

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

2-3. Explain any new and creative billing and collection procedures the Company has begun to employ during this moratorium period to keep nonpayment to a minimum.

**Response:**

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. On May 27, 2020 MidAmerican implemented a customer education plan. The customer education plan communicates with customers through targeted messages, both phone calls and e-mails, and general information on MidAmerican's website, newsletter, and social media.