

AFFIDAVIT OF  
CRYSTAL LEE

STATE OF IOWA     )  
                              )     ss.  
COUNTY OF SCOTT )

Crystal Lee, after being duly sworn upon her oath, hereby states as follows:

1. My name is Crystal Lee and I am an employee of MidAmerican Energy Company in the Quality Department.
2. In my position I receive information on informal complaints, issues and inquiries made by customers to staff of regulatory bodies in Illinois, Iowa and South Dakota. I then research the issues and respond to the appropriate staff.
3. At approximately 4 p.m. on October 3, 2007, I received an e-mail message from staff at the South Dakota Public Utilities Commission (Commission) concerning the fact that gas service had been disconnected to the residence at 1806 E. 7<sup>th</sup>, Sioux Falls, South Dakota where the customer of record was Mr. Thomas McDonald.
4. My preliminary research revealed that the gas service had been disconnected at the main and physically could not be restored that day. I communicated same to staff.
5. I communicated to staff at the Commission on October 5, 2007, at approximately 12:01 p.m. in an e-mail, stating, in part, "Although MidAmerican believes we have operated in compliance with our tariffs in the Thomas McDonald situation, we will agree to run and restore service to his property at 1806 E 7<sup>th</sup> Street, Sioux Falls, South Dakota in order to avoid any penalties. We have an appointment at 1pm with the customer and all appropriate parties to restore the service today."
6. I have researched our customer information computer system and have found no notations on Mr. McDonald's account indicating that he called in May 2007 prior to his trip out of town in order to ascertain the bill amounts he should pay ahead. In fact, I found no conversation notes for this account in May 2007. I have also researched our system to see if anyone internal to MidAmerican had accessed Mr. McDonald's account in May 2007 for any reason other than for the meter set survey, even if no notes were added to the account. There was no such accessing of his account in that time frame.
7. I also researched our automated outgoing telephone system's calls and verified that the telephone number called on June 21, July 9, and July 13, 2007, was the telephone number on the account of Mr. Thomas McDonald at the 1806 E. 7<sup>th</sup> address in Sioux Falls, South Dakota.

Further Affiant sayeth naught.

Crystal Lee  
Crystal Lee

Subscribed and sworn to before me, a  
Notary Public in and for said County  
and State, this 9<sup>th</sup> day of October, 2007.

Catherine M. Johnson  
Notary Public

