

November 20, 2024

Ms. Patrician Van Gerpen  
Executive Director  
South Dakota Public Utilities Commission  
500 East Capitol Avenue  
Pierre, SD 57501

Dear Ms. Van Gerpen:

MidAmerican Energy Company (MidAmerican) respectfully requests the South Dakota Public Utilities Commission approve the updated customer information Welcome Booklet enclosed for filing. MidAmerican submits its filing pursuant to South Dakota Administrative Rule 20:10:16:02 and respectfully requests an approval date of December 31, 2024.

With this filing, MidAmerican is submitting an updated Welcome Booklet attached as Exhibit A. To aid in the dissemination of the proposed changes, a redlined version of the changes is attached and labeled Exhibit A – Redline. The updated booklet includes the following revisions:

- Pages 1 and 2 – Email and Test Message Alerts verbiage updated and moved to page 1; Kiosk Payment Locations removed from this page to stay consistent with our Iowa and Illinois books, however kiosk information is available on page 7; and the date for this booklet was updated from December 2023 to November 2024
- Page 3 – Main headers “Conditions of service” and “Disconnections” removed; main header “Resolving Questions and Concerns” added (note: these sections were not removed from pages 19 and 20, just in the table of contents as main headers)
- Page 9 – Verbiage under “Go Paperless” updated
- Pages 15 and 16 – “Administrative Fee” and “Transportation Meter Charge” changed to “Transportation Admin Charge”
- Pages 17 and 18 – Commas were added to numbers 4000 and 1000
- Pages 19 and 20 – The two paragraphs prior to the Deposits section removed (and moved to page 20 in a new section) and “Conditions of Service” section moved from page 20 to page 19; new section “Resolving Questions and Concerns” added to page 20 (these are the two paragraphs removed from page 19); these changes were made to make it clearer that questions and concerns do not have to be related to payments and credits
- Pages 23 and 24 – Icons updated
- Page 28 – Dig phone number changed from “(800)” to “800-“ for consistency in phone numbers throughout the Welcome Booklet

MidAmerican is committed to providing excellent service to all customers and believes that the updated Welcome Booklet will provide customers information in an easily understood format.

Any questions pertaining to this filing may be directed to Renee White at 563-657-6143, or sent to [RegulatedPricing@MidAmerican.com](mailto:RegulatedPricing@MidAmerican.com).

Sincerely,

*/s/ Renee White*

Renee White  
Rates Analyst, Associate Project Manager

Attachments