



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. 17  
Cancels Original Issue Sheet No. 17

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## SERVICE RULES AND REGULATIONS FOR GAS SERVICE

### 12. Customer Complaints and Resolution

A customer or prospective customer can place a complaint with the Company in person, by telephone, or in writing.

When filing a complaint in person or by telephone, the complaint should be given verbally to the manager or supervisor in charge of that department or area. The manager and/or supervisor will investigate and provide a verbal answer and may follow-up with a letter.

A written complaint should be addressed to the manager or supervisor in charge of that department or area. The complaint should state the dates, time and incident the complaint covers. The manager and/or supervisor will investigate and provide a written answer to the complaint within ten days.

If the complaint is not resolved to the satisfaction of the customer, a complaint may be filed with either the South Sioux City or Dakota City City Councils.