

MidAmerican Energy Illinois Part 280 Implementation Plan

On November 1, 2014, the Illinois Commerce Commission approved 83 Illinois Administrative Code 280 Rules, which are changes to several customer service policies. The Rule allows for an 18-month Implementation Period. MidAmerican Energy Company (MidAmerican) expects to fully implement the rules no later than May 1, 2016. Listed below are the changes that are required for the Rule and also noted are the estimated dates that the changes will be implemented.

The MidAmerican plan is organized by Rule section number and title with the expected time frame for compliance. As changes are completed the plan will be noted to reflect the updates. These items and the corresponding completion date include and anticipate training MidAmerican employees, who handle customer calls or work in customer service functions, on the new/revised procedures. MidAmerican has included only those sections of the new rules which it needs lead time to implement. Therefore, any section of the Rule not listed means that MidAmerican is currently in compliance with that section. MidAmerican will update its tariff as detailed below and in instances where the Rule sections have been changed. It should be noted that due to the complexity of the required changes not all system updates could be completed at the same time, therefore, there are multiple implementation dates. In addition, the implementation completion dates are preliminary and may vary.

Updated: April 27, 2016

MIDAMERICAN'S IMPLEMENTATION PLAN

Section 280.20 Definitions

MidAmerican will take the following steps to implement the provisions of this section.

| Work to be Completed for Implementation | Anticipated Completion Date | Status |
|---|------------------------------------|--|
| <p>Low income certified accounts will be programed to allow for longer approval periods.</p> <p>"Low income customer" means a residential customer who has qualified under the income criteria of Section 6 of the Energy Assistance Act of 1989 [305 ILCS 20/6]. Qualification is effective for purposes of this rule when the Low Income Home Energy Assistance Program (LIHEAP) administrator notifies the customer's utility of the customer's low income status. Qualifications established on or after September 1 shall remain effective for purposes of this rule until December 31 of the following year. Qualifications established before September 1 shall remain effective until December 31 of that same year. The utility shall notify the customer no less than 30 days and no more than 90 days prior to the expiration of a customer's qualification.</p> | <p><i>March 30, 2015</i></p> | <p>COMPLETED</p> <p><i>April 3, 2015</i></p> |
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Section 280.30 Application

MidAmerican will take the following steps to implement the provisions of this section.

| Work to be Completed for Implementation | Anticipated Completion Date | Status |
|--|------------------------------------|--|
| Update the MidAmerican website to include the application process and list of acceptable forms of identification | <i>November 15, 2015</i> | COMPLETED <i>March 25, 2016</i> |
| Create a hard-copy of the application process and list of acceptable forms of identification, so that upon request, it can be mailed to an applicant | <i>November 15, 2015</i> | COMPLETED <i>November 30, 2015</i> |
| A letter will be created to be issued when a payment plan for past due debts is refused. | <i>November 15, 2015</i> | COMPLETED <i>October 2015</i> |
| A letter for refusal of service will be developed that lists the reason for the refusal. | <i>November 15, 2015</i> | COMPLETED <i>October 2015</i> |
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Section 280.35 Revert to Landlord/Property Management Agreements

MidAmerican will take the following steps to implement the provisions of this section.

| Work to be Completed for Implementation | Anticipated Completion Date | Status |
|---|------------------------------------|---|
| Update tariff with the current landlord prearrangement form | <i>April 30, 2015</i> | COMPLETED <i>August 5, 2015</i> |
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Section 280.40 Deposits

MidAmerican will take the following steps to implement the provisions of this section.

| Work to be Completed for Implementation | Anticipated Completion Date | Status |
|---|------------------------------------|---|
| Update system to send a deposit warning letter that includes the reason for the deposit, the amount of the deposit, payment schedule and due dates, the refund and interest policy, low income deposit rules, and ICC contact information. *After further consideration deposit will be assessed to Low Income Customers in compliance with 280.45 | <i>April 30, 2016</i> | COMPLETED April 27, 2016 |
| Add the amount of the deposit held and accumulated interest on the customer bill (see also 280.50 (c) (H)) | <i>April 30, 2016</i> | COMPLETED March 18, 2016 |
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Section 280.50 Billing

MidAmerican will take the following steps to implement the provisions of this section.

| Work to be Completed for Implementation | Anticipated Completion Date | Status |
|---|------------------------------------|---|
| The bill will display the amount of deposit held or owing and accumulated interest. | <i>October 1, 2015</i> | COMPLETED March 18, 2016 |
| The bill will include ICC Consumer Services Division (CSD) phone number for inquiries or complaints. | <i>October 1, 2015</i> | COMPLETED September 29, 2015 |
| A bill message will be added that advises customers with a dispute that they should contact MidAmerican first before seeking assistance from the Illinois Commerce Commission Consumer Services Division. | <i>October 1, 2015</i> | COMPLETED September 29, 2015 |
| A bill message will be added that lists the name and contact information for any supplier or other parties authorized by the Commission to appear on the bill and with which the customer has contracted. | <i>October 1, 2015</i> | COMPLETED September 29, 2015 |
| A bar graph will be added to the bill to show current usage and the customer's previous 12 months of historical usage. | <i>October 1, 2015</i> | COMPLETED September 29, 2015 |
| The MidAmerican tariff and website will be updated with a sample bill that reflects all changes required in the new rules. | <i>October 1, 2015</i> | COMPLETED March 25, 2016 |
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Section 280.65 Late Payment Fee Waiver for Low Income Customers

MidAmerican will take the following steps to implement the provisions of this section.

| Work to be Completed for Implementation | Anticipated Completion Date | Status |
|--|------------------------------------|--|
| The system will be changed to not assess late payment fees while an account is certified as a low income customer. | <i>March 30, 2015</i> | COMPLETED <i>April 3, 2015</i> |

Section 280.70 Preferred Payment Date

MidAmerican will take the following steps to implement the provisions of this section.

| Work to be Completed for Implementation | Anticipated Completion Date | Status |
|---|------------------------------------|---|
| The system will be updated to add a bill message to accounts that pay late two times in a twelve month period that preferred due dates are available. | <i>October 1, 2015</i> | COMPLETED <i>September 29, 2015</i> |

Section 280.80 Budget Payment Plan

MidAmerican will take the following steps to implement the provisions of this section.

| Work to be Completed for Implementation | Anticipated Completion Date | Status |
|---|------------------------------------|---|
| Annual budget review requests will be handled by a separate department, an authorization letter will be emailed to the customer to obtain approval from the customer for an annual budget review. | <i>October 1, 2015</i> | COMPLETED <i>September 29, 2015</i> |

Updated: April 27, 2016

Section 280.120 Deferred Payment Arrangements (DPA)

MidAmerican will take the following steps to implement the provisions of this section.

| Work to be Completed for Implementation | Anticipated Completion Date | Status |
|---|------------------------------------|---|
| <p>Information will be added to bills that are on deferred payment arrangements (DPA) that states: "...a late or partial payment may result in the cancellation of the DPA, causing the total deferred amount and current charges to become immediately due in full; and non-payment of the full amount due may result in disconnection..."</p> | <p><i>May 1, 2015</i></p> | <p>COMPLETED March 19, 2015</p> |
| <p>With the disconnection notice that is issued after a DPA defaults a separate page will be added that states the amount required to reinstate the DPA and that payment must be paid in full by a certain date and that later payment may result in additional charges or the cancellation of the DPA.</p> <p>A customer whose financial conditions change during the course of a DPA shall be allowed to renegotiate the length of the DPA if done prior to the DPA defaulting.</p> | <p><i>May 1, 2015</i></p> | <p>COMPLETED June 19, 2015</p> |

Section 280.125 Deferred Payment Arrangements (DPA) for Low Income Customers

MidAmerican will take the following steps to implement the provisions of this section.

| Work to be Completed for Implementation | Anticipated Completion Date | Status |
|---|------------------------------------|--|
| A new payment arrangement type will be established for certified low income customers. | <i>March 30, 2015</i> | COMPLETED <i>April 3, 2015</i> |
| A second new payment arrangement type will be established called an amended low income arrangement. | <i>March 30, 2015</i> | COMPLETED <i>April 3, 2015</i> |
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Section 280.130 Disconnection of Service

MidAmerican will take the following steps to implement the provisions of this section.

| Work to be Completed for Implementation | Anticipated Completion Date | Status |
|---|------------------------------------|---|
| Changes to the information required on the Disconnection Notice will be implemented. | <i>July 30, 2015</i> | COMPLETED <i>July 17, 2015</i> |
| When service is left on in between occupants the number of days the service is left on will be changed. The system will be changed to issue the order to be completed within the required number of days. | <i>July 30, 2015</i> | COMPLETED <i>July 17, 2015</i> |
| The leave on winter conditions notification process will be updated to ensure timely notification prior to disconnection. | <i>July 30, 2015</i> | COMPLETED <i>September 30, 2015</i> |
| The warning call process will be changed to include an additional call 24 hours prior to the scheduled disconnection if the first call does not reach a person or answering machine. | <i>July 30, 2015</i> | COMPLETED <i>July 17, 2015</i> |
| Medical stays from credit action will be changed to 60 days (see also 280.160) | <i>July 30, 2015</i> | COMPLETED <i>June 19, 2015</i> |
| | | |

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Section 280.140 Disconnection for Lack of Access to Multi-Meter Premises

MidAmerican will take the following steps to implement the provisions of this section.

| Work to be Completed for Implementation | Anticipated Completion Date | Status |
|--|-----------------------------|---|
| Procedures will be updated to reflect notification required when disconnecting service at a multi-metered premises where the disconnection will impact others that are not eligible for disconnection. | <i>October 1, 2015</i> | <i>MidAmerican Energy is already compliant with this section. This section should not have been listed on the plan.</i> |
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Section 280.160 Medical Certification

MidAmerican will take the following steps to implement the provisions of this section.

| Work to be Completed for Implementation | Anticipated Completion Date | Status |
|--|-----------------------------|---|
| <p>Medical stays from credit action will be changed to 60 days</p> <p>A utility will temporarily prohibit disconnection of utility service to a residential customer for at least 60 days in cases of certified medical necessity; and will provide an opportunity for the customer to retire past due amounts by periodic installments under an automatic medical payment arrangement commencing after 30 days.</p> | <i>May 1, 2015</i> | <p>COMPLETED</p> <p>June 19, 2015</p> |
| A DPA type of medical will be added to the system. Terms of the arrangement will be different based on if the service has been disconnected. | <i>May 1, 2015</i> | <p>COMPLETED</p> <p>June 19, 2015</p> |
| | | |

Updated: April 27, 2016

Section 280.220 Utility Complaint Process

MidAmerican will take the following steps to implement the provisions of this section.

| Work to be Completed for Implementation | Anticipated Completion Date | Status |
|---|------------------------------------|--|
| Procedures will be updated to ensure that pending disconnections for non-payment are suspended for three business days to allow the customer to contact the ICSD regarding a complaint. | <i>July 1, 2015</i> | COMPLETED August 28, 2015 |
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Section 280.240 Public Notice of Commission Rules

MidAmerican will take the following steps to implement the provisions of this section.

| Work to be Completed for Implementation | Anticipated Completion Date | Status |
|---|------------------------------------|---|
| Appendix C that list the rules pertaining to eligibility for service, deposits, billing, payment, refunds and disconnection of service will be added to the web site and a bill insert will be included with customer bills annually. | <i>July 1, 2015</i> | COMPLETED August 13, 2015 |
| A message will be added to customer bills that will advise how customers can obtain a copy of the Commission's rules, this change will be implemented with 280.50. | <i>July 1, 2015</i> | COMPLETED September 29, 2015 |
| | | |

Updated: April 27, 2016

Section 280.250 Second Language Requirements

MidAmerican will take the following steps to implement the provisions of this section.

| Work to be Completed for Implementation | Anticipated Completion Date | Status |
|---|------------------------------------|--|
| Disconnection notices for non-payment will include the statement "Important – This notice affects your rights and obligations and should be translated immediately", which will be translated in Spanish. | <i>October 1, 2015</i> | COMPLETED <i>February 26, 2015</i> |

Section 280.260 Customer Information Packet

MidAmerican will take the following steps to implement the provisions of this section.

| Work to be Completed for Implementation | Anticipated Completion Date | Status |
|--|------------------------------------|--|
| Post residential customer information packet to web site | <i>July 1, 2015</i> | COMPLETED <i>June 22, 2015</i> |
| Post commercial customer information packet to web site | <i>July 1, 2015</i> | COMPLETED <i>June 22, 2015</i> |
| Update the existing packet to include all required content | <i>July 1, 2015</i> | COMPLETED <i>June 22, 2015</i> |
| Annual notification to customers that the packet is available free of charge will be developed | <i>July 1, 2015</i> | COMPLETED <i>November 30, 2015</i> |

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Section 280 Appendix A Disconnection Notice, Appendix B Customer Rights

MidAmerican will take the following steps to implement the provisions of this section.

| Work to be Completed for Implementation | Anticipated Completion Date | Status |
|--|------------------------------------|--|
| The effective date will be added to disconnect notices this change will be made with 280.130 | <i>June 30, 2015</i> | COMPLETED <i>July 17, 2015</i> |
| Other information will be added as required, this change will be made with 280.130 | <i>July 30, 2015</i> | COMPLETED <i>July 17, 2015</i> |
| | | |

Section 280 Appendix C Public Notice

MidAmerican will take the following steps to implement the provisions of this section.

| Work to be Completed for Implementation | Anticipated Completion Date | Status |
|--|------------------------------------|--|
| This notice will be added to the web site. | <i>June 30, 2015</i> | COMPLETED <i>August 13, 2015</i> |
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