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**From:** Chad Kurtenbach

**Sent:** Tuesday, October 27, 2015 8:37 PM

**To:** Gregg, Deb

**Cc:** Nelson, Chris; Sarah Kurtenbach

**Subject:** Re: Dispute Resolution with MidAmerican

Deb Gregg:

Thank you for your reply. This was a much more thorough email and gives us additional insight into the Public Utilities Commission and the challenges associated with this industry. We appreciate the links that you have provided and will certainly look into the rebate system that you have referenced.

You have made several references to the additional costs that need to be paid by us to avoid other customers being charged. Can you outline those extra costs that you are talking about?? We have been told explicitly that our installation would have been free if we did not have a geothermal unit. We did NOT incur additional costs for MidAmerican. They are charging us this fee to "recoup" costs because we have a geothermal unit. That has always been the crux of this

discussion. No additional costs to MidAmerican were incurred with our installation. We are paying customers and will continue to pay for services rendered by MidAmerican for decades to come. Why would you charge someone a large fee if no additional costs were incurred? In my opinion, MidAmerican is unfairly penalizing consumers that choose geothermal. It is probably not illegal, but it is unethical. I know that this is not the industry standard because I have several friends and family members in other parts of the country with geothermal that were not charged a fee for "installation of a non-heating gas service line."

This is something that needs to be discussed with the executives of MidAmerican and others at the PUC. MidAmerican continues to use tactics to dismiss our concerns and the concerns of our neighbors. George Custom Building built our house but they have nothing to do with the fee. They were transparent in all costs associated with building our house and the fee that MidAmerican charged is no different. I will not accept the persistent avoidance tactics of MidAmerican to address this issue by saying, "this was billed to George Custom Building."

Thank you for your time. We will be also be communicating our concerns to other government officials in order to increase the transparency of this important issue.

Regards,

Chad A. Kurtenbach  
