

Obsessively, Relentlessly
**At Your
Service**

FEBRUARY 2021

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

RELENTLESSLY RELIABLE

What does “reliable” mean to you? At MidAmerican Energy, it means that every time our customers flip a switch or turn up the heat, the lights come on and the gas is flowing. You rely on us to power your life! That’s not a responsibility we take lightly. Our crews work around-the-clock to maintain and monitor our systems, protecting your service from wear and tear, storm damage and cyberattacks.

We don’t just maintain; we also improve our systems as part of our commitment to STAR – Safety Through Asset Reliability. In 2020, we started a STAR project to install remote-capable switches on our distribution lines. These switches allow us to remotely isolate the damaged section of a circuit when an outage occurs and very quickly restore sections of the circuit that are clear of problems. We plan to expand this project even further in 2021.

In 2021, our low-pressure upgrade project will continue to update natural gas systems to new standards, and a new STAR project will launch to replace automated meter reading (AMR) devices on gas meters. We’ll continue using new technology, like drones and augmented reality training, to make sure you always have the energy you need to power your life.

For more information on how we deliver you reliable energy through STAR projects, visit [MidAmericanEnergy.com/STAR](https://www.midamericaneenergy.com/STAR).



FREE ENERGY EFFICIENCY KIT

In 2020, more than 20,000 customers got their free energy efficiency kit – make sure you get yours in 2021 if you're a customer in Iowa or Illinois! If you haven't received your kit yet, it's as easy as 1-2-3.

1 Visit MidAmericanEnergy.com/HomeCheck and select "HomeCheck Online".

2 Log in using your My Account credentials.

3 Choose "Ways to Save" and complete the assessment.

Once you have completed the assessment, a kit will be shipped to your home with energy-saving products based on the type of service you have. Items might include LED light bulbs, a low-flow faucet aerator, an advanced power strip and more! Visit MidAmericanEnergy.com/HomeCheck for more information.

RENEWABLE ADVANTAGE 2020 WRAP-UP

The Renewable Advantage program is available to customers who want to voluntarily contribute to the growth of renewable energy in our service territory.

Thank you to all who contributed! At the end of December 2020, MidAmerican's Renewable Advantage program had 778 monthly contributors and 6,901 one-time or periodic contributors. On average, monthly contributors gave \$4.27 and one-time or periodic contributors gave \$16.14. To learn more about Renewable Advantage, visit MidAmericanEnergy.com.

WE LOVE OUR EMPLOYEES

And you'll love being one. Looking for a new career in 2021? We're looking for journeymen, apprentices, engineers and more. Take your next career step at MidAmericanEnergy.com/careers.

