

July 14, 2020

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

Dear Ms. Van Gerpen:

MidAmerican Energy Company (MidAmerican) respectfully requests the South Dakota Public Utilities Commission approve the updated customer information Welcome booklet enclosed for filing. MidAmerican submits its filing pursuant to South Dakota Administrative Rule 20:10:16:02 and respectfully requests an approval date of September 1, 2020.

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

- Page 2 - Updated to remove one customer office and add one new kiosk
- Page 3 – Corrected a typo
- Pages 5 & 6
 - New section added to explain utility basics to customers, explain Automated Meter Reading and cases for meter access
 - This section was also added to replace pages removed about Energy Efficiency programs and to match booklets from other states
- Pages 7 & 8
 - Added to bring payment and customer service options closer to the front of the book
 - Also added to replace pages removed about Energy Efficiency programs and to match booklets from other states
- Page 11 – New sample bill added to remove the Energy Efficiency Cost Recovery (EECR) factor
- Page 13 – Energy Charge definition changed to remove Energy Efficiency Cost Recovery (EECR)
- Page 15 – Corrected a typo in the opening paragraph
- Page 18 – Removed Energy Efficiency Cost Recovery (EECR)
- Page 19 & 20
 - No change to content
 - Grouped like information and reordered booklet to put information to improve the customer experience near the front
- Page 22
 - Removed mention of Energy Efficiency kits
 - Added a more relevant description of how the program serves SD customers
- Page 27 – Added information about our STAR (Safety Through Asset Reliability) program

- Page 28 – Removed language recommending customers contact UT Infrastructure Company (USIC) for locating customer-owned facilities, this service is no longer offered by UT Infrastructure Company (USIC)

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 Renee White at 563-333-8047.

Sincerely,

/s/ Renee White

Renee White
Rates Analyst, Regulated Pricing

Attachment