

Obsessively, Relentlessly
At Your Service

AUGUST 2020



CONTACT


 Residential service
888-427-5632

 Business service
800-329-6261

 Power out
800-799-4443

 Gas leak
800-595-5325






 Planning to dig
811

 Automated phone
payment line
800-432-4524

NOT POWERLESS

ALERTS HELP YOU NAVIGATE OUTAGES

Savvy customers know the best way to stay connected during outages is with outage alerts! We'll text or email you when there is a planned outage in your area, when you report an outage or if an outage that impacts you has been reported. See what other customers are saying:

-  Lost power last night. Your emails were assuring and on target. Power restored in a little over 2 hours. Thanks.
– **Jacqueline from West Des Moines, IA**
-  I really appreciate the email I received referencing a power outage at my house. For years, we had to wonder if it had been reported and when it would be fixed.
– **William from Rock Island, IL**
-  Thanks for the outage notice and updates. Very effective and friendly way to let us know you are aware and on the job to bring back the power. Thanks!
– **Dixie from Iowa City, IA**
-  This notification tool is super cool! Thank you so much :)
– **Kyra from Des Moines, IA**
-  Love the email notifications about power outages! If only other companies could do the same.
– **Ellen Jones from Iowa City, IA**

Ready to see what all the buzz is about? Visit [MidAmericanEnergy.com](https://www.midamericanenergy.com), log in to your My Account and select Email | Text Alerts to sign up, or call us at **888-427-5632**.

 **MIDAMERICAN**
ENERGY COMPANY.





WATT IT TAKES TO KEEP YOU POWERED

Our STAR (Safety Through Asset Reliability) program brings together all of the work we do to keep your lights on and the gas flowing under one name – but it takes thousands of employees and a lot of equipment to be a reliable energy provider.

In the last five years, we've installed more than

2,000 smart sensors

on power lines to identify outages and speed up restoration efforts.

Each year we inspect more than

7,000 miles

of power lines on foot and by helicopter to look for issues like tree growth and old equipment that could interrupt your reliable service.

AUGUST 11 IS 811 DAY

811 doesn't just represent the date, it's the universal phone number Americans can call to have underground utilities located so you can dig safely. Always call 811 or visit Call811.com before you dig to protect yourself and your neighbors from digging into energized power lines, natural gas pipes and other underground hazards.



Know what's below.
Call before you dig.

Our STAR commitment is what drives us to constantly replace equipment, make upgrades and implement new technology to improve reliability. And we are happy to, because we are obsessively, relentlessly at your service.

REBATE INCENTIVES INCREASED

In July, we raised many of our rebates for Iowa and Illinois customers by 50% in response to COVID-19. Rebates can help combat the cost of replacing equipment in your home or business with more efficient options that will save you money in the long run. Visit MidAmericanEnergy.com/EE to find specific rebate amounts. Some rebates that could help you save this summer include:



Residential Air Conditioner
Up to **\$750**



Smart Thermostat
~~\$75~~ **\$115**



Small businesses - look online for increased rebates on lighting, cooling, commercial refrigeration and more.

*Rebate payment cannot exceed 70% of the installed cost. Current programs valid through December 31, 2020.