



SERVICE RULES AND REGULATIONS FOR GAS SERVICE

10. Disconnection of Services

Disconnect Notices. A notice of disconnection, along with a summary of the customer's rights and remedies available to avoid disconnection, may be enclosed with the customer's utility bill, or mailed separately, when there are arrears or no payment has been made in the previous 60 days.

Discontinuing Service. Service may be refused or disconnected for any of the reasons listed below. Except as provided in "A", "B", "C" and "D" below, no service shall be disconnected on the day preceding or day on which the Company's business office is closed.

- A. Without notice in the event of a condition on the customer's premises determined by the Company to be hazardous.
- B. Without notice in the event of customer use of equipment in such a manner as to adversely affect the Company's equipment or service to others.
- C. Without notice in the event of tampering with the equipment furnished and owned by the Company.
- D. Without notice in the event of unauthorized use.
- E. For violation of or noncompliance with the Company's rules on file with the Council.
- F. For failure of the customer or prospective customer to furnish service equipment, permits, certificates or rights of way as are specified to be furnished in the Company's rules filed with the Board as conditions of obtaining service, or for the withdrawal of that same equipment, or for the termination of those same permissions or rights, or for the failure of the customer or prospective customer to fulfill the contractual obligations imposed upon him or her as conditions of obtaining service by any contract filed with and subject to the regulatory authority of the Council.
- G. For failure of the customer to permit the Company reasonable access to its equipment.



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10. Disconnection of Services - Continued

H. For nonpayment of a bill or deposit, provided that the Company has:

1. Made a reasonable attempt to effect collection.
2. Given the customer written notice that he or she has not less than 12 days from the due date of the current bill to settle his or her account, together with a written summary of the rights and remedies available to avoid disconnection. The customer may designate a person or agency to receive notification of pending disconnection. Notice of a pending disconnection is deemed given when the notice is deposited in the U.S. Mail.
3. Prior to disconnection of service to a residence, made a diligent attempt to contact, by telephone or in person, the customer responsible for payment for service to the residence to inform the customer of the pending disconnection and his or her rights and remedies. If Company should know that a residential premise is a rental unit and the Company has been unsuccessful in its attempt at personal or telephone contact to the customer occupying the premise, the landlord (if known to the Company) will be contacted to determine if the customer still resides therein. The Company will also inform the landlord of the date when service may be disconnected.

From November 1 to April 1, if no contact can be made with the customer, the premises will be posted with a notice informing the customer of the pending disconnection and his or her rights and remedies at least one day prior to planned disconnection.

If the disconnection will affect occupants of residential units leased from the customer, the premises of the building will be posted at least two days prior to disconnection with a notice informing the occupants of the date when service will be disconnected and the reason(s).

4. Given the customer a reasonable opportunity to dispute the reason for the disconnection and, in the applicable situation, complied with the following:



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10. Disconnection of Services - Continued

Disputed Bill. In the event there is a dispute concerning a bill for natural gas utility service, the Company may require the customer to pay an amount equal to the undisputed portion of the bill pending settlement to avoid discontinuance of service for nonpayment of the disputed portion for up to 45 days after the rendering of the disputed bill. The 45 days shall be extended by up to 60 days, if requested of the Company by the Council, in the event the customer files a written complaint with the Council.

Special Circumstances. Disconnection of a residential customer may not take place on a weekend, a holiday or after 2 p.m. unless the Company is prepared to reconnect the same day, and in the case of a customer who has entered into a reasonable payment agreement, may not take place where natural gas is used as the only source of space heating or to control or to operate the only space heating equipment at the residence, on any day when the National Weather Service forecast for the following 24 hours includes a forecast that the temperature will go below 20 degrees Fahrenheit. In any case where the Company is precluded from disconnecting service because of a National Weather Service forecast, the Company may immediately proceed with appropriate disconnection procedures, without further notice, when the temperature rises to above 20 degrees, unless the customer has paid the past past-due amount in full or is entitled to postponement of disconnection under some other provision of this tariff.

Health of a Resident. Disconnection of a residential customer shall be postponed if the discontinuance of service would present an especial danger to the health of any permanent resident of the premises. An especial danger to health is indicated if one appears to be seriously impaired and may, because of mental or physical problems, be unable to manage his or her own resources, carry out activities of daily living or protect oneself from neglect or hazardous situations without assistance from others. Other indicators include but are not limited to: Age, infirmity, or mental incapacitation; serious illness; physical disability; blindness; limited mobility; and any other circumstances which indicate a severe or hazardous health situation. The Company may require written verification of the especial danger to health by a physician or public health official on a form provided by the Company.



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10. Disconnection of Services - Continued

Initial verification may be by telephone; written verification will be forwarded to the Company within five days.

Verification shall postpone disconnection for 30 days; however, the postponement may be extended by a renewal of the verification. In the event service is terminated within 14 days prior to verification, service shall be restored if a proper verification is thereafter made in accordance with the foregoing provisions. The customer must enter into a reasonable agreement for the retirement of the unpaid balance of the account within the first 30 days of the verification period and keep the current account paid during the period that the unpaid balance is to be retired.

Reasonable Payment Agreement. If financial difficulty of the residential customer is confirmed, disconnection may not take place until after the Company has offered the customer an opportunity to enter into a reasonable payment agreement as defined in this tariff. Disconnection shall be delayed 30 days for the making of a reasonable payment agreement and shall be extended to 60 days if requested by the Council upon receipt of a complaint that the Company has arbitrarily refused a payment agreement offered by the customer and upon finding the customer has made payment as provided for in the offered agreement. Company may consider a second payment arrangement where Company believes that it will improve the collectability of unpaid bill.

Winter Energy Assistance. If the Company is informed that the customer's household may qualify for energy assistance or weatherization funds, there shall be no disconnection of service for 30 days from the date of application to allow the customer time to obtain assistance. Disconnection shall not take place from November 1 through April 1 for a resident who is a head of household and who has been certified to the Company by the community action agency as eligible for either the low income home energy assistance program or weatherization program. In addition to the notification procedure required herein, the Company shall, prior to November 1, mail customers a notice describing the availability of winter energy assistance funds and advising the customer how assistance may be obtained.



MIDAMERICAN ENERGY COMPANY
Gas Sales Tariff
Nebraska Rate Area Number 1
Filed with South Sioux City and Dakota City City Councils

First Revised Sheet No. 15
Cancels Original Issue Sheet No. 15

SERVICE RULES AND REGULATIONS FOR GAS SERVICE

10. Disconnection of Services - Continued

Abnormal Natural Gas Consumption. A customer who is subject to disconnection for nonpayment of bill, and who has natural gas consumption which appears to the customer to be abnormally high, may request the Company to provide assistance in identifying the factors contributing to this usage pattern and to suggest remedial measures. The Company shall provide assistance by discussing patterns of natural gas usage which may be readily identifiable, suggesting that an energy audit be conducted, and identifying sources of energy conservation information and financial assistance that may be available to the customer.

Reconnection. Service shall be reconnected as promptly as possible after a customer has made satisfactory arrangements for paying his/her account. (See Sheet No. 35, Section 22 (C1) of Service Rules and Regulations contained in Company's Gas Tariff for applicable charges).