

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.

1-7. If the Company chose to temporarily discontinue disconnections and/or late payment fees, provide the Company's reasoning for doing so and the other alternatives the Company discussed.

Response:

In response to the global pandemic alert issued by the World Health Organization, on March 13, 2020 South Dakota Governor Kristi Noem declared a state of emergency and issued Executive Order 2020-04. Subsequent Executive Orders from Governor Noem have refined guidance to the public concerning response to and limiting exposure from this pandemic. This guidance is an effort to prevent, contain, and mitigate the effects of the COVID-19 virus in a coordinated fashion. Efforts to contain the virus may include self-quarantine that could require customers to remain in their homes for an extended period of time. Recognizing that utility service is an essential service, MidAmerican temporarily suspended disconnections for non-payment in response to the COVID-19 pandemic to enhance the safety and welfare of its customers. Acknowledging the financial hardship that social distancing and self-quarantine may create for customers, MidAmerican also removed late charges for customers who were financially impacted by COVID-19.

MidAmerican's first priority is the safety and welfare of its customers and employees. MidAmerican did not discuss alternatives to temporarily halting disconnects for late payments. MidAmerican anticipates that this delay in starting the collection process and the other measures MidAmerican is taking will have financial consequences. In every decision, MidAmerican strives to balance outcomes for the customers and the company. MidAmerican began an outbound calling campaign on May 4, 2020, to encourage past due residential and commercial customers to pay what they can towards their utility bill to avoid incurring an amount that is unmanageable. Customers are also encouraged to seek assistance. MidAmerican is considering the financial impact to all customers as temporary policy changes regarding flexibility of in payment agreement terms, and the duration of any changes to policy is being considered.