

Docket Number: GE25-002
Subject Matter: First Data Request
Request to: MidAmerican Energy Company (MEC or Company)
Request from: South Dakota Public Utilities Commission Staff
Date of Request: December 9, 2025
Responses Submitted: December 12, 2025

- 1-1. Refer to the footnote on page 7 of the revised Customer Information Welcome Brochure. How much is this fee? Is the fee amount something that MidAmerican negotiates on behalf of its customers? Explain.

Response:

Paymentus charges \$2.59 with a maximum payment of \$600. MidAmerican does negotiate fees on behalf of the customer. MidAmerican meets in person with our Paymentus account executive and staff to discuss any specific issues that have occurred, new services that may be available, and pricing. An in person meeting is held annually and other meetings are scheduled as needed.

- 1-2. Refer to the top of the second column on page 19 of the revised Customer Information Welcome Brochure. Confirm that MidAmerican's deposit refund policy and procedures comply with ARSD 20:10:19:11. Are customers always refunded promptly after twelve consecutive months of not having service disconnected for nonpayment and without receiving three or more disconnection notices, or do they have to wait until the following December? Explain.

Response:

MidAmerican complies with ARSD 20:10:19:11. The reference to December is specific to the interest on the deposits and not the deposits themselves. After a deposit is held for 12 months, it is reviewed monthly to determine refund eligibility. The deposit is refunded after the monthly review proves that the customer has paid as required for the prior 12 months.