

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

Responder Name: Gretta Knight  
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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.

1-8. Has the Company provided customers that will be disconnected when the disconnect moratorium is lifted any additional correspondence, outside of the normal correspondence, reminding them that the entire balance will be required to be paid once the disconnect moratorium period is complete or they will lose their service?

**Response:**

Yes. MidAmerican is launching a Customer Education Campaign before and during the re-establishment of the collection process.

MidAmerican has begun reaching out to customers to discuss past due bills. Customers are encouraged to pay what they can to avoid incurring a debt that is unmanageable. A press release was issued on March 18, 2020. The press release informed customers that employees may ask COVID-related questions and wear additional personal protective equipment when entering homes. It also announced that MidAmerican would temporarily cease disconnection for non-payment, and work with customers financially impacted. A Low-Income Home Energy Assistance Program ("LIHEAP") message was added to the banner on MidAmerican's home page of its website on April 24, 2020, which encouraged customers impacted by the virus to seek assistance. A "Learn More" button was added which opens a page with details on how eligible customers can apply. Additionally, on May 4, 2020, MidAmerican began an outbound calling campaign for active residential and commercial customers with past due accounts and encouraged customers to pay what they can through the pandemic so that the amount isn't overwhelming. On May 7, 2020, an e-mail campaign began for past due residential and commercial customers, which reinforces the same message in the calling campaign, bill message, and information provided on MidAmerican's website. In addition to its ongoing customer outreach efforts, MidAmerican is creating a customer education plan that will begin on May 27, 2020. The customer education plan will communicate with customers through targeted messages, both phone calls and e-mails, and general information on MidAmerican's website, newsletter, and social media. Including, informational letters will be mailed and manual phone calls to set up installments to avoid debt collection to all past due residential and commercial customers will begin in June.