**Docket Number:** **NG25-006**
**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**
**Response Submitted:** **December 10, 2025**

1-1. Provide the percentage of South Dakota natural gas bills that currently get paid via a payment with a live MidAmerican phone representative.

**Response:**
For the period of December 1, 2024, through November 30, 2025, for South Dakota customers (both electric and gas), MidAmerican processed a total of 1,249,846 payments. Of those, only 14,987 (or 1.2%) were processed via a live MidAmerican phone representative.

1-2. Has MidAmerican removed the live MidAmerican phone representative option in other jurisdictions? If so, how smooth was the transition? Did MidAmerican experience much pushback from customers? Explain.

**Response:**
MidAmerican has not previously removed this option in other jurisdictions but is seeking to do so for all jurisdictions on January 1, 2026. Tariff updates for all jurisdictions that require a tariff change were filed on December 1, 2025. Over the last few months, MidAmerican has also been communicating this potential change to customers that currently make payments through a phone representative and helping customers understand the other options available for payment, including continuing payment by phone utilizing the automated phone system or utilizing the MidAmerican app, which is scheduled to launch later this month. MidAmerican's automated phone system requires the same level of customer input for payment as a payment through a phone representative. To date, MidAmerican has not experienced pushback from customers.