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October 27, 2008

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

Dear Ms. Van Gerpen:

Enclosed for filing, please find MidAmerican Energy Company's (MidAmerican) revised page 11 from its customer information Welcome booklet.

The page is being filed as a revision to the MidAmerican filing made on September 19, 2008.

MidAmerican added language to page 11 to clarify how customers can contact MidAmerican and the South Dakota Public Utilities Commission to resolve billing disputes.

Any questions pertaining to this filing may be directed to Debbie Kutsunis at (563) 333-8870.

Sincerely,

Debra L. Kutsunis

Debra L. Kutsunis
Manager, Regulated Pricing

Attachment

Conditions of Service

MidAmerican may refuse natural gas and electric service to an applicant who:

- ▼ Has an outstanding debt for MidAmerican service at a previous address and has not made arrangements to pay that debt for the same class of service.
- ▼ Will not provide MidAmerican with proper information at the time of application.
- ▼ Attempts to restore service to a household with a delinquent bill, and no attempts are forthcoming to liquidate the debt of that household.
- ▼ Fails to make a deposit when requested.
- ▼ Violates state statutes, regulations or MidAmerican tariffs on file with the Public Utilities Commission.

Disconnection

Nonpayment of undisputed past due natural gas or electric bills and unwillingness to agree to a payment plan with MidAmerican can result in disconnection of natural gas and electric service.

- ▼ MidAmerican will mail a notice of proposed disconnection to the customer. In the case of a customer's first disconnection, MidAmerican shall provide personal notice by telephone, visit, or certificate of mailing. The notice will include a statement of the customer's right to appeal and where to appeal.
- ▼ MidAmerican allows an additional 30-day delay from November 1 through March 31 before disconnecting natural gas or electric service because of unpaid past due charges.
- ▼ We will not disconnect natural gas or electric service for nonpayment on: Friday, Saturday or Sunday; on a legal holiday; or a day our office is closed to the public.

Residential Customers Only:

- ▼ We also allow a 30-day medical extension when the customer files a written statement with MidAmerican from a doctor or public health/social official.
- ▼ If we provide natural gas or electric service to an address different from the billing address, or we know that a landlord relationship exists and the landlord as the customer is subject to disconnection, we will, where feasible, offer the tenants the opportunity to apply for natural gas or electric service in their own names. No tenant is responsible for outstanding bills or other charges of his or her landlord.

Billing Issues

MidAmerican Energy works hard to issue accurate and timely bills. If you have a question about your bill or believe that your bill may be incorrect, you can call MidAmerican Energy at **888-427-5632**. Customer Service Associates are available 24 hours a day, seven days a week to help you. MidAmerican will work with you to answer questions and attempt to resolve billing disputes. However, if you have a billing dispute or other complaint that MidAmerican is unable to resolve, you may request assistance from the South Dakota Public Utilities Commission by calling 605-773-3201 or writing to them at 500 E. Capitol Avenue, State Capitol Building, Pierre, South Dakota 57501.