

**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF SOUTH DAKOTA**
500 East Capitol Building, Pierre SD 57501

COMPLAINT

Complainant(s) (Person(s) filing the complaint)		Respondent(s) (Person(s) or Company complained against) At a minimum, the name of the company	
Name	Zandbroz Jeff Danz	Utility Company	Mid American
Address	209 S. Phillips Ave -	Contact Person	Crystal Lee
City, State, Zip	Sioux Falls, SD 57104	Address	
Work Phone	605-331-5137	City, State, Zip	
Home Phone	[REDACTED]	Phone	
Cellular Phone	u	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:

These are the facts giving rise to my complaint: *See copy of original letter to Puc & copy of bill - attached.*

June of 09, I received a bill for 7087 for gas service not properly metered. Mid American says this is 55 yrs - meter wrong since it was upgraded 15 yrs ago. This was discovered after a new meter was installed this summer.

*I contest the debt for the following reasons:
Mid Amer. personnel were in my bldg numerous times & inspected meter (over this 15 yr period) - I know this because the meter was in a closet in my office.*

When installing an add. to the meter to allow reading from the street (remote) was done it was done to my entire neighborhood. I think they should have monitored new system to see it was accurate -

Even though I have added numerous gas appls & turned 2nd floor from rarely used space into a permanent residence w/ 2 baths etc. - My bills are not much higher w. New meter than it was 5 & 10 yrs ago -

Should be a time limit on back chgs. & responsibility to maintain & test meters -

Please complete the reverse side of this document

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

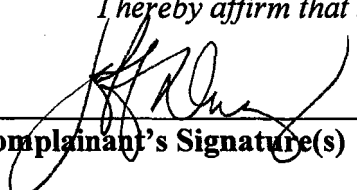
I ask that the Public Utilities Commission grant the following remedy. (What do you think the Commission should do to solve your complaint? Be specific in your request for a resolution.)

I want the ~~commission~~ to ask Mid American to waive past charges, I want them to make them responsible for verifying new metering programs & meters work - within a reasonable time from installation. I want ~~them~~ ^{commission} to demand more prof/business like handling of similar situations. I should have been made aware of my options & rights. - Payment options instead of a large threatened late fee. Information about the charges & circumstances - not just an incomprehensible spread sheet.

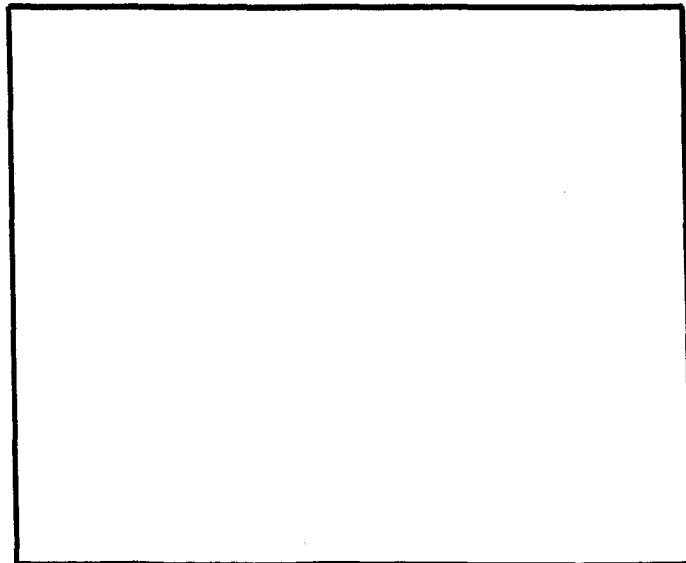
NOTE: Please attach any additional pages, if necessary

AFFIRMATION STATEMENT

I hereby affirm that these statements are true and accurate to the best of my knowledge.


Complainant's Signature(s)


Date



RECEIVED

JAN 11 2010

SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION



Deb Gregg,
Consumer Affairs Manager
PUC

January 9, 2010

Dear Deb,

I am hurriedly dashing this off, because I am leaving town, early tomorrow, on a much needed vacation. I apologize for the semi legible complaint form. I promise I will retype a new form when I get home -or supply translation.

One point that I didn't have room to make, was the hardship this presents to the typical small business. In a good year my profit might be about what MidAmerican is billing me and these haven't been a great couple of years for small retail.

I will contact you when I am back on the 17th.

Thank you for your consideration.

Regards,


Jeff Danz



South Dakota Public Utilities Commission

July 7, 2009

Dear Commission,

I am writing on behalf of my business Zandbroz Variety, located in Sioux Falls. I recently received a letter from our gas supplier, Mid American Energy, which I have attached a copy of. In short the letter states that for the past 15 years our gas meter has only been metering half our consumption and consequently they have attached a bill reflecting our uncharged usage for the past five years.

As you might imagine I was dumbfounded. Foremost, that they would just send it, matter of factly, with a bill and no mention of further discussion, questions, and or payment options. They list past consumption and charges against what we were billed, but there is no explanation as to how they arrived at any of this. Mid American recently installed a new meter on the exterior of our building. I can only assume that these new charges have been extrapolated from the 2 months of usage with this new meter. No matter how they arrived at these figures and whether it was faulty equipment or employee error; I don't feel I have any liability in this matter.

In my many years in business I have occasionally made a mistake in billing or in quoting a price to a customer and when this happens I absorb the loss. I don't go back to the customer and expect them to pay more. To expect a customer to accept new charges going back five years would be unimaginable.

Mid Amercian personnel have been in my building multiple times a year for the 21 years I have owned this property. They have complete access to their meters and have inspected them many times over the years.

I bring this to your attention, because I want to report what I think is very inappropriate business practice for a public utility and to find out what my rights are under the commissions rules. Please contact me at the number listed below.

Sincerely,

Jeff Danz
Zandbroz Variety
605-331-5137



ACCOUNT NUMBER	DUE DATE	AMOUNT DUE
[REDACTED]	July 15, 2009	\$7,087.07

Invoice Number: 520140609 Date: 06/23/09

Service Address: ZANDBROZ INC
209 S PHILLIPS AVE
SIOUX FALLS SD 57104

Customer Service: 1-800-329-6261
PO Box 8020 Davenport IA 52808-8020
www.midamericanenergy.com

GAS CHARGES

CORRECTED BILL

Rate: SVF Non-Residential		05/19/09 to 06/18/09 30 billing days	
Meter No: AY0950996	Company Reading 06/18/09 209	Basic Service Charge	8.00
	Company Reading 05/19/09 209	2.00 % Municipal Tax	0.16
	Total ccf 0	4.00 % State Sales Tax	0.32
Total			\$8.48

OTHER CHARGES

Billing Adjustment \$7,060.00

MESSAGE CENTER

Your next scheduled read date is July 17, 2009. Meter Read Group 12

If payment is received after July 15, 2009, a late payment charge of \$106.30 will be assessed on your next bill.

Once each year, charges are not assessed when a payment is late. In January of 2009 your annual waiver was used.

If you have a question regarding your bill, service or another issue, please call a business advantage associate toll free at 1-800-329-6261. Associates are available Monday through Friday between 7 a.m. and 6 p.m. If you have an emergency and need assistance outside of regular business hours, you can reach a customer service associate 24 hours a day, seven days a week at 1-888-427-5632. If you prefer to conduct business electronically, various online customer services are available at www.midamericanenergy.com. If you have a complaint that MidAmerican is unable to resolve, you may request assistance from the South Dakota Public Utilities Commission by calling 605-773-3201 or writing to them at 500 E Capitol Avenue, State Capitol Building, Pierre, South Dakota 57501.

Keep
Send

If payment is received after July 15, 2009, a late payment charge of \$106.30 will be assessed on your next bill.

Page 1 of 2



ACCOUNT NUMBER	DUE DATE	AMOUNT DUE
[REDACTED]	July 15, 2009	\$7,087.07

I want to contribute to the I CARE program

\$5
 \$10
 \$20
 Other Amount
 Monthly One Time

ZANDBROZ INC
209 S PHILLIPS AVE
SIOUX FALLS SD 57104-6384

MidAmerican Energy Company
PO Box 8020
Davenport IA 52808-8020



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