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July 21, 2016

Ms. Patrician Van Gerpen
Executive Director
South Dakota Public Utilities Commission
500 East Capitol Avenue
Pierre, SD 57501

Dear Ms. Van Gerpen:

Enclosed for filing, please find MidAmerican Energy Company's (MidAmerican) updated customer information Welcome booklet and respectfully requests the South Dakota Public Utilities Commission approve the updated Welcome booklet. MidAmerican submits its filing pursuant to South Dakota Administrative Rule 20:10:16:02 and respectfully requests an approval date of September 1, 2016.

With this filing, MidAmerican is submitting an updated Welcome booklet attached as Exhibit A. The booklet was revised to include the following information:

- On page 3 of the document, below the table of contents, information was added to include email and text alert services.
- On pages 4 – 7 of the document (pages 1-3 of the booklet), safety information about natural gas was expanded.
- On page 5 of the document (page 2 of the booklet), Landscaping Around Transformers was added.
- On page 8 of the document (page 5 of the booklet), information for our Spanish-speaking customers was added.
- On page 10 of the document (page 7 of the booklet), the sample bill was changed to reflect new rates.
- On page 11 of the document (page 8 of the booklet), the terms **Energy Cost Adjustment** and **Transmission Cost Recovery** were added.
- On page 12 of the document (page 9 of the booklet), under the heading of "Billing and Payment"
 - All references to "electronic billing" were deleted and replaced with "paperless billing".
 - **Paperless Billing** – section updated to include information about paperless billing.
 - **Online Payment** – previous language "then select, Pay Bill." Was deleted in its entirety due to new payments routes.
- On page 13 of the document (page 10 of the booklet), **Summary Billing** was added.

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- On page 14 of the document (page 11 of the booklet), **Contact Us** to explain the different methods of how a customer can contact MidAmerican Energy Company was added.
- On pages 15 – 17 of the document (pages 12 – 14 of the booklet), were updated to reflect current tariffed prices.
- On page 18 of the document (page 15 of the booklet), additional billing language was added to the **Website** section to help the customer understand what options are offered with My Account as well as the graphic to reflect the current website view.
- On page 19 of the document (page 16 of the booklet), **Automated Phone System** was added to the booklet explaining the options available when customers call.
- On page 20 of the document (page 17 of the booklet), information about our energy efficiency programs was updated.
- On page 21 of the document (page 18 of the booklet), information for our Spanish-speaking customers was added.
- Pages 22 and 23 of the document (pages 19 and 20 of the booklet) were switched.

MidAmerican is committed in providing excellent service to all customers and believes that the updated Welcome booklet will provide customers with information in a format that is more easily understood.

Any questions pertaining to this filing may be directed to Valerie Hanson at (563) 333-8032.

Sincerely,



Valerie A. Hanson
Manager, Rates, Tariffs & Compliance

Attachment