

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

Responder Name: Gretta Knight  
Job Title: Director, Customer Account Support  
Phone: (563) 333-8473

- 2-2 Regarding the Company's moratorium on disconnections, provide the following (separated for gas and electric operations):
- a. The number of disconnections that have been suspended since the moratorium began.
  - b. The amount of lost disconnection fee revenue since the moratorium began.
  - c. The amount of lost late payment fee revenue since the moratorium began.
  - d. The increase in accounts receivable attributable to the customers that did not get disconnected due to the moratorium.
  - e. How many customers have set up payment plans to pay their bills since the moratorium began?
  - f. How many customers have declined payment plans since the moratorium began?
  - g. Confirm that if the deferred accounting treatment and regulatory asset are approved, the Company will continue to provide updates to the information provided in parts a through f on a quarterly basis.

**Response:**

- a. MidAmerican does not track the number of potential disconnections. Based on the five-year average of disconnections MidAmerican completes between March and May, MidAmerican estimates that disconnection was suspended on 27 electric meters and 785 gas meters.
- b. MidAmerican does not charge disconnection fees. MidAmerican does charge reconnection fees. Reconnection fees recover the cost incurred to send service personnel to complete the work and are not revenue generating fees. Because MidAmerican discontinued disconnections, and therefore, no reconnection is required, no fees were incurred or lost.
- c. MidAmerican handled waiver of late payment fees on a case-by-case basis. As of today, MidAmerican has incurred \$10,552.02 of waived late payment fees.
- d. MidAmerican attributes a total of \$376,500.00 in increased past due accounts receivable due to COVID-19. MidAmerican estimated this amount by comparing the past due receivables on May 31, 2020, to the five year average of past due receivables (2015-2019) on May 31. Receivables are not available by service type. In general, 95% of MidAmerican customers are gas customers and 5% are electric customers. Based on this, \$357,675.00 can be attributed to gas and \$18,825.00 to electric.
- e. MidAmerican has entered into 75 payment agreements between March 1, 2020 and May 31, 2020.
- f. MidAmerican does not track the number of customers who are offered a payment agreement and make the decision to not enter into an agreement. MidAmerican has been encouraging

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customers to pay what they could during this time. Since MidAmerican wasn't sending disconnect notices, customers had the choice of paying what they could and entering into a payment agreement at a later date.

- g. Yes, MidAmerican will provide updates to the information above on a quarterly basis. However, as MidAmerican returns to normal processes and reestablishes the collection process on July 1, the above measures will be discontinued.