Docket Number:	**NG25-006**
Subject Matter:	**Second Data Request**
Request to:	**MidAmerican Energy Company (MEC or Company)**
Request from:	**South Dakota Public Utilities Commission Staff**
Date of Request:	**December 11, 2025**
Responses Submitted:	**December 11, 2025**

2-1. Provide the amount of cost savings MidAmerican expects, as allocated to South Dakota gas, related to the removal of the payment option with a live MidAmerican phone representative.

Response

MidAmerican will not incur any cost savings related to the removal of the payment option with a live MidAmerican phone representative. The benefit from this change is an increase of the availability of agents to address customer needs that cannot otherwise be addressed through an automated system. Whether with an agent or through the automated phone system, the payment process is identical. Increasing the availability of agents to address other calls that cannot be accomplished through an automated system provides a greater level of customer service, and, in this case, would be accomplished without an additional cost to customers.