

South Dakota Public Utilities Commission
Docket GE20-002
MidAmerican Energy Company
First Data Requests

Responder Name: Gretta Knight
Job Title: Director, Customer Account Support
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For each response where it is necessary, separate amount between Natural Gas and Electric and describe any differences between Natural Gas and Electric. For responses where the Company's answer is the same for both Natural Gas and Electric, please indicate so.

- 1-6. Provide a thorough explanation of the Company's normal billing, collection, and write-off policies and procedures and how they have been revised for this COVID-19 crisis. Please include flowcharts showing all the different scenarios and timelines involved in the customer bill collection process.

Response:

Please see the attached Active Team and Final Bill flowcharts for MidAmerican's normal billing and collection process.

MidAmerican's billing and collection process has been revised during the COVID-19 pandemic to temporarily suspend all disconnections for non-payment. During this time, customers no longer receive past-due notices, reminders, collection phone calls or door tags. Customers still receive a monthly bill and other forms of outreach. MidAmerican encourages any customer facing hardship to call us at 888-427-5632. MidAmerican will make every effort to work with customers experiencing financial difficulties.