEMENTS AVAILABLE TO  
EITHER VANESSA OR SUSAN COBB DUE TO PAST CREDIT HISTORY. B  
.COUGHLIN X8012 DAV-CSQUALITY

09/24/97 32515 CUSTOMER INFORMATIVE  
REMARK RESPONSE TO SDPUC ON INFORMAL COMPLAINT:SUSAN IS NOT CUSTOME  
R OF RECORD,VANESSA WILL NEED TO CONTACT MEC TO DISCUSS PAYM  
ENT ARRANGEMENTS.DLH X6060

TRAN CODE - \_\_\_\_\_

PF3 - END

PF8 - FWD

PF15 - MENU



ACCT NO 8750540-20 CYCLE 19 STATUS ACTIVE ON DATE 02/97 PAGE 4  
NAME COBB,VANESSA M RD ROUTE 7041 APPR DEPI RMKI CRED  
SERV ADD 625 W 20TH ST 10/24/97  
CITY/ST SIOUX FALLS,SD BALANCE 157.90 CIS ACTIVITY MULT  
MAIL SERV G

RMKI \*\*\*\*\* REMARKS INFORMATION \*\*\*\*\*  
DATE TAKEN OPER SEGMENT TYPE OF REMARK

08/20/97 50625 CUSTOMER COMPLAINT  
REMARK KAREN HUIZENGA, DAV-LEGAL, ADVISED CAMERON HOSECK, SCPUC A  
TTOREY, AT 12:00 P.M. ON 8/20/97 THAT MEC WOULD BE PROCEEDIN  
G WITH THE DISCONNECTION OF GAS SERVICE AT THE CURB. B.COUG  
HLIN X8012 DAV-LEGAL.

08/20/97 30693 CUSTOMER INFORMATIVE  
REMARK PROPERTY SHOULD BE DISC IN STREET, POLICE ESCORT SHOULD BE T  
AKEN TO THE PROPERTY.

TRAN CODE - \_\_\_\_ PF3 - END PF8 - FWD PF15 - MENU

ACCT NO 8750540-20 CYCLE 19 STATUS ACTIVE ON DATE 02/97 PAGE 5  
NAME COBB,VANESIA M RD ROUTE 7041 APPR DEPI RMKI CRED  
SERV ADD 625 W 20TH ST 10/24/97  
CITY/ST SIOUX FALLS,SD BALANCE 157.90 CIS ACTIVITY MULT  
MAIL SERV G

RMKI \*\*\*\*\* REMARKS INFORMATION \*\*\*\*\*  
DATE TAKEN OPER SEGMENT TYPE OF REMARK

08/13/97 33762 CUSTOMER INFORMATIVE  
REMARK VANESSA GIVES PERMISSION TO DISCUSS ACCOUNT W/MOTHER.  
UNDERSTANDS THAT MOTHER IS NOT RESP FOR THIS BILL B/C LISTED  
ON APPLICATION. VANESSA STILL SOLELY RESP FOR ACCOUNT. JGC/  
DCC

07/24/97 32515 CUSTOMER INFORMATIVE  
REMARK DISCUSSION W/BULLARD SDPUC COMMISSIONER 7-17-97 PM. COBB CLAIM  
ED THAT SHE WAS NOT CONTACTED FOR HEARING. EXPLAINED COMMISIO  
N RULED. COBB NELD FULL AMT. DUE + SUSAN'S ARREARS + DEPOSIT. QUO  
TED INDEBTED HOUSEHOLD. COBB TOLD SDPUC SHE CLD PAY 173.00. IN  
THE PM. AGREED TO WORK WITH CUST. NOTE CRED 7-18-97. DLH X6060

TRAN CODE - \_\_\_\_\_ PF3 - END PF8 - FWD PF15 - MENU

ACCT NO 8750540-20 CYCLE 19 STATUS ACTIVE ON DATE 02/97 PAGE 6  
NAME COBB,VANESSA M RD ROUTE 7041 APPR DEPI RMKI CRED  
SERV ADD 625 W 20TH ST 10/24/97  
CITY/ST SIOUX FALLS,SD BALANCE 157.90 MAIL CIS ACTIVITY MULT  
SERV G

RMKI \*\*\*\*\* REMARKS INFORMATION \*\*\*\*\*  
DATE TAKEN OPER SEGMENT TYPE OF REMARK

07/17/97 50625 CUSTOMER COMPLAINT  
REMARK SDPUC DID NOT FIND PROBABLE CAUSE ON SUSAN/VANESSA COBB COMP  
LAIN, NG97-010 IN PUC'S AD HOC HEARING ON 7/15/97.  
B.COUGHLIN X8012 DAV-LEGAL.

06/27/97 50625 CUSTOMER COMPLAINT  
REMARK SUSAN "COBB" FILED WRITTEN COMPLAINT W/SD PUC REQUESTING MEC  
NOT TERMINATE SERVICE BECAUSE DAUGHTER IS UNDERAGE. SDPUC  
NO. NG97-010.

TRAN CODE - \_\_\_\_\_ PF3 - END PF8 - FWD PF15 - MENU

ACCT NO 8750540-20 CYCLE 19 STATUS ACTIVE ON DATE 02/97 PAGE 7  
NAME COBB,VANESSA M RD ROUTE 7041 APPR DEPI RMKI CRED  
SERV ADD 625 W 20TH ST 10/24/97  
CITY/ST SIOUX FALLS,SD BALANCE 157.90 CIS ACTIVITY MULT  
MAIL SERV G

RMKI \*\*\*\*\* REMARKS INFORMATION \*\*\*\*\*  
DATE TAKEN OPER SEGMENT TYPE OF REMARK

06/18/97 32883 CUSTOMER INFORMATIVE  
REMARK 6/18/97--VANESSA M COBB IS 17YR OLD DAUGHTER OF SUSAN L COBB  
AKA SUSAN L MAKINS. SUSAN COBB OWES WOFF BAL OF \$58.74 & SHO  
ULD OF ORIGINALLY BEEN DENIED SERVICE HERE...ALSO SUSAN OWED  
2-WOFF UNDER THE MAKINS NAME BUT HAD FILED BKCY ON BOTH OF T  
HOSE..TKS

11/01/96 32960 PREMISE INFORMATIVE  
REMARK CALLED LLRD SPOKE TO MRS ITTERMAN-ADVISED 874 CHASED TWO TEE  
NAGERS OUT OF HOUSE WHEN THERE TO TONN. THE TEENAGERS ATTEM  
TED TO RETURN. HE CHASED THEM OUT AGAIN AND LOCKED THE BACK  
DOOR. MRS THANKED US.

TRAN CODE - \_\_\_\_\_ PF3 - END PF8 - FWD PF15 - MENU

ACCT NO 8750540-20 CYCLE 19 STATUS ACTIVE ON DATE 02/97 PAGE 8  
NAME COBB,VANESSA M RD ROUTE 7041 APPR DEPI RMKI CRED  
SERV ADD 625 W 20TH ST 10/24/97  
CITY/ST SIOUX FALLS,SD BALANCE 157.90 CIS ACTIVITY MULT  
MAIL SERV G

RMKI \*\*\*\*\* REMARKS INFORMATION \*\*\*\*\*  
DATE TAKEN OPER SEGMENT TYPE OF REMARK

10/03/96 32508 PREMISE INFORMATIVE

REMARK THELMA M MILES SS# 485-08-0862 CHGD OFF ACCT 2604900-26  
513.17 UNDERSTDS THIS NDS TO BE PD IN FULL BEFORE WE WILL  
GIVE HER SERV INTO HER NAME; ADVISD HER WE WLD REFUSE SERV  
TO ANYONE AT THIS ADDRESS IF SHE WLD BE BENFITING FRM THE  
SERVICE

TRAN CODE - \_\_\_\_\_ PF3 - END PF8 - FWD PF15 - MENU

ACCT NO 8750540-20 CYCLE 19 STATUS ACTIVE ON DATE 02/97 PAGE 1  
 NAME COBB,VANESSA M RD ROUTE 7041 APPR DEPI RMKI CRED  
 SERV ADD 625 W 10TH ST 10/25/97  
 CITY/ST SIOUX FALLS,SD BALANCE 157.90 CIS ACTIVITY MULT  
 MAIL SERV G

AREC \*\*\*\*\* ACCOUNTS RECEIVABLE HISTORY INFORMATION \*\*\*\*\*

DATE	TRAN	DUE DATE	PAY CODE/ UTILITY	BILL/PAYMENT	OTHER	BALANCE
10/17/97	LPMT			\$2.33		\$157.90
09/25/97	BILL DUE	10/17/97		\$36.31		\$155.57
09/18/97	LPMT			\$1.76		\$119.26
08/26/97	BILL DUE	09/18/97		\$29.14		\$117.50
08/19/97	LPMT			\$1.31		\$88.36
07/28/97	BILL DUE	08/19/97		\$27.08		\$87.05
07/21/97	LPMT			\$ 89		\$59.97
07/18/97	CPAY PART	SXF06		\$114.26-		\$59.08
06/26/97	BILL DUE	07/21/97		\$29.89		\$173.34
06/04/97	CPAY PART	SXF06		\$40.00-		\$143.45
05/28/97	BILL DUE	06/19/97		\$48.62		\$183.45
05/20/97	LPMT			\$1.99		\$134.83
04/28/97	BILL DUE	05/20/97		\$51.57		\$132.84
03/31/97	BILL DUE	04/22/97		\$81.27		\$81.27

TRAN CODE - \_\_\_\_\_ PF3 - END PF8 - PWD PF15 - MENU



**Healy, Leni**

---

**From:** Barbara A. Coughlin  
**To:** leni  
**Subject:** re: N697 018, COBB COMPLAINT  
**Date:** Wednesday, November 26, 1997 4:08PM

Leni,

The only information MidAmerican has concerning Susan Cobb completing a survey is what Susan Cobb wrote in her complaint.

MidAmerican conducts three survey types:

1. Post Card Surveys
2. Focus Group Surveys
3. Telephone Surveys

Only in the Post Card Survey, which MidAmerican conducts, does MidAmerican know the identity of the participants. Our database was reviewed today. Susan Cobb has never been mailed a post card.

The Focus Group Surveys and Telephone Surveys are conducted by third party vendors and are based upon selection criteria as derived by MidAmerican. In either case, the identity of the individual participant is unknown to MidAmerican, with one exception. That exception is, if the individual participant chooses to have a problem or need resolved, they may make that wish known to the third party vendor who forwards/faxes that information to MidAmerican. Only the customer name and open-ended question information is faxed. A search of our records has shown that if Susan Cobb participated in one of the surveys, she did not choose to have us respond to a need or complaint. Consequently, we have no first hand knowledge that Susan Cobb has ever participated in one of the surveys. All of our survey data is in the aggregate format and not at the individual level.

From Ms. Cobb's comment, we can only assume it was the telephone survey she responded to, as the Focus Group Survey is in a face-to-face group setting and not all groups are aware that the survey is being conducted for MidAmerican. The Telephone Survey consists of a 28 page script. Would you like me to fax all 28 pages or just the last page of the Telephone Survey script that contains the open-ended question that asks the customer if he/she desires contact from MidAmerican about a specific subject?

Additionally, the only source of information our front line employees have about a particular account is found in the Remarks Information and Credit Information screens of our CI system. Copies of those screens have previously been provided to you. You will note, there is comment on either of those sets of screens concerning participation in a survey.

Let me know if you have questions concerning the above.

BARB COUGHLIN  
318/333-8012



N697-018

**FAX TRANSMISSION COVER SHEET**Please deliver to: Leri HealyCompany: South Dakota PVCFax No. 605/773-3809 Telephone No. \_\_\_\_\_Total No. of pages, including cover sheet: 29From: Bob Coughlin Date 12-1-97Fax No. (319) <sup>333-8095</sup> ~~236-3391~~ Telephone No. 319/333-8012Note: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
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\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

MidAmerican Transaction Survey Q2  
Final - Quarter 2, 1987  
5-6-87 #

**MidAmerican Transaction Survey Q2****QA. MOVE IN PHONE CENTER****EAST:**

1,3 = QUAD CITIES  
4 = CEDAR RAPIDS  
5 = FORT DODGE  
6 = IOWA CITY  
7 = OTTUMWA

**WEST:**

728,729 = DES MOINES  
730 = SIOUX CITY  
734 = QUAD-CITY

**QAA. MOVE IN OFFICE****EAST:**

1,3 = QUAD CITIES  
4 = CEDAR RAPIDS  
5 = FORT DODGE  
6 = IOWA CITY  
7 = OTTUMWA

**WEST:**

010 = CHEROKEE  
016 = EAGLE GROVE  
051 = STORM LAKE  
061 = WATERLOO  
084 = SIOUX CITY  
164 = SIOUX FALLS  
342 = CUST SERVICE  
343 = QUAD CITY  
410 = IOWA CITY  
411 = DES MOINES  
710 = COUNCIL BLUFFS  
731 = CUST OFFICES  
764 = FT. DODGE  
785 = CEDAR RAPIDS  
788 = OSKALOOSA

**QB. MOVE IN TYPE OF TRANSACTION (NOTE: CISQ ONLY FOR WEST)****QBB. MOVE IN SIGN IN I.D. (T NUMBER)****QC. MOVE IN ACCOUNT NUMBER FROM SAMPLE**

**MidAmerican Transaction Survey Q2**  
**Final - Quarter 2, 1997**  
**5-6-97 J**

QD. MOVE IN DATE OF CONTACT FROM SAMPLE

Year \_\_\_\_\_  
Month \_\_\_\_\_  
Day \_\_\_\_\_  
Day of Week \_\_\_\_\_

---

QDD. MOVE IN CUSTOMER TYPE

**EAST RESIDENTIAL:**

R = RESIDENTIAL  
S = RESIDENTIAL-COMMERCIAL

**EAST COMMERCIAL:**

C = COMMERCIAL  
I = INDUSTRIAL  
J = COMM-INDUSTRIAL

001 = WEST RESIDENTIAL  
010 = WEST COMMERCIAL  
020 = WEST INDUSTRIAL  
030,036 = WEST GOVERNMENT  
040 = WEST RURAL (RESIDENTIAL)

---

QE. MOVE IN TIME OF CONTACT FROM SAMPLE (DONT HAVE)

---

QEEE. MOVE IN SERVICE TYPE FOR EAST ONLY

E= ELECTRIC SERVICE  
G= GAS SERVICE  
B= ELECTRIC-GAS SERVICE

---

Hello, I'm \_\_\_\_\_ from MSI Research, a national research company. We are calling you on behalf of MidAmerican Energy. They would like your opinions about how your most recent contact with them went.

QF. In the last couple of days, have you or has anyone in your (HOUSEHOLD/BUSINESS) contacted MidAmerican Energy?

1 Yes (CONTINUE)  
2 No (TERMINATE)  
3 Don't Know (TERMINATE)  
4 Refused (TERMINATE)

---

MidAmerican Transaction Survey Q2  
Final - Quarter 2, 1997  
5-6-97 P

QG. Are you the person who contacted the company on (MOVE IN DATE FROM SAMPLE)?

- 1 Yes (CONTINUE)
- 2 No (ASK TO SPEAK WITH THAT PERSON AND RE-READ INTRODUCTION; IF UNAVAILABLE, ARRANGE CALLBACK, THEN TERMINATE)
- 3 Don't know (TERMINATE)
- 4 Refused (TERMINATE)

---

(IF QA > 0 ASK QH; OTHERWISE GO TO FILTER BEFORE QHH)

QH. MidAmerican's records show that you called them on that day. Is this correct?

- 1 Yes, called
- 2 No (TERMINATE)
- 3 Don't know (TERMINATE)
- 4 Refused (TERMINATE)

---

(IF QAA > 0 ASK QHH; OTHERWISE GO TO QI)

QHH. MidAmerican's record show that you visited their office on that day. Is this correct?

- 1 Yes, visited
- 2 No (TERMINATE)
- 3 Don't know (TERMINATE)
- 4 Refused (TERMINATE)

---

QI. Just to confirm, do you receive electric service from MidAmerican Energy?

- 1 Yes
- 2 No
- 3 Don't know
- 4 Refused

---

QJ. And, do you receive natural gas service from MidAmerican Energy?

- 1 Yes
  - 2 No
  - 3 Don't know
  - 4 Refused
-

*MidAmerican Transaction Survey Q2*  
*Final - Quarter 2, 1997*  
*5-6-97 R*

(IF QJ NE 1 AND QJ NE 1 TERMINATE)

First, before asking you specific questions about your contact, I'd like to ask you a few general questions about MidAmerican Energy.

On a zero-to-ten scale with zero meaning a very unfavorable feeling, ten meaning a very favorable feeling and five meaning not particularly favorable or unfavorable, I'd like you to rate your overall feelings toward MidAmerican Energy. (IF NECESSARY: Of course you can use any number from zero to ten.)

Q1. How do you feel about MidAmerican Energy on this zero-to-ten scale?

[RECORD 0-10 RATING]

11 Don't know  
12 Refused/NA

---

(IF Q1=0-4 ASK Q1A, OTHERWISE GO TO FILTER BEFORE Q1B)

Q1A. Why did you give MidAmerican a [RESTORE RESPONSE FROM Q1] rating? (PROBE FOR SPECIFICS)

---

(IF Q1=5 ASK Q1B, OTHERWISE GO TO FILTER BEFORE Q1C)

Q1B. Why did you give MidAmerican a 5 rating? (PROBE FOR SPECIFICS)

---

(IF Q1=6-8 ASK Q1C, OTHERWISE GO TO FILTER BEFORE Q1D)

Q1C. Why did you give MidAmerican a [RESTORE RESPONSE FROM Q1] rating? (PROBE FOR SPECIFICS)

---

(IF Q1=9-10 ASK Q1D, OTHERWISE GO TO Q5A)

Q1D. Why did you give MidAmerican a [RESTORE RESPONSE FROM Q1] rating? (PROBE FOR SPECIFICS)

---

Q2. NOT ASKED

---

Q3. NOT ASKED

---

Q4. NOT ASKED

---

*MidAmerican Transaction Survey Q2*  
*Final - Quarter 2, 1997*  
*5-6-97 JI*

Q5. NOT ASKED

---

Q5A. Do you remember reading, seeing, or hearing any advertising from MidAmerican Energy in the last 3 months?

- 1 Yes
  - 2 No
  - 3 Don't know
  - 4 Refused
- 

Q5B. NOT ASKED

---

Now, let's turn to your recent contact with MidAmerican Energy...

Q6. What was the PRIMARY reason for your recent (call/visit) to MidAmerican Energy? (ASK AS OPEN END, ACCEPT 1 MENTION)

- 1 A billing inquiry having to do with date/amounts/charges.
  - 2 A HIGH bill inquiry.
  - 3 Payment arrangements/problems/collection problems/bill payment assistance.
  - 4 Turn on/off service request or inquiry.
  - 5 Service reconnected
  - 6 Appliance service request/inquiry
  - 7 Meter reading request/inquiry
  - 8 Pay the bill
  - 9 Budget billing
  - 10 Transfer service/Change name on bill
  - 11 To report a power outage
  - 12 To get a restoration estimate of when power would be restored
  - 13 To report a wire down, wire on fire, or other emergency with electrical wires
  - 14 No heat
  - 15 Gas leak
  - 16 Provide a meter reading
  - 17 Energy Audit
  - 18 Rebate
  - 19 Financing
  - 20 Other [SPECIFY-1]
  - 21 Don't know
  - 22 Refused/NA
-

MidAmerican Transaction Survey Q2  
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CALLERS ONLY  
(IF QH=1, ASK Q7-Q33, OTHERWISE GO TO FILTER BEFORE Q34)

- Q7. Thinking just about your call, I'd like you to rate your call experience on a zero-to-ten scale where ZERO means a POOR EXPERIENCE, TEN means an EXCELLENT EXPERIENCE and FIVE means neither poor nor excellent. You can use any number between zero and ten. How would you rate this experience?

[RECORD RATING 0-10]

- 11 Don't know  
12 Refused/NA
- 

Q8. NOT ASKED

---

Q9. NOT ASKED

---

- Q9A. Did you make arrangements for a MidAmerican service person to come out to your (HOME/BUSINESS) as a result of your call?

- 1 Yes  
2 No  
3 Don't know  
4 Refused
- 

(IF Q9A=1 ASK Q9B; OTHERWISE GO TO Q11X)

- Q9B. Has a service person actually come out to your (HOME/BUSINESS) yet?

- 1 Yes  
2 No  
3 Don't know  
4 Refused
- 

Q10. NOT ASKED

---

Q11. NOT ASKED

---

## MidAmerican Transaction Survey Q2

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Q11X. The FIRST time that you called MidAmerican Energy, what happened? Did you...(READ CODES 1-5)

- 1 Speak immediately with a representative
  - 2 Hear a recording
  - 3 Hear a busy signal
  - 4 Hear a ringing but no answer, or
  - 5 Something else [SPECIFY]
  - 6 Don't know
  - 7 Refused
- 

(IF Q11X=2, ASK Q11A; OTHERWISE GO TO Q13B)

Q11A. When you heard the recording, did you... (READ CODES 1-2)

- 1 Hold for a representative, or
  - 2 Hang up
  - 3 [VOL] Other [SPECIFY]
  - 4 Don't know
  - 5 Refused
- 

(IF Q11A=2 ASK Q12; OTHERWISE GO TO Q13B)

Q12. After I read a list of reasons, tell me which one best describes why you hung up before you spoke with a representative on this first call? (READ CODES 1-5)

- 1 The wait was too long
  - 2 A recording said to call back at another time
  - 3 You were disconnected
  - 4 Some other reason [SPECIFY]
  - 5 Don't know
  - 6 Refused
- 

Q13. NOT ASKED

---

(ASK ALL)

Q13A. NOT ASKED

---



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Q13B. On the call that you got through, how long, if at all, did you have to wait to speak with a customer representative? (ASK AS OPEN END; READ CODES AS NECESSARY TO CLASSIFY)

- 1 Did not wait at all
- 2 1-15 seconds
- 3 16-30 seconds
- 4 31-45 seconds
- 5 46-59 seconds
- 6 1 minute (UP TO 2 MINUTES)
- 7 2 minutes (UP TO 3 MINUTES)
- 8 3 minutes (UP TO 4 MINUTES)
- 9 4 minutes (UP TO 5 MINUTES)
- 10 5 to 9 minutes (UP TO 10 MINUTES)
- 11 10 minutes or more
- 12 Don't know
- 13 Refused

---

(IF Q13B-2-13 ASK Q14; OTHERWISE GO TO Q18)

Q14. Considering the amount of time you had to wait to speak with the representative, was this a very reasonable, somewhat reasonable, neither reasonable nor unreasonable, somewhat unreasonable, or very unreasonable amount of time to wait?

- 1 Very reasonable
  - 2 Somewhat reasonable
  - 3 Neither reasonable nor unreasonable
  - 4 Somewhat unreasonable
  - 5 Very unreasonable
  - 6 Don't know
  - 7 Refused/NA
-

MidAmerican Transaction Survey QP  
Final - Quarter 3, 1997  
5-6-97 jr

Q15. Sometimes during busy calling periods, it is not possible for a customer to speak with a representative immediately. I'd like to read several things that could occur in this situation, and have you tell me which ONE of these you would recommend MidAmerican Energy do. I'll read all the choices and then ask for your answer. (READ CODES 1-5)  
(ROTATE 1-5 CODES)

- 1 Hear a busy signal
- 2 Hear a recording saying that all reps are busy and that your call will be handled as quickly as possible
- 3 Hear a recording telling you the times that you could call back and be helped by a customer rep more quickly
- 4 Hear music
- 5 Leave a message for a MidAmerican Energy rep to call you back
- 6 All of these [VOL]
- 7 None of these [VOL]
- 8 Something else [SPECIFY] [VOL]
- 9 Don't care [VOL]
- 10 Don't know
- 11 Refused

---

(IF Q15=5 ASK Q16; OTHERWISE GO TO Q17)

Q16. When would you expect someone from MidAmerican Energy to call you back? (ASK AS OPEN END) (TECH NOTE: PROBE FOR SPECIFICS. WE ARE LOOKING FOR A SPECIFIC TIME)

[RECORD NUMBER OF HOURS 0-23]  
[RECORD NUMBER OF MINUTES 1-59]

- 24 One day or more
- 98 Don't know
- 99 Refused

---

Q17. NOT ASKED

---

MidAmerican Transaction Survey Q2  
Final - Quarter 2, 1997  
5-6-97 jf

Now thinking again about your recent call when you spoke to the MidAmerican Energy representative....

Q18. AFTER the customer representative started to help you, did the representative have to put you on hold for some reason?

- 1 Yes
  - 2 No
  - 3 Don't know
  - 4 Refused
- 

Q18A. NOT ASKED

---

[IF Q18=1 ASK Q18B; OTHERWISE GO TO Q20]

Q18B. How long were you on hold? (ASK AS OPEN END)

- 1 1-15 seconds
  - 2 16-30 seconds
  - 3 31-45 seconds
  - 4 46-59 seconds
  - 5 1 minute (UP TO 2 MINUTES)
  - 6 2 minutes (UP TO 3 MINUTES)
  - 7 3 minutes (UP TO 4 MINUTES)
  - 8 4 minutes (UP TO 5 MINUTES)
  - 9 5 to 9 minutes (UP TO 10 MINUTES)
  - 10 10 minutes or more
  - 11 Don't know
  - 12 Refused
- 

Q19. Considering the amount of time you were on hold, was this a very reasonable, somewhat reasonable, neither reasonable nor unreasonable, somewhat unreasonable, or very unreasonable amount of time to wait?

- 1 Very reasonable
  - 2 Somewhat reasonable
  - 3 Neither reasonable nor unreasonable
  - 4 Somewhat unreasonable
  - 5 Very unreasonable
  - 6 Don't know
  - 7 Refused/NA
-

**MidAmerican Transaction Survey Q2***Final - Quarter 2, 1997*

5-6-97 J

Q20. Was the first person you talked to able to help you, or did you have to talk to more than one person during this call?

- 1 First person was able to help
- 2 Had to talk to more than one person
- 3 Don't know
- 4 Refused

---

(IF Q20=2 ASK Q20A; OTHERWISE GO TO Q22A)

Q20A. Was that acceptable to you that you talked to more than one person?

- 1 Yes
- 2 No
- 3 Don't know
- 4 Refused

---

Q21. NOT ASKED

---

(IF Q20= 2 ASK Q22; OTHERWISE GO TO Q22A)

Q22. Why did you have to talk to more than one person? (PROBE FOR SPECIFICS)

---

Q22A. What was the total length of your call from the time you called and got through to MidAmerican to the time you hung up the phone? (ASK AS OPEN END)

[RECORD NUMBER OF MINUTES 1-60]

- 00 Less than one minute
- 61 More than one hour
- 62 Don't know
- 63 Refused

---

Q23. Considering the nature of your call, was the total length of it a very reasonable, somewhat reasonable, neither reasonable nor unreasonable, somewhat unreasonable, or very unreasonable amount of time?

- 1 Very reasonable
  - 2 Somewhat reasonable
  - 3 Neither reasonable nor unreasonable
  - 4 Somewhat unreasonable
  - 5 Very unreasonable
  - 6 Don't know
  - 7 Refused/NA
-

MidAmerican Transaction Survey Q2  
Final - Quarter 2, 1997  
5-6-97 JI

**OUTAGE CALLERS**Q24. NOT ASKED

---

[IF Q6=11 OR 12 OR Q6=OUTAGE, ASK Q25-Q33; OTHERWISE GO TO FILTER BEFORE Q34]

Q25. Were you given an estimate of when your power would be back on?

- 1 Yes
  - 2 No
  - 3 Don't know
  - 4 Refused
- 

[IF Q25=1 ASK Q26-Q27; OTHERWISE GO TO Q28]

Q26. Overall, how satisfied were you with MidAmerican Energy's performance in giving you an estimate of when your power would be back on? Were you...(READ CODES 1 TO 5)

- 1 Very satisfied
  - 2 Somewhat satisfied
  - 3 Neither satisfied nor dissatisfied
  - 4 Somewhat dissatisfied
  - 5 Very dissatisfied
  - 6 Don't know
  - 7 Refused
- 

Q27. Was the power back on when you expected it to be?

- 1 Yes
  - 2 No
  - 3 Don't know
  - 4 Refused
- 

Q28. If it were possible, would you want MidAmerican to give you an estimate of when the power will be back on?

- 1 Yes
  - 2 No
  - 3 Don't know
  - 4 Refused
- 

[IF Q28=1 ASK Q28A; OTHERWISE GO TO Q29]

Q28A. What would be an acceptable estimate? (TECH NOTE: WE'RE LOOKING FOR CUSTOMERS TO SPECIFY A WINDOW OF TIME OR A SPECIFIC TIME)

---

**MidAmerican Transaction Survey Q2**

Final - Quarter 2, 1997

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Q29. If it were possible, would you want MidAmerican to provide you with the reason for the outage when you call for an estimate of when power will be restored?

- 1 Yes
  - 2 No
  - 3 Don't know
  - 4 Refused
- 

(IF Q25-2-4 ASK Q30; OTHERWISE GO TO Q33)

Q30. If you had been given an estimate of when your power would be back on, would you have been more positive toward MidAmerican Energy's handling of the outage, less positive, or would your attitude not have changed?

- 1 More positive toward MidAmerican Energy
  - 2 Less positive toward MidAmerican Energy
  - 3 No change in attitude toward MidAmerican Energy
  - 4 It depends [VOL]
  - 4 Don't know
  - 5 Refused
- 

Q31. Would you have done anything differently than you did, IF you had been given an estimate when the power would be back on?

- 1 Yes
  - 2 No
  - 3 Don't know
  - 4 Refused
- 

(IF Q31=1 ASK Q32; OTHERWISE GO TO Q33)

Q32. What would you have done differently? ( ASK AS AN OPEN END, PROBE FOR SPECIFICS)

---

Q33. Do you expect MidAmerican Energy to call you back to verify that your power has been restored after an outage?

- 1 Yes
  - 2 No
  - 3 Don't know
  - 4 Refused
-

MidAmerican Transaction Survey Q2  
Final - Quarter 2, 1997  
5-6-97 JR

**VISITORS**

(IF QHH=1 ASK Q34-Q46; OTHERWISE GO TO Q47)

Now I'd like to talk about your recent visit...

- Q34. Thinking just about your visit, I'd like you to rate your visit experience on a zero-to-ten scale where ZERO means a POOR EXPERIENCE, TEN means an EXCELLENT EXPERIENCE and FIVE means neither poor nor excellent. (You can use any number between zero and ten.) How would you rate this experience?

[RECORD RATING 0-10]

- 11 Don't know  
12 Refused/NA
- 

Q35. NOT ASKED

---

Q35A. How many minutes did you have to wait before you were helped by someone?

- 1 Did not wait at all  
2 1-15 seconds  
3 16-30 seconds  
4 31-45 seconds  
5 46-59 seconds  
6 1 minute (UP TO 2 MINUTES)  
7 2 minutes (UP TO 3 MINUTES)  
8 3 minutes (UP TO 4 MINUTES)  
9 4 minutes (UP TO 5 MINUTES)  
10 5 to 9 minutes (UP TO 10 MINUTES)  
11 10 minutes or more  
12 Don't know  
13 Refused
- 

(IF Q35A= 2-11 ASK Q36; OTHERWISE GO TO Q37)

- Q36. Was this a very reasonable, somewhat reasonable, neither reasonable nor unreasonable, somewhat unreasonable, or very unreasonable amount of time to wait?

- 1 Very reasonable  
2 Somewhat reasonable  
3 Neither reasonable nor unreasonable  
4 Somewhat unreasonable  
5 Very unreasonable  
6 Don't know  
7 Refused/NA
-

MidAmerican Transaction Survey Q2  
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5-6-97 R

Q37. On the day of your visit was the office very busy?

- 1 Yes
  - 2 No
  - 3 Don't know
  - 4 Refused/NA
- 

Q38. Were you comfortable with the level of privacy of the area where you met with the representative?

- 1 Yes
  - 2 No
  - 3 Don't know
  - 4 Refused
- 

Q39. NOT ASKED

---

Q40. NOT ASKED

---

Q41. NOT ASKED

---

Q41A. Did you make arrangements for a MidAmerican service person to come out to your (HOME/BUSINESS) as a result of your visit?

- 1 Yes
  - 2 No
  - 3 Don't know
  - 4 Refused
-



MidAmerican Transaction Survey Q2  
Final - Quarter 2, 1987  
5-6-87 JJ

(IF Q41A=1 ASK Q41B; OTHERWISE GO TO Q45A)

Q41B. Has a service person actually come out to your (HOME/BUSINESS) yet?

- 1 Yes
  - 2 No
  - 3 Don't know
  - 4 Refused
- 

Q42. NOT ASKED

---

Q43. NOT ASKED

---

Q44. NOT ASKED

---

Q44A. NOT ASKED

---

Q44B. NOT ASKED

---

Q45. NOT ASKED

---

Q45A. What was the total length of your visit from the time you entered the MidAmerican office from the time you left the office? (ASK AS OPEN END)

[RECORD NUMBER OF MINUTES 1-60]

- 00 Less than one minute
  - 61 More than one hour
  - 62 Don't know
  - 63 Refused
-

MidAmerican Transaction Survey Q2  
Final - Quarter 2, 1997  
5-6-97 R

Q46. Considering the nature of your visit, was the total length of it a very reasonable, somewhat reasonable, neither reasonable nor unreasonable, somewhat unreasonable, or very unreasonable amount of time?

- 1 Very reasonable
  - 2 Somewhat reasonable
  - 3 Neither reasonable nor unreasonable
  - 4 Somewhat unreasonable
  - 5 Very unreasonable
  - 6 Don't know
  - 7 Refused/NA
- 

{ASK ALL}

Q47. Thinking about your most recent (call/visit)... did the customer representative mention his or her name at the start of the (call/visit)?

- 1 Yes
  - 2 No
  - 3 Don't know
  - 4 Refused/NA
- 

Q48. Did the customer representative say something like "Thank you for (calling/visiting) MidAmerican Energy" at the end of the (call/visit)?

- 1 Yes
  - 2 No
  - 3 Don't know
  - 4 Refused/NA
-

MidAmerican Transaction Survey Q2  
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5-6-97 R

Now, I'd like you to rate the job done by the customer representative you dealt with using a zero-to-ten scale where a ZERO means the customer representative did an EXTREMELY POOR JOB, and a TEN means that they did an EXTREMELY GOOD JOB. A five would mean they did neither a good nor poor job. (IF NECESSARY: Of course, you can use any number between zero and ten.) If you spoke with more than one person, I'd like you to rate the person who you spent the most time with in resolving your problem.

Using this zero-to-ten scale, please rate the customer representative on ...

(RANDOMIZE Q49-Q54)

Q49. COURTESY AND POLITENESS

[RECORD 0-10 RATING]

- 11 Don't know  
12 Refused/NA
- 

Q50. LISTENING CAREFULLY TO YOU

[RECORD 0-10 RATING]

- 11 Don't know  
12 Refused/NA
- 

Q51. KNOWLEDGE OF YOUR PROBLEM OR QUESTION

[RECORD 0-10 RATING]

- 11 Don't know  
12 Refused/NA
- 

Q52. USING UNDERSTANDABLE WORDS

[RECORD 0-10 RATING]

- 11 Don't know  
12 Refused/NA
- 

Q53. HANDLING YOUR (CALL/VISIT) PROMPTLY

[RECORD 0-10 RATING]

- 11 Don't know  
12 Refused/NA
-

MidAmerican Transaction Survey Q2  
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## Q54. CONCERN ABOUT YOUR PROBLEM OR QUESTION

[RECORD 0-10 RATING]

11 Don't know  
12 Refused/NA

---

## Q55. NOT ASKED

[IF Q9B=1 OR Q41B=1 ASK Q56; OTHERWISE GO TO FILTER BEFORE Q61]

Q56. Thinking just about the service representative who came out to your (HOME/BUSINESS), I'd like you to rate this experience on a zero-to-ten scale where ZERO means a POOR EXPERIENCE, TEN means an EXCELLENT EXPERIENCE and FIVE means neither poor nor excellent.

[RECORD RATING 0-10]

11 Don't know  
12 Refused/NA

---

## Q56A. NOT ASKED

## Q57. NOT ASKED

## Q58. NOT ASKED

## Q58A. NOT ASKED

## Q58B. NOT ASKED

## Q59. NOT ASKED

## Q60. NOT ASKED

DEC-01-97 MON 01:05 PM MEC CUST SERV QUALITY

FAX NO. 3193338095

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5-6-97 jl*

(IF Q6=11 OR 12 OR Q6=OUTAGE ASK Q61; OTHERWISE GO TO Q63)

---

Q67. What, if anything, did you particularly like about your recent experience with MidAmerican Energy? (PROBE FOR SPECIFICS)

---

20

MidAmerican Transaction Survey Q2  
First - Quarter 2, 1997  
5-4-97 B

Q68. What, if anything, did you particularly dislike about your recent experience? (PROBE FOR SPECIFICS)

---

Q69. As a result of your most recent contact, is your opinion of MidAmerican Energy more favorable, less favorable or no different? (IF MORE FAVORABLE/LESS FAVORABLE: ASK WOULD THAT BE MUCH MORE/LESS FAVORABLE OR SOMEWHAT MORE/LESS FAVORABLE?)

- 1 Much more favorable
  - 2 Somewhat more favorable
  - 3 No difference/Hasn't changed
  - 4 Somewhat less favorable
  - 5 Much less favorable
  - 6 Don't know
  - 7 Refused
- 

Q70. Based on your recent experience with MidAmerican Energy, how willing would you be to recommend MidAmerican Energy's service to a friend in the event people could choose their electric or natural gas companies? Would you be....(READ CODES 1-5)

- 1 Very willing
  - 2 Somewhat willing
  - 3 Neither willing nor unwilling
  - 4 Somewhat unwilling
  - 5 Very unwilling
  - 6 Don't know
  - 7 Refused
- 

Q71. In the last 12 months, how many times have you called MidAmerican Energy (IF QH-1 RESTORE: in addition to the call that we are discussing today)?

- 00 No other times [RECORD NUMBER 1-19]
  - 20 20 or more
  - 21 Don't know
  - 22 Refused
- 

Q72. In the last 12 months, how many times have you visited MidAmerican Energy (IF QHH-1 RESTORE: in addition to the visit that we are discussing today)?

- 00 No other times [RECORD NUMBER 1-19]
  - 20 20 or more
  - 21 Don't know
  - 22 Refused
-

**MidAmerican Transaction Survey Q2**  
**Final - Quarter 2, 1997**  
**5-6-97 J**

(IF QI=1 OR QEEE=E or B ASK Q72A; OTHERWISE GO TO FILTER BEFORE Q72C)

**Q72A.** If you could choose between MidAmerican and another electric service supplier whose electric rates are the SAME as your current rates, would you be likely to stay with MidAmerican or likely to switch to the other electricity supplier? (IF LIKELY TO STAY/SWITCH, ASK:) Would you be extremely likely to (stay/switch) or somewhat likely to (stay/switch)?

- 1 Extremely likely to stay with MidAmerican
- 2 Somewhat likely to stay with MidAmerican
- 3 Somewhat likely to switch to the other supplier
- 4 Extremely likely to switch to the other supplier
- 5 It depends [VOL]
- 6 Don't know
- 7 Refused

---

(IF Q72A=1,2,3,5,6,7 ASK Q72B; OTHERWISE GO TO FILTER BEFORE Q72C)

**Q72B.** Suppose that another supplier could offer electric rates that were 5% LOWER than MidAmerican's rates. Would you be likely to stay with MidAmerican or likely to switch to the other electricity supplier? (IF LIKELY TO STAY/SWITCH, ASK:) Would you be extremely likely to (stay/switch) or somewhat likely to (stay/switch)?

- 1 Extremely likely to stay with MidAmerican
- 2 Somewhat likely to stay with MidAmerican
- 3 Somewhat likely to switch to the other supplier
- 4 Extremely likely to switch to the other supplier
- 5 It depends [VOL]
- 6 Don't know
- 7 Refused

---

(IF QJ=1 OR QEEE=G or B ASK Q72C; OTHERWISE GO TO FILTER BEFORE Q73)

**Q72C.** If you could choose between MidAmerican and another natural gas supplier whose rates are the SAME as your current rates, would you be likely to stay with MidAmerican or likely to switch to the other electricity supplier? (IF LIKELY TO STAY/SWITCH, ASK:) Would you be extremely likely to (stay/switch) or somewhat likely to (stay/switch)?

- 1 Extremely likely to stay with MidAmerican
  - 2 Somewhat likely to stay with MidAmerican
  - 3 Somewhat likely to switch to the other supplier
  - 4 Extremely likely to switch to the other supplier
  - 5 It depends [VOL]
  - 6 Don't know
  - 7 Refused
-

*MidAmerican Transaction Survey Q2*  
*Final - Quarter 2, 1997*  
*5-6-97 jl*

{IF Q72C=1,2,3,5,6,7 ASK Q72D; OTHERWISE GO TO FILTER BEFORE Q73}

Q72D: Suppose that another supplier could offer natural gas rates that were 5% LOWER than MidAmerican's rates. Would you be likely to stay MidAmerican or likely to switch to the other natural gas supplier? (IF LIKELY TO STAY/SWITCH, ASK) Would you be extremely likely to (stay/switch) or somewhat likely to (stay/switch)?

- 1 Extremely likely to stay with MidAmerican
  - 2 Somewhat likely to stay with MidAmerican
  - 3 Somewhat likely to switch to the other supplier
  - 4 Extremely likely to switch to the other supplier
  - 5 It depends [VOL]
  - 6 Don't know
  - 7 Refused
-



MidAmerican Transaction Survey Q2  
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5-6-97 JB

Now, for statistical purposes....

(IF QDD=R,S,001, 040 ASK Q73-Q76; OTHERWISE GO TO Q77)

Q73. What is your age? (ASK AS OPEN END)

- 1 18-24 years
  - 2 25-29 years
  - 3 30-34 years
  - 4 35-39 years
  - 5 40-44 years
  - 6 45-49 years
  - 7 50-54 years
  - 8 55-59 years
  - 9 60-64 years
  - 10 65-74 years
  - 11 75 years and over
  - 12 Don't know
  - 13 Refused/NA
- 

Q74. What is your marital status?

- 1 Single or never been married
  - 2 Married
  - 3 Divorced
  - 4 Widowed
  - 5 Don't know
  - 6 Refused
- 

Q75. Do you work full-time outside the home? (IF ASKS WHY YOU ARE ASKING: WE JUST WANT TO FIND OUT IF PEOPLE WHO ARE ABLE TO BE AT HOME HAVE DIFFERENT EXPECTATIONS WITH REGARD TO SETTING APPOINTMENTS THAN THOSE PEOPLE WHO WORK OUTSIDE THE HOME FULL-TIME.)

- 1 Yes
  - 2 No
  - 3 Don't know
  - 4 Refused
-

MidAmerican Transaction Survey Q2  
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5-6-97 P

(IF Q74=2 ASK Q76; OTHERWISE GO TO Q77)

Q76. Does your spouse work full-time outside the home? ? (IF ASKS WHY YOU ARE ASKING:  
WE JUST WANT TO FIND OUT IF PEOPLE WHO ARE ABLE TO BE AT HOME HAVE  
DIFFERENT EXPECTATIONS WITH REGARD TO SETTING APPOINTMENTS THAN  
THOSE PEOPLE WHO WORK OUTSIDE THE HOME FULL-TIME.)

- 1 Yes
  - 2 No
  - 3 Don't know
  - 4 Refused
- 

(ASK ALL)

Q77. Do you have any objections to our sharing your responses with MidAmerican Energy?

- 1 Yes
  - 2 No/ Don't know
- 

Q78. Do you have any problems that you would like MidAmerican Energy to get back to you  
about?

- 1 Yes (FILL OUT PAPER COMMENT FORM AND THEN CONTINUE)
  - 2 No (CONTINUE)
  - 3 Don't know (CONTINUE)
  - 4 Refused (CONTINUE)
- 

Once again, I am \_\_\_\_\_ and I'm from MSI Research. Thank you for your time.

---

Q79. Sex: (BY OBSERVATION)

- 1 Male
  - 2 Female
-

MidAmerican Transaction Survey Q2  
Final - Quarter 2, 1997  
5-6-97 JR

Now, for my supervisor's validation and verification purposes,

Would you please tell me:

Your Name: \_\_\_\_\_

Thank you again -- Good-Bye

**RECORD REMAINING INFORMATION FROM SAMPLE - DO NOT ASK**

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

**INTERVIEWER -- PLEASE ENTER**

Area Code: \_\_\_\_\_ Phone Number: \_\_\_\_\_

County Name (if known): \_\_\_\_\_

**INTERVIEWER CERTIFICATION (Please Read and Sign):**

I certify that all questions requiring answers have been recorded in the respondent's exact words, and that all codes which should be circled are complete. This bona fide interview has been obtained according to Market Strategies quota and interviewing specifications. I agree to keep the content of questions, respondent's answers, and the subject of this interview confidential.

Interviewer's Signature: \_\_\_\_\_

Supervisor's Name: \_\_\_\_\_ Date: \_\_\_\_\_

**INTERVIEWER**

Were there any special circumstances or problems encountered during this interview?  
If so, please explain:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*MidAmerican Transaction Survey Q2*  
*Final - Quarter 2, 1997*  
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Q80. TECHNICIAN: ENTER THE NUMBER OF MINUTES THIS INTERVIEW TOOK (FROM FIRST QUESTION UNTIL YOU HUNG UP THE PHONE, NOT COUNTING EDITING TIME.)

ENTER NUMBER OF MINUTES (01-90)

91=91 minutes or more

92=Not Ascertained

---

Q81. TECHNICIAN: ENTER THE DAY OF TODAY'S DATE (01-31)

---

Q82. TECHNICIAN: ENTER MONTH (01-12)

---

MidAmerican Transaction Survey Q2  
 Final - Quarter 2, 1997  
 5-6-97 JJ

## COMMENT FORM - MIDAMERICAN ENERGY CUSTOMER SATISFACTION STUDY

Customer name: _____	Respondent #: _____
Address: _____ (accurate street address and apt. #)	Interviewer Name: _____
City: _____	Date of interview: ___/___/___
Zip code: _____	Strata #: _____
Area/Phone (daytime): ( ) _____	(DP) Initial contact dept: _____
(DP) Account #: _____	(DP) MidAmerican Energy Reply Required: <input type="checkbox"/> Phone <input type="checkbox"/> Letter <input type="checkbox"/> None
<p>What would you like MidAmerican Energy to contact you about?          (PROBE FOR SPECIFICS AND BEST TIME TO CALL)</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>	
<p><b>***BEST TIME TO CALL, 8AM AND 4:30PM, MON-FRI ONLY! ASK FOR MORNING OR AFTERNOON NOT A SPECIFIC TIME.</b></p>	
<p>Day: _____</p> <p>Time: Morning          Afternoon</p>	
<p>Sent to: _____ Dept: _____ Date: ___/___/___</p>	
<p>PLEASE HANDLE BY DATE: ___/___/___</p>	
<p>Reply area: _____</p> <p>_____</p> <p>_____</p>	
<p>Handled By: _____ Date: ___/___/___</p>	
<p>Managers Review By: _____ Date: ___/___/___</p>	
<p>Prevention Measure Taken: _____</p>	

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

<b>IN THE MATTER OF THE COMPLAINT FILED )</b>	<b>ORDER FINDING NO )</b>
<b>BY SUSAN COBB AND VANESSA COBB, )</b>	<b>PROBABLE CAUSE AND )</b>
<b>SIoux FALLS, SD, AGAINST MIDAMERICAN )</b>	<b>CLOSING DOCKET )</b>
<b>ENERGY COMPANY REGARDING A PAYMENT )</b>	
<b>PLAN )</b>	<b>NG97-018</b>

On October 17, 1997, the Public Utilities Commission (Commission) received a complaint filed by Susan Cobb and Vanessa Cobb, 625 W. 20th, Sioux Falls, SD (Complainants) against MidAmerican Energy Company, Sioux Falls, SD (MidAmerican). Complainants allege that MidAmerican would not make payment arrangements on their gas bill because of complaints that were made against MidAmerican in the past.

Pursuant to ARSD 20 10 01 08 01 and 20 10 01 09, if a complaint cannot be settled without formal action, the Commission shall determine if the complaint shows probable cause of an unlawful or unreasonable act, rate, practice or omission to go forward with the complaint.

On December 2, 1997, at its duly noticed meeting, the Commission reviewed the complaint. The Commission finds that it has jurisdiction over this matter pursuant to SDCL 49-34A-2, 49-34A-4, and ARSD 20 10 01 08 01 and 20 10 01 09. The Complainants did not appear in person or by teleconference. The Commission voted unanimously to not find probable cause and to close the docket; it is therefore

**ORDERED**, that pursuant to ARSD 20 10 01 09, the Commission finds that there is no probable cause of an unlawful or unreasonable act, rate, practice, or omission and that the docket should be closed.

Dated at Pierre, South Dakota, this 12<sup>th</sup> day of December, 1997.

**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.

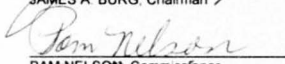
By Michelle Halbo

Date 12/13/97

(OFFICIAL SEAL)

BY ORDER OF THE COMMISSION

  
\_\_\_\_\_  
JAMES A. BURG, Chairman

  
\_\_\_\_\_  
PAM NELSON, Commissioner

  
\_\_\_\_\_  
LASKA SCHOENFELDER, Commissioner