

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

Responder Name: Gretta Knight  
Job Title: Director, Customer Account Support  
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2-5. When does the Company plan to end the moratorium on disconnections?

**Response:**

MidAmerican will resume its collection process on July 1, 2020. MidAmerican's collection activities timeline below shows that no customer would be disconnected prior to extensive outreach.

- May 27, 2020            Begin customer education campaign
- July 1, 2020            Disconnect notice issued
- July 10, 2020          Disconnect notice/payment due date
- July 13, 2020          Personal contact attempted (via phone)
- July 14, 2020          Attempt at Personal Contact (via phone) continues
- July 15, 2020          Account Reviewed for possible disconnection
- July 20, 2020          Possible service disconnection