

Obsessively, Relentlessly
**At Your
Service**

AUGUST 2022

GIVING YOUR SERVICE THE **STAR** TREATMENT

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

At MidAmerican Energy, we believe in delivering reliable service at the flip of the switch. That's why we are constantly working to enhance our technology and infrastructure through our Safety Through Asset Reliability (STAR) initiative.



See how these STAR efforts help keep your service safe and reliable:



REMOTE CIRCUIT SWITCHES

We configure our electric distribution system such that electricity is delivered to you along a single route or "distribution circuit," but that's not the only circuit that can do so. That's why we are installing remote-capable distribution switches along certain circuit connection points. That way, if an outage occurs along the circuit that normally serves you, but another one could still provide you with power, we can switch you over to it and restore your service within minutes.

CONTINUED ON OTHER SIDE 



▶ CONTINUED FROM OTHER SIDE



SMART SENSORS

Our power lines are equipped with thousands of small devices that alert us when and where an outage occurs, making the process to identify and repair damage to our systems much faster.



SUBSTATION ANIMAL PROTECTION

Animals are dangerous to our systems, and our systems are dangerous to animals. That's why we're fortifying our electric substations with protective equipment to reduce outages and save a squirrel in the process.



DRONE FLEET

Our team of certified drone pilots use these to inspect hard-to-reach places to help our crews safely check for issues. The infrared cameras on our drones can also identify warning signs that help us prevent future problems.



PROACTIVE TREE PRUNING

Trees and branches that come into contact with our power lines can have a big impact on our reliability. That's why we routinely trim or prune trees to protect our lines while still preserving the trees.

Learn more about the STAR that guides our reliability efforts at MidAmericanEnergy.com.

WHAT'S THE BUZZ?

Our email and text alerts keep you in the loop when your power or gas service go out. Want to know when a crew is on the way to restore service? Outage alerts have you covered! Outage alerts share all of the information we know as outage situations develop – from the number of customers impacted, to a confirmation that your power is restored. We can send alerts via text, email or both! Sign up for outage alerts today by calling us at **888-427-5632** or by logging in to My Account.



MIDAMERICAN CARES FOR YOU

Do you know of an event, festival, donation drive or organization in your community that needs our volunteers? Visit MidAmericanEnergy.com/CARES to register your event and our CARES crews will be there to help!

MAKE YOUR BILL MORE PREDICTABLE

When your bill jumps one month and is small the next, it can be hard to plan your budget. With Budget Billing, you can get a more predictable bill that only changes every three or six months. Everyone is eligible for Budget Billing, even business customers. To calculate your Budget Billing plan, we look at your energy usage history to predict what your bill should be. Every three or six months, we review your current usage and notify you if your actual usage means your bill will be higher or lower for the next period. Want to know more about Budget Billing? Enroll in My Account or call **888-427-5632** to learn more and sign up!