

1. Please provide a red-line version of the welcome brochure that identifies the proposed changes in this docket.

Response:

Attachment 1 is the 2008 Welcome Booklet and includes the cross referenced documents as discussed on August 1, 2016. Attachment 2 is the 2016 Welcome Booklet and indicates where the information can be found in the 2008 Welcome Booklet.

Renee White
Rates Analyst

2. Please translate the paragraphs in Spanish on pages 1, 5, and 18 to English. Please explain why certain paragraphs are in English and certain paragraphs are in Spanish in the welcome brochure and how the Company determined which paragraphs should be translated to Spanish.

Response:

MidAmerican determined the information related to gas safety, outages and how Spanish speaking customers can reach us.

In all locations, the Spanish paragraph is a translation of the preceding English paragraph. Accordingly, the following summary provides the Spanish translation.

- Page 1 - How to report a gas leak.

Spanish in Welcome Booklet: Si desea copia de un folleto de este importante mensaje de la seguridad del gas natural en español, o si usted tiene alguna pregunta, por favor llame a MidAmerican Energy al 888-427-5632. Tenemos representantes que le pueden asistir en español.

Translation: If you want a copy of a brochure of this important safety message in Spanish natural gas, or if you have any questions, please call MidAmerican Energy to 888-427-5632. We have representatives who can assist you in Spanish.

- Page 5 - How to report an electric outage.

Spanish in Welcome Booklet: MidAmerican Energy trabaja mucho para proporcionar un servicio de electricidad confiable; sin embargo, el servicio se puede interrumpir debido al clima, al contacto con animales, al contacto con ramas de los árboles o por fallas del equipo.

Si usted es el único en su vecindario que no tiene energía eléctrica, revise primero sus interruptores, los protectores de sobretensión, la caja de fusibles o cualquier electrodoméstico individual que pueda haber provocado la falta de energía eléctrica. Para informar sobre un apagón.

Llame al 888-427-5632. MidAmerican Energy tiene un sistema automatizado en español para informes de apagones que es fácil de usar, el cual permite que los clientes coloquen una solicitud en el sistema para que la procese de inmediato. Los clientes también tienen la opción de escuchar las actualizaciones disponibles en inglés sobre el alcance del apagón y cuánto tiempo podría pasar antes de que se restablezca la energía eléctrica.

Translation: MidAmerican Energy works hard to provide service reliable electricity; however, the service may be interrupted due to climate, contact with animals, contact with tree branches or failures of the team.

If you are the only one in your neighborhood that does not have power, check first its switches, surge protectors, fuse box or any individual appliance that may have caused the lack of electric power. To report a power outage call 888-427-5632.

MidAmerican Energy has an automated system for reports in Spanish blackouts that is easy to use, which allows customers to place an application in the system for processing immediately. Customers also have the option to listen to updates available in English on the extent of the outage and how long it could happen before the power is restored.

- Page 18 -How to contact MidAmerican Energy Company.

Spanish in Welcome Booklet: Conversaciones que no son en inglés

Si prefiere comunicarse por medio de un intérprete, llame o pídale a un amigo o familiar que llame a nuestra línea de servicio al cliente al **888-427-5632**. Nuestros asociados tienen acceso a servicios de intérpretes para varios idiomas. También tenemos disponibles asociados de servicio al cliente que hablan español; usted puede elegir esta opción cuando llame a nuestra línea de servicio al cliente.

Translation: Conversations that are not in English

If you prefer to communicate through an interpreter, call or ask a friend or family member to call our customer service line at 888-427-5632. Our partners have access to interpreters for several languages . We also have available customer service associates who speak Spanish; you can choose this option when you call our customer service line.

Renee White
Rates Analyst

3. Would the Company be willing to include the amount of credit assurance as defined in the tariff and interest rate on deposits as establish by ARSD 20:10:19:08 in the Deposits section on page 10? Please explain.

Response:

Yes, MidAmerican will update the Welcome Booklet prior to distribution as follows:

Deposits

Applicants for gas and electricity may be required to provide credit assurance. Acceptable types of credit assurance include:

- **Security deposit (cash, check, or money order)**
- **Bank letter of credit**
- **Third Party Guarantee in accordance with South Dakota Administrative Rules**
- **Placement on an early payments list in accordance with South Dakota Administrative Rules**
- **Surety Bond (non-residential only)**
- **Other assurance found acceptable by the Company**

Annually, seven percent simple interest is applied to the customer's account. The security deposit is refunded to the customer's account, or by check, after twelve months if the customer has:

- **Made at least nine timely payments**
- **Not been disconnect for nonpayment during that period**
- **Has no past due balance**

Gretta Knight
Director, Customer Accounting

4. Refer to Page 2 of the welcome brochure. Please explain why the Canadian Standards Association is the appropriate association for the certification of connectors rather than an American association.

Response:

American Gas Association (AGA) transferred all of its Nationally Recognized Testing Laboratories (NRTLs) to Canadian CSA. The AGA ended its laboratory activities in 1997 and the new CSA International took its place. CSA today still runs a U.S. certification-type program from the AGA's original Cleveland laboratory.

Cyndi K. Swanson
Engineering Technician