



IOWA

WELCOME BOOKLET

 **MIDAMERICAN**
ENERGY COMPANY®

CONTACT INFORMATION

We're here for you. Here's how to get in touch with us.



Residential service
888-427-5632



Business customers
800-329-6261



Automated phone
payment line
800-432-4524



Website
MidAmericanEnergy.com



Email us
MidAmericanEnergy.com/contact-us



Gas leaks
911 and **800-595-5325**



Planning to dig
811



Downed lines
800-799-4443



EMAIL AND TEXT MESSAGE ALERTS

Sign up to receive outage updates, bill reminders and more! Select the notices you want to receive when you create a My Account profile at **MidAmericanEnergy.com**.





IN THIS BOOKLET, you will find helpful information, learn about programs and services we offer, discover what to expect in your energy bill and get important utility safety information.

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WHO WE ARE

Obsessively, Relentlessly At Your Service — it's not just a catchy phrase. It's the core of our company culture. It underscores our passion for the work we do and the communities we call home, and it defines our commitment to safety and training excellence.

We strive every day to do amazing things to serve you, like:

- > Delivering increasingly clean, renewable energy and keeping rates among the lowest in the nation.
- > Reinvesting in our energy infrastructure via the Safety Through Asset Reliability (STAR) program so we can provide you with safe and reliable service each and every day.
- > Giving back through employee volunteerism to help build sustainable communities in the areas we serve and beyond.

It's our commitment to you that we will continue to be obsessively, relentlessly at your service, day and night, 365 days a year.



YOUR UTILITIES

MidAmerican generates and distributes electricity and natural gas to customers in areas of Iowa, Illinois, Nebraska and South Dakota. In some communities, you might purchase your electricity or natural gas from the city or another company. In other areas, MidAmerican provides both energy services.

Electricity is generated at a generation facility, such as a wind or solar farm, and transported across many miles via large high-voltage transmission lines. The smaller lines that transport electricity to your home or businesses are called distribution lines. Electricity powers nearly everything in our lives, from air conditioners to video game consoles, because it is affordable and safe. Your electricity use is measured in kilowatt-hours — kWh — by your electric meter.

Natural gas is delivered, sometimes hundreds of miles, to your home or business through a system of pipelines. Most furnaces are powered by natural gas; you might also have a gas range for cooking or a gas-powered clothes dryer. The meter attached to your home or business measures the amount of natural gas therms you use each month.

AUTOMATED METER READING (AMR)

Our remote meter reading technology allows us to get most meter readings from a company vehicle. This means we don't have to enter your property each month to read your utility meter.

METER ACCESS

While we don't need monthly access to your property to read meters, we may occasionally require access to ensure safe and reliable service. Situations for which we need meter access include emergencies, required maintenance, meter inspections, or turning meters on or off.

To help us access meters:

- Keep meters free from obstructions, like shrubs, trees, gardens or fences.
- If you need to clean off the meter, especially in winter weather, use a broom to dust off snow. If you notice ice build-up on the meter, call MidAmerican at 888-427-5632.
- Do not tamper with meters and do not use metal tools and objects near electric meters. Tampering with meters or using metal tools near electric meters could result in serious injury, including explosion or death.
- Keep animals away from the meter when service work is scheduled.



ABOUT YOUR SERVICE

EASY WAYS TO PAY

ONLINE

Schedule online payments using your checking or savings account through My Account at **MidAmericanEnergy.com**.

PHONE

Pay your bill through our automated phone service with a checking or savings account by calling 800-432-4524, or speak to a representative to process your payment by calling 888-427-5632. To make a phone payment using a credit or debit card, call the Paymentus® payment line at 877-253-0147.

CARD OR APP

We accept Visa, MasterCard, Discover or American Express credit and debit card payments* through Paymentus. Paymentus also accepts payments through various applications, including Amazon Pay, Apple Pay, Google Pay, PayPal, Venmo and more — with new applications added regularly. To make a card payment, log in to your MidAmerican My Account.

KIOSK LOCATIONS

Make payments by cash, check, credit or debit card* at one of our self-serve payment kiosk locations. Visit our website to find a kiosk location near you.

WALK-IN LOCATIONS

Cash payments are accepted at authorized Western Union locations for a \$1 processing fee. Your payment will appear on your account within a few minutes of processing.

*Note: Paymentus adds a processing fee to all credit and debit card transactions. MidAmerican does not receive any portion of the fee.



MY ACCOUNT

The best way to manage your service is online with My Account. With My Account you can:

- > Pay your bill
- > View past bills
- > Enroll in paperless billing and Budget Billing
- > Sign up for text or email alerts about outages, bill reminders or past due bill notifications
- > Quickly submit outage reports and streetlight or tree pruning requests

GET STARTED

To create a My Account, all you need is your account number and an email address. You can find your account number at the top of your latest bill. Visit **MidAmericanEnergy.com** and click My Account in the top right corner on any page, then click Create My Account and enter your information.

PAYMENT AND BILLING PROGRAMS

GO PAPERLESS

Enroll in paperless billing through My Account or by calling 888-427-5632. Once enrolled, you will receive an email when your bill is ready. You can pay bills, view current or past statements and manage your payments online anywhere, any time.

RECURRING PAYMENTS

Recurring payments offer a no-hassle way for you to pay your bill each month. You can set up recurring payments online through My Account or call 888-427-5632. Your payment will be processed and applied on the bill due date. You will continue to receive a bill each month for your records.

SUMMARY BILLING

Our summary billing program allows customers with three or more accounts to receive account activity for all accounts on one monthly statement. To enroll, call 800-329-6261.

BUDGET BILLING

Budget Billing gives you a more predictable bill each month. Your total annual cost remains the same but you pay an average amount based on your usage history instead of your actual energy costs each month. The monthly bill amount is calculated based on the past 24 months of energy use at the property and is reviewed and updated periodically based on actual usage. To enroll in this free program, log in to My Account or call 888-427-5632.





SAMPLE BILL

This sample billing statement shows you what you can expect to see each month.

Page 1

Your Account Information



Date Billed: 07/30/24
Account Number: 11111-11111

Page 1 of 3

Total Amount Due by 08/21/24 \$155.09

A late payment charge of \$2.33 will be assessed if payment is received after 08/21/24.

Service For:
RESIDENTIAL
111 MAIN ST
SIOUX CITY IA 51106

Current Charges Summary	Last Bill	Payments and Credits	New Charges
\$165.49	\$165.49	\$165.49	\$155.09

Payments and Credits Applied to Your Account

07/24/24	Payment	\$165.49
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New Charges This Month

Electric Charges	\$129.52
Gas Charges	\$25.57

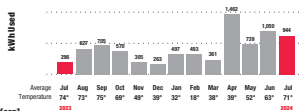
See details about this bill on Page 3

You Used



Electric Usage

	Last Year	Current
Monthly kWh Usage	296	944
Number of Days	13	29
Average Temperature	74°	71°
Average Cost per Day	\$3.17	\$4.46
Average Usage per Day	23	33



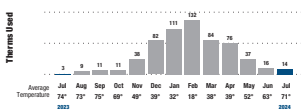
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Gas Usage

	Last Year	Current
Monthly Therm Usage	3	14
Number of Days	13	29
Average Temperature	74°	71°
Average Cost per Day	\$0.54	\$0.88
Average Usage per Day	0.23	0.48



Account Number: 11111-11111

Total Amount Due by 08/21/24 \$155.09

RESIDENTIAL
111 MAIN ST
SIOUX CITY IA 51106-3639

MidAmerican Energy Company
PO Box 8020
Davenport IA 52808-8020

Message Center

Page 2



Were you unable to resolve a dispute with MidAmerican Energy? If you have a complaint that is unresolved, you may request assistance from the Iowa Utilities Commission by calling 515-725-7321 or the toll-free number, 877-565-4450, writing to 1375 E. Court Ave, Des Moines Iowa 50319-0069, or sending an email to customer@iuc.iowa.gov. You may view tariff and rate schedule information on our website at MidAmericanEnergy.com, or make arrangements to view the information at a local corporate office.



We offer a variety of ways to pay your bill! Pay online at MidAmericanEnergy.com, through our automated phone system at 800-432-4524, by scanning the QR code on your smart device or at a MidAmerican kiosk, or by mailing your payment to us with your payment stub.

Scan and Pay QR Code

Page 3

Charge Details



Date Billed: 07/30/24
Account Number: 11111-11111

Page 3 of 3

Total Amount Due by 08/21/24 \$155.09

A late payment charge of \$2.33 will be assessed if payment is received after 08/21/24.



Electric Charges Detail

Meter No: S00000001
29 Billing Days
Company Reading
Company Reading
Total kWh

Rate: RS Residential Summer

Supply and Delivery \$123.35

Basic Service Charge	944 X 0.10575	\$99.83
Energy Adjustment Clause	944 X 0.01103	\$10.41
Transmission Cost Adjustment	944 X 0.00321	\$3.03
Energy Efficiency Charge	944 X 0.00164	\$1.55
Demand Response Charge	944 X 0.00102	\$0.96
Income Tax Adjustment	944 X -0.00099	-\$0.93

Taxes and Fees \$6.17

5.00% Electric Franchise Fee \$6.17

Total \$129.52



Gas Charges Detail

Meter No: A00000002
29 Billing Days
Company Reading
Company Reading
Total Therms

Rate: SVS Residential

Supply \$7.76

Gas Supply Charge	14 X 0.55463	\$7.76
Basic Service Charge		\$10.00
Meter Class 1 Charge		\$4.50
Delivery Charge	14 X 0.13696	\$1.92
Energy Efficiency Charge	14 X 0.01226	\$0.17

Taxes and Fees \$1.22

5.00% Gas Franchise Fee \$1.22

Total \$25.57



BILL TERMS

Terms you may see on your bill include:

BASIC SERVICE CHARGE:

Includes fixed costs incurred to serve each customer, regardless of use, such as customer service, bill processing, credit and collections, and the cost of some facilities.

BTU FACTOR: Converts the volume of gas from cubic feet to therms, a constant heating value.

CCF: A volumetric measure of natural gas. One CCF represents 100 cubic feet of natural gas.

DELIVERY CHARGE: A charge for the cost of delivering natural gas to you over MidAmerican's distribution system.

KW DEMAND CHARGE:

Represents the amount of energy consumed in a specific period (15- or 30-minute intervals) and is based on peak use. The demand charge covers a portion of the cost of providing electric service during high-peak periods.

ENERGY ADJUSTMENT

CLAUSE: The cost of fuel and purchased power used to supply electricity to customers continually fluctuates. This clause allows MidAmerican to make an annual adjustment to reflect actual fuel and power costs.

ENERGY CHARGE: Reflects the cost of generating, transmitting and distributing electricity to customers.

ENERGY EFFICIENCY CHARGE AND DEMAND RESPONSE CHARGE:

Supports the costs of residential and business energy efficiency programs and demand response programs.

ESTIMATED: MidAmerican estimates usage from your gas and/or electric meter when we are unable to get an actual reading. Estimates are determined based on a number of factors, including prior usage and projected costs.

FRANCHISE FEE: A surcharge imposed by a municipality and collected by MidAmerican on behalf of the municipality on the sale or use of natural gas or electricity.

GAS SUPPLY CHARGE:

Reflects the cost of purchased natural gas, which is passed to customers with no markup. This charge changes monthly as it reflects the fluctuating costs of purchased gas.

INCOME TAX ADJUSTMENT:

An adjustment to address changes in income tax expense.

KWH: A unit of electric use. One kilowatt-hour is the amount of electricity used to keep one 100-watt lightbulb illuminated for 10 hours.

LOCAL OPTION TAX: A tax imposed by municipalities on the use or consumption of electricity and gas. The tax is collected by MidAmerican on behalf of the municipality.

METER CLASS CHARGE:

A charge for gas meter costs incurred, which vary based on the volume of gas used and the size of meter and metering equipment required to adequately serve a customer's needs.

PRESSURE FACTOR:

A calculation to adjust the metered gas use that

compensates for variations in metering and local atmospheric pressure.

PRORATE FACTOR: Adjusts for a billing period shorter or longer than normal.

RATE: This designates your gas or electric billing rate at MidAmerican. Tariff and rate schedule information is available at MidAmericanEnergy.com/rates-tariffs.

RATE CASE COST RECOVERY

FEE: A 36-month fixed surcharge to recover the costs incurred during the 2023 gas rate review process.

STATE SALES TAX: A state-imposed tax for gas and electric service.

THERMS: One therm equals 100,000 British thermal units, or Btu.

TRANSMISSION COST

ADJUSTMENT: Recovery of the actual and forecasted transmission maintenance and improvement costs, subject to an annual reconciliation.

RATES

We offer several rate options to our Iowa customers. You can find your current rate on your bill under “Electric Charges Detail” and “Gas Charges Detail.” To view all available rate options, go to MidAmericanEnergy.com/rates-tariffs.

Initially, most of our customers will be placed on the best rate available. If you think you might qualify for a different rate, call us at 888-427-5632.

GAS RATES

Small Volume	SVS ^{1,2}	SVT ¹	STM ¹
Basic Service Charge	\$10.00	\$10.00	\$10.00
Meter Class Charge*	See table	See table	See table
Transportation Admin Charge	NA	\$165.00	\$16.00**
Distribution Charge/Therm 1st 250 Therms	\$0.13696	\$0.13696	\$0.13696
Distribution Charge/Therm > 250 Therms	\$0.09697	\$0.09697	\$0.09697
Swing Service Fee/Therm	NA	NA	**

Medium Volume	MVS ^{1,2,4}	MVT ^{1,4}	MTM ^{1,4}
Basic Service Charge	\$37.00	\$37.00	\$37.00
Meter Class Charge*	See table	See table	See table
Transportation Admin Charge	NA	\$165.00	\$16.00**
Distribution Charge/Therm	\$0.08008	\$0.08008	\$0.08008
Swing Service Fee/Therm	NA	NA	**

Large Volume	LVS ^{1,2,4}	LVT ^{1,4}
Basic Service Charge	\$400.00	\$400.00
Meter Class Charge*	See table	See table
Transportation Admin Charge	NA	\$165.00
MDR/Contract Therm	\$0.20820	\$0.20820
MHQ/Contract Therm	\$0.20820	\$0.20820
Distribution Charge/Therm 1st 100,000	\$0.04119	\$0.04119
Distribution Charge/Therm >100,000	\$0.02059	\$0.02059

Interruptible	INTS ^{1,3,4}	INTT ^{1,4}
Basic Service Charge	\$37.00	\$37.00
Meter Class Charge*	See table	See table
Transportation Admin Charge	NA	\$165.00
Distribution Charge/Therm	\$0.08008	\$0.08008

Seasonal	SGS ^{1,2}	SGT ¹
Basic Service Charge	\$37.00	\$37.00
Meter Class Charge*	See table	See table
Transportation Admin Charge	NA	\$165.00
Distribution Charge/Therm (Mar. - Nov.)	\$0.03470	\$0.03470
Distribution Charge/Therm (Dec. - Feb.)	\$0.13882	\$0.13882

*Meter Class Charge per Meter			
Class	Minimum Cubic Feet/Hour	Maximum Cubic Feet/Hour	Charge
1	0	675	\$4.50
2	675	3,000	\$23.50
3	3,000	11,000	\$58.50
4	11,000	none	\$111.50

In addition to the gas rates listed on these pages, the following charges are also applicable:

¹ BTU Adjustment, Energy Efficiency Charge**, Rate Case Expense**, and State and Local Taxes

² Purchased Gas Adjustment, changes monthly

³ A cost of gas based on the daily commodity index price(s)

⁴ Equalization Adjustment**, through June 30, 2025

**These charges are subject to change on an annual basis.

See MidAmericanEnergy.com/rates-tariffs for the most current, detailed information on all rates.

COMMERCIAL ELECTRIC RATES

Description of Service	Price Schedule		Summer Charges	Winter Charges
General Electric Service	GE	Basic Service Charge	\$ 10.00	\$ 10.00
		Energy Charge		
		First 5,000 kWh	\$ 0.09870	\$ 0.07056
		Additional kWh over 5,000	\$ 0.08909	\$ 0.04339
		Surcharge for kWh over 40,000	\$ 0.01790	\$ 0.02834
General Time of Use	GET	Basic Service Charge	\$ 10.00	\$ 10.00
		On-Peak	\$ 0.18369	\$ 0.06766
		Off-Peak	\$ 0.05713	\$ 0.05817
		All Other	\$ 0.08168	\$ 0.06766
		Surcharge for kWh over 40,000	\$ 0.01790	\$ 0.02834
General Demand Service	GD	Basic Service Charge	\$ 20.00	\$ 20.00
		First 200 hours x kW of Demand	\$ 0.07146	\$ 0.03767
		Next 200 hours x kW of Demand	\$ 0.06118	\$ 0.03662
		> 400 hours x kW of Demand	\$ 0.05433	\$ 0.03558
		Demand Charge	\$ 7.07	\$ 6.77
General Demand Time of Use	GDT	Basic Service Charge	\$ 20.00	\$ 20.00
		On-Peak	\$ 0.15015	\$ 0.03834
		Off-Peak	\$ 0.03430	\$ 0.03497
		All Other	\$ 0.05550	\$ 0.03834
		Demand Charge	\$ 7.07	\$ 6.77
Large Electric Service	LS	Basic Service Charge	\$ 175.00	\$ 175.00
		First 200 hours x kW of Demand	\$ 0.07088	\$ 0.03619
		Next 200 hours x kW of Demand	\$ 0.06069	\$ 0.03519
		> 400 hours x kW of Demand	\$ 0.05389	\$ 0.03419
		Demand Charge	\$ 4.81	\$ 4.56
Large Electric Time of Use	LST	Basic Service Charge	\$ 175.00	\$ 175.00
		On-Peak	\$ 0.15640	\$ 0.03675
		Off-Peak	\$ 0.03297	\$ 0.03341
		All Other	\$ 0.05448	\$ 0.03675
		Demand Charge	\$ 4.81	\$ 4.56
		Reactive Demand Charge	\$ 0.50	\$ 0.50

- HOLIDAYS:**
- > New Year's Day
 - > Memorial Day
 - > Independence Day
 - > Labor Day
 - > Thanksgiving Day
 - > Christmas Day

Additional rates are available to public authorities and large customers whose demand exceeds 200 kW, as well as to non-residential customers with seasonal or interruptible use.

RESIDENTIAL ELECTRIC RATES

Description of Service	Price Schedule		Summer Charges	Winter Charges
Residential Service average annual usage ≤ 50,000 kWh	RS	Service Charge	\$ 8.50	\$ 8.50
		First 1,000 kWh	\$ 0.10575	\$ 0.08044
		Additional kWh	\$ 0.10575	\$ 0.04536
Residential Service average annual usage > 50,000 kWh	GE	Basic Service Charge	\$ 10.00	\$ 10.00
		Energy Charge		
		First 5,000 kWh	\$ 0.09870	\$ 0.07056
		Additional kWh over 5,000	\$ 0.08909	\$ 0.04339
		Surcharge for kWh over 40,000	\$ 0.01790	\$ 0.02834
Residential Time of Use	RST	Service Charge	\$ 8.50	\$ 8.50
		On-Peak	\$ 0.20925	\$ 0.07809
		Off-Peak	\$ 0.06553	\$ 0.06656
		All Other	\$ 0.09029	\$ 0.07809

In addition to the electric rates listed on these pages, the following charges are also applicable:

- > Energy Adjustment Clause*/kWh
- > Energy Efficiency Cost Recovery*/kWh
- > Transmission Cost Adjustment*/kWh
- > Income Tax Adjustment*
- > State and local taxes

*Clauses/riders are subject to change.

See MidAmericanEnergy.com/rates-tariffs for the most current, detailed information on all rates.

PEAK HOURS:

- > On-Peak: Monday-Friday 1 p.m.-6 p.m.**
- > Off-Peak: Every day 10 p.m.-8 a.m.
- > All Other: All other hours

**Except holidays

SEASONAL RATES:

- > Summer: Applicable during the four monthly billing periods of June through September.
- > Winter: Applicable during the eight monthly billing periods of October through May.

PAYMENT AND CREDIT POLICIES

MidAmerican provides electric and natural gas service according to the rules of the Iowa Utilities Commission.

Call 888-427-5632 if you have questions or concerns. If you have a complaint that is unresolved, you may request assistance from the Iowa Utilities Commission by calling 515-725-7321 or the toll-free number, 877-565-4450, writing to 1375 E. Court Ave., Des Moines, Iowa 50319-0069, or sending an email to customer@iuc.iowa.gov.

DEPOSITS

A deposit may be requested from any customer or prospective customer that is intended to guarantee partial payment of bills for service.

- The deposit can be paid by a person other than the applicant or customer.
- In lieu of a cash deposit, we may accept the written guarantee of a surety or other responsible party as surety for an account.
- A new or additional deposit may be required from a customer when a deposit has been refunded or found inadequate.

The amount of the deposit will not be greater than the highest billing amount for one month at the place service is requested in the previous 12-month period.

The deposit plus interest of 7.5% shall be refunded after 12 consecutive months of prompt payments, including one late payment waiver.

CONDITIONS OF SERVICE

MidAmerican may refuse natural gas and electric service to an applicant who:

- Has an outstanding debt with MidAmerican and has not made arrangements to pay the debt for the same class of service.
- Will not provide the proper information at the time of application.

DISCONNECTION

We will not disconnect service for nonpayment of a residential customer account if:

- You have contacted MidAmerican and established a payment agreement.
- We have received written certification from a doctor or health care provider, good for 30 days, that disconnecting service would create a special danger to the health of any permanent resident of the premises.
- The temperature is forecast to be 20 degrees Fahrenheit or lower during the coming 24-hour period.
- You have qualified for low-income home energy assistance between November 1 through April 1.
- MidAmerican is informed that one of the heads of household, as defined in Iowa Code section 476.20, is a service member deployed for military service, as defined in Iowa Code section 29A.90, or whose deployment ended within the previous 90 days.



RENEWABLE ENERGY

DESTINATION NET ZERO

We are on a mission to reach net-zero greenhouse gas emissions by 2050 — all while maintaining the reliability our customers require, at a price they can afford and that technological advances support.



A major milestone on our road to net zero is delivering 100% renewable energy to our customers. In 2023, MidAmerican delivered an estimated 88.7% of our Iowa customers' electricity usage with renewable energy.

To meet this milestone and advance our net-zero goal, we will continue to invest in wind and solar generation, build more transmission infrastructure and partner with customers to be a part of their decarbonization solutions.

Meeting our customers' energy needs with cleaner generation, while reducing our impact on the environment, is just another way we are obsessively, relentlessly at your service.



GREENADVANTAGE PROGRAM

The GreenAdvantage® program allows our Iowa business customers to claim a verified renewable energy amount. The Iowa Utilities Commission verifies the amount of renewable energy produced by MidAmerican in a given year. This lets our customers know they are using clean, renewable energy, harvested in Iowa. Business customers are also able to utilize this verification to meet their sustainability goals.



RENEWABLE ADVANTAGE

Through the Renewable Advantage program, customers can make voluntary contributions to renewable energy projects. The program was developed in 2007 in accordance with Iowa law and allows customers to make a one-time or periodic contribution to the program. Contributions can be made by calling 888-427-5632, using the check-off boxes included on your monthly MidAmerican bill stubs or by completing the online form at **MidAmericanEnergy.com/renewableadvantageform**.

ENERGY EFFICIENCY

Participating in energy efficiency programs is an important part of a long-term energy strategy for your home or business. These programs empower you to make decisions that help you save energy and money for years to come. Before purchasing equipment, review all the qualifications and conditions on our website.

HOME CHECK ONLINE

The HomeCheck® Online tool provides an overview of your energy use and energy-saving ideas right at your fingertips. Visit **MidAmericanEnergy.com/homecheck-online** and log in using your My Account information to take the home energy assessment.

INSTANT DISCOUNTS

MidAmerican offers instant incentives for the purchase and installation of qualifying residential and nonresidential energy-efficient equipment. Before purchase, ask your installer if they are an Instant Discounts provider. By working with an Instant Discounts provider, your discount is automatically deducted from the purchase price, so there's no paperwork for you to complete.

For the most up-to-date program information, visit **MidAmericanEnergy.com/ee**.

SMART THERMOSTATS

Residential customers can upgrade and save up to \$100 on a smart thermostat when purchasing from the MidAmerican Energy marketplace. Recently purchased a smart thermostat elsewhere? You can still earn a rebate by completing an online application.

APPLIANCE RECYCLING

Do you have an older working refrigerator or freezer in your basement or garage? Electric customers are eligible for a rebate when you recycle these old appliances. Visit **MidAmericanEnergy.com/appliance-recycling** or call 800-621-2757 to schedule a pickup.

SUMMER SAVER

SummerSaverSM is a voluntary initiative for MidAmerican residential electric customers who want to help reduce energy use at peak times.

NONRESIDENTIAL ENERGY SOLUTIONS

The Nonresidential Energy Solutions program promotes comprehensive energy efficiency for existing commercial buildings, industrial facilities, agricultural and market-rate multifamily customers. Increase your bottom line by lowering monthly operating costs and investing in advanced energy-efficient technologies while improving building operations and comfort.

COMMERCIAL NEW CONSTRUCTION

Make energy efficiency part of your next design. MidAmerican's Commercial New Construction program provides complimentary energy design assistance and financial incentives to help offset the cost of implementing energy-efficient strategies. Give your new construction project or building renovation the right start by completing the screening form at **MidAmericanEnergy.com/cnc**.

INCOME QUALIFIED MULTIFAMILY HOUSING

Improve the overall energy efficiency of multifamily buildings and reduce operating costs. This offering provides on-site energy assessments, free direct installation measures, and air sealing and insulation improvements for existing buildings. This program is offered to emergency shelters, institutional housing and low-income-qualified multifamily properties.



10 ENERGY EFFICIENCY TIPS

TO HELP YOU SAVE ENERGY AND SAVE MONEY



GET IT ONLINE

Visit **MidAmericanEnergy.com/homecheck-online** and complete a free HomeCheck Online energy assessment. Log in to your My Account to begin. Compare your energy use to similar homes in your area and see where your home uses the most energy.



SEAL IT UP

Use weather stripping and caulk to seal air leaks and block drafts around windows and doors, chimneys, electrical outlets and other potential areas for air leaks.



ROLL IT OUT

Make sure your property is adequately insulated. In unheated areas, insulate around the furnace ducts or boiler pipes.



SET IT SMART

Raise your thermostat by 5-8 degrees in the summer or lower it 5-8 degrees in the winter to save money. You also can save with a programmable thermostat that automatically adjusts the temperature when you're asleep or away.



BUY IT RIGHT

Install ENERGY STAR® lighting and appliances in your home or business. ENERGY STAR lightbulbs use 75% less energy and last up to 25 times longer than standard incandescent bulbs.



WRAP IT UP

Put clear plastic sheets over the inside or outside of your windows to reduce heat loss and increase comfort. Wind wrap kits, available at your hardware or home store, are an ideal choice for the job.



LET IT SHINE

Keep drapes, shades and blinds open on sunny winter days — especially with windows on the south side of your home — and closed on hot and sunny summer days. Closed drapes also double as insulators.



KEEP IT CLEAR

Make sure your air registers and radiators aren't being blocked by furniture, rugs, drapes or other objects in your home. In addition, be sure to dust or vacuum registers and radiators on a regular basis.



TURN IT OFF

When plugged in, many appliances and chargers use electricity whether they're on or not. This wasted power is called standby use. Save energy by turning off and unplugging what you can, possibly reducing your home's standby energy use by as much as one-third.



KEEP IT UP

Have your heating system serviced once a year so it runs properly and efficiently. Change furnace filters regularly — dirty filters make your system work harder and use more energy than necessary.



LIFE SUPPORT PROGRAM

Our life support program is for customers who rely on electrically powered life-sustaining equipment. While we cannot give priority service restoration to individual customers following weather-related outages, we can help you develop a plan of action in the event of a power outage or other emergency.

Visit **MidAmericanEnergy.com** or call 888-427-5632 for enrollment forms and eligibility requirements. To enroll, you and your physician must complete the required forms and mail or fax them to us. We will remind you when your enrollment update is due.

I CARE

Donate to I CARE to help a neighbor in need pay their heating bills or make energy efficiency improvements to their home. I CARE donations go to local community action agencies in your area to provide financial assistance to eligible low-income customers for heating bills and home weatherization projects. Learn how to make a donation on our website.

BRaille OR LARGE-PRINT BILLS ON REQUEST

To better serve our visually impaired customers, we offer Braille or large-print bills at no cost. Call 888-427-5632 to request either option.

NON-ENGLISH SPEAKING INTERPRETER SERVICES

If you prefer to communicate through an interpreter, have a friend or relative call us and request an interpreter at 888-427-5632. Our representatives have access to services for many languages.

CONVERSACIONES QUE NO SON EN INGLÉS

Si prefiere comunicarse por medio de un intérprete, llame o pídale a un amigo o familiar que llame a nuestra línea de servicio al cliente al 888-427-5632. Nuestros asociados tienen acceso a servicios de intérpretes para varios idiomas. También tenemos disponibles asociados de servicio al cliente que hablan español; usted puede elegir esta opción cuando llame a nuestra línea de servicio al cliente.



SAFETY INFORMATION

STAR SAFETY THROUGH ASSET RELIABILITY

Under our Safety Through Asset Reliability (STAR) program, our teams continuously analyze, maintain and invest in our electric and natural gas systems. This ongoing focus ensures the energy we provide is safe, reliable and cost-effective.

Recent STAR projects include adding smart sensors on electric lines to help us detect outages and restore service faster, vegetation management run by professional arborists to ensure that trees and branches do not interfere with your service, and replacing natural gas meters, regulators and odorant systems to enhance safety and modernize our system.

CUSTOMER-OWNED LINES

You may be responsible for some gas pipelines or electric service equipment on your property, known as customer-owned lines or utilities. Common examples of customer-owned utilities include gas piping that connects your meter to your furnace, water heater, outdoor natural gas grill or electric service lines connected to a detached garage or outbuilding. MidAmerican does not maintain customer-owned lines.

Buried piping should be inspected periodically for leaks and corrosion — if an unsafe condition is found, the piping should be repaired. Contact a plumbing and heating contractor or electrician to locate, inspect and repair your customer-owned lines. You are responsible for contacting a qualified private contractor to locate privately owned underground lines before digging, even on your own property.



DIGGING SAFETY

Underground utility safety is everyone's responsibility. Call before you dig — it's the law.



By law, you must dial 811 at least two full working days before you plan to dig on your property for any reason. This no-cost service identifies underground utilities to protect you and keep your neighborhood service free from disruption.

After utilities have been located and marked, preserve location marks and flags until the project is complete. Only use hand tools when digging in the marked area to avoid hitting underground pipes or wires.

NATURAL GAS SAFETY

If damage to an underground utility occurs, immediately call 911 and MidAmerican at 800-595-5325. Never bury a damaged natural gas line, and don't try to fix the damage yourself. If you are unsure of who owns the gas line, call 811.

We maintain our pipelines according to federal regulations to keep you safe. There are also things you can do to help protect yourself, your family and your business from a natural gas leak.

DETECT NATURAL GAS USING YOUR SENSES



SMELL

Natural gas doesn't have an odor, but we add an odorant — called mercaptan, which has a rotten egg or a skunk-like smell — to our natural gas to help you detect a leak.



SIGHT

When natural gas leaks from an underground pipe, it may blow dirt, make bubbles, kill vegetation or create an area of frost on the ground in warm weather.



SOUND

A natural gas leak can be a quiet hiss or a loud roar.

Si desea copia de un folleto de este importante mensaje de la seguridad del gas natural en español, o si usted tiene alguna pregunta, por favor llame a MidAmerican al 888-427-5632. Tenemos representantes que le pueden asistir en español.

Natural gas is extremely flammable and is easily ignited by heat, sparks or flames. Symptoms of exposure to natural gas include headache, dizziness, loss of coordination, irritation, drowsiness or unconsciousness.

3

STEPS TO TAKE IF YOU SMELL, SEE OR HEAR NATURAL GAS

1

Do not attempt to locate the leak. Leave the area immediately and do not touch anything that could cause a spark.

2

Call MidAmerican at 800-595-5325 and 911 from another location at a safe distance. MidAmerican will investigate the situation at no cost.

3

Do not reenter the area until you have been advised that it is safe.

INSIDE YOUR HOME OR BUSINESS

NATURAL GAS APPLIANCES

Gas appliances — including your furnace, water heater, gas fireplace and stove — should be inspected regularly and kept free from obstructions and debris. It is important to always use approved appliance connectors and end caps on pipes to prevent a potential leak. Contact a qualified plumbing and heating business to regularly inspect appliances.

Approved gas appliance connectors are made of stainless steel or plastic-coated metal. If you notice an uncoated brass appliance connector in your home or business, contact a qualified plumbing and heating company to replace it. Don't attempt to replace it yourself.

GAS DETECTORS

We encourage you to purchase gas detectors for your home or business to alert the presence of natural gas in the area.

CARBON MONOXIDE

Carbon monoxide (CO) is a colorless, odorless, tasteless gas. All properties should have at least one CO detector on-site. Residential customers should have a CO detector on each level of the home.

NEVER STORE FLAMMABLE LIQUIDS IN YOUR HOME.
KEEP THEM AWAY FROM FUEL-BURNING APPLIANCES.

OUTSIDE YOUR HOME OR BUSINESS

GAS METER SAFETY

If you notice obstructions on or around the meter, like ice buildup or foliage from shrubs or trees — or if you will be completing work that may require relocation of gas meters, like building additions, decks, garages or landscaping — notify MidAmerican at 888-427-5632.

PIPELINE MARKERS

Pipeline markers indicate the presence of an underground natural gas pipeline in the vicinity, but not the exact location. Contact 811 to have the pipeline located.

EXCESS FLOW VALVE

An excess flow valve is a mechanical safety device installed on a gas service line. It is designed to minimize the flow of gas through the service line if damage occurs between the street and the gas meter. An excess flow valve will not protect against small leaks at the meter or beyond the meter on customer-owned piping. You can request to have an excess flow valve installed on the existing service line. To get more information, call 888-427-5632.



MIDAMERICAN
ENERGY COMPANY

WARNING

GAS PIPELINE
BEFORE DIGGING CALL 811
IN CASE OF EMERGENCY CALL
1-800-595-LEAK [5325]
STATION NUMBER: 1136



ELECTRICAL SAFETY

POWER LINE SAFETY

Always assume all power lines, including underground lines, are energized. Never touch a power line. If you see a downed line or exposed wire, immediately call 911 and MidAmerican at 800-799-4443.

Si usted ve un cable de energía eléctrica caído, llame al 911 y a MidAmerican al 800-799-4443.

POWER OUTAGES

If you experience disruption to your service, follow these steps:

1. Check your breakers, surge protectors, fuse box or individual appliances that may have triggered the outage.
2. If you are still without power, report the outage on our website, via social media channels or call us at 888-427-5632.
3. Outage details and restoration information are available through our outage map, automated phone system, email, text alerts or customer service agents.

TRANSFORMER SAFETY

The green metal utility boxes around your neighborhood, mounted on a small concrete or fiberglass pad, are called transformers or junction boxes. Our utility crews need to access these boxes to maintain and repair underground electric facilities. It is important to keep them free from obstructions, like shrubs, trees, gardens, fences and structures.

INFORMACIÓN SOBRE APAGONES

MidAmerican se esfuerza mucho para proporcionar un servicio de electricidad confiable; sin embargo, el servicio se puede interrumpir debido al clima, al contacto con animales, al contacto con ramas de los árboles o por fallas del equipo.

Si usted es el único en su vecindario que no tiene energía eléctrica, revise primero sus interruptores, los protectores de sobretensión, la caja de fusibles o cualquier electrodoméstico individual que pueda haber provocado la falta de energía eléctrica.

Para informar sobre un apagón, llame al 888-427-5632. MidAmerican tiene un Sistema automatizado en español para informes de apagones que es fácil de usar, el cual permite que los clientes coloquen una solicitud en el sistema para que la procese de inmediato. Los clientes también tienen la opción de escuchar las actualizaciones disponibles en inglés sobre el alcance del apagón y cuánto tiempo podría pasar antes de que se restablezca la energía eléctrica.