



Obsessively, Relentlessly

**At Your  
Service™**

**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**



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



Business customers  
**800-329-6261**



Planning to dig  
**811**



Telecommunications  
Device for the Deaf  
**800-747-0593**



Automated phone  
payment line  
**800-432-4524**



Power out  
**800-799-4443**



Email us  
**info@midamerican.com**



Website  
**MidAmericanEnergy.com**



## 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** or call 888-427-5632.



## KIOSK PAYMENT LOCATIONS

Self-serve payment kiosks are located in major cities across our service area. Visit **MidAmericanEnergy.com/kiosks** to find one near you!

At our payment kiosks you can pay and manage your bills. Kiosks accept cash, checks, and credit or debit cards for a small fee. If you need assistance while using a kiosk, call us at 888-427-5632.





**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.

**WHO WE ARE 4**

**YOUR UTILITIES 5**

**ABOUT YOUR SERVICE 7**

Payment methods  
My Account  
Payment and billing program  
Sample bill  
Bill terms  
Rates  
Payment and credit policies  
Conditions of service  
Disconnection

**PROGRAMS AND SERVICES 21**

Renewable energy vision  
GreenAdvantage  
Renewable Advantage  
Energy efficiency programs  
Assistance

**SAFETY INFORMATION 31**

Natural gas safety  
Electrical safety

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

Electricity is generated and put onto a grid connected to all buildings in the region, including your home or business. 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 gas-powered clothes dryer. The amount of natural gas you use each month is measured by a meter attached to your home or business.

## METERS

### 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 no longer 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 Energy 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

## CHOOSE THE PAYMENT METHOD THAT WORKS BEST FOR YOU

Our goal is to make it easy for you to choose a payment option that fits your lifestyle. Payment options include:

### ONLINE

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

### PHONE

Pay your bill through our automated phone service by calling 800-432-4524, or speak to a representative to process your payment by calling 888-427-5632.

### KIOSK PAYMENT LOCATIONS

Make payments by cash, check, credit or debit card\* at one of our self-serve payment kiosk locations. Review the Contact Information page at the beginning of this booklet to find a kiosk location near you.

### WALK-IN PAYMENT 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.

### CREDIT OR DEBIT CARD PAYMENTS

We accept credit and debit card payments through Speedpay®\*. To learn more, visit **MidAmericanEnergy.com** or call 866-579-1409.

\*Note: Speedpay adds a processing fee to all debit and credit card transactions. MidAmerican Energy 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 directly from your email and view current or past statements.

### **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 by printing and mailing the enrollment form. Payment is automatically deducted from your checking or savings account on the due date of the bill. 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. To enroll in this free program, log in to My Account or call 888-427-5632.









## BILL TERMS

Terms you may see on your bill include:

**BASIC SERVICE CHARGE:** Includes fixed costs incurred to serve each customer regardless of use.

**CAPITAL INVESTMENT CHARGE:** Collects costs for certain safety-related gas infrastructure improvements.

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

**DELIVERY CHARGE:** Covers the costs associated with distributing natural gas through our system to customers.

**DEMAND CHARGE:** Reflects a portion of the cost of generating, transmitting and distributing electricity, and is based on peak use.

**ENERGY CHARGE:** Reflects the cost of generating, transmitting and distributing electricity to customers, and includes energy efficiency cost recovery clause.

**ENERGY COST ADJUSTMENT:** A clause to make adjustments quarterly for fluctuation in fuel and power costs, subject to an annual reconciliation to actual expenditures.

**ENERGY EFFICIENCY CHARGE:** A charge to support the costs of energy efficiency programs available to all customers.

**ESTIMATED:** Indicates that the bill amount will be estimated based on past use, typically because we are unable to obtain a company meter reading.

**GAS SUPPLY CHARGE:** Reflects the cost of purchased natural gas, which is passed directly to customers. This charge changes monthly as it reflects the costs of purchased gas.

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

**PRESSURE FACTOR:** Adjusts metered gas use to compensate for variations in metering and local atmospheric pressure.

**PRORATE FACTOR:** If applicable, adjusts for a billing period shorter or longer than normal.

**THERMS AND BTU FACTOR:** Converts the volume of gas from cubic feet to therms, a constant heating value. One therm equals 100,000 British Thermal Units, or Btu.

**TRANSMISSION COST RECOVERY:** Allows us to make annual adjustments to recover the forecast transmission improvement costs, subject to an annual reconciliation to actual expenditures. We support continuous improvements to the national electric grid to benefit regional and local reliability.



## 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**.

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

### COMMERCIAL GAS RATES

Territory	Description of Service	Price Schedule	Charges
West	Medium Volume Firm MVF		Service Charge \$ 55.00
			Distribution Charge per therm \$ 0.07120
West	Large Volume Firm LVF		Service Charge \$ 55.00
			Distribution Charge per therm \$ 0.07120
East	General Service	70	Service Charge \$ 10.00
			Distribution Charge: First 250 therms \$ 0.14300
			Next 750 therms \$ 0.09508
			Balance per therm over 1,000 \$ 0.07120
East	Large General Service	90	Service Charge \$1,315.00
			Distribution Demand Charge per therm of contract MDR \$ 0.52886
			Distribution Charge per therm \$ 0.00495



### RESIDENTIAL GAS RATES

Territory	Description of Service	Price Schedule	Charges
West	Small Volume Firm SVF		Service Charge \$ 10.00
			Distribution Charge: First 250 therms \$ 0.17993
			Balance per therm over 250 \$ 0.09508
East	Residential Gas Service	60	Service Charge \$ 10.00
			Distribution Charge: First 250 therms \$ 0.14300
			Balance per therm over 250 \$ 0.09508

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

- Purchased Gas Adjustment\*
- Transportation Service available for customers purchasing their own gas supply
- Monthly Metered Transportation Service available to nonresidential small volume customers purchasing their own gas supply
- Energy Efficiency Charge\*/therm
- Btu Adjustment
- Capital Investment Charge\*
- 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.

## 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

## 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
- > Rate Equalization\*
- > 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

### HOLIDAYS:

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

Additional rates are available to public authorities and large customers whose demand exceeds 200 kW.

## PAYMENT AND CREDIT POLICIES

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

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 Board 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@iub.iowa.gov](mailto:customer@iub.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 of service 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 Energy may refuse natural gas and electric service to an applicant who:

- Has an outstanding debt with MidAmerican Energy 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 Energy 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.
- If the utility 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 – disconnection cannot take place at the residence during the deployment or prior to 90 days after the end of the deployment.

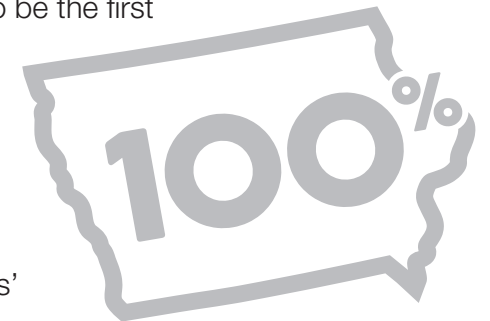




## PROGRAMS AND SERVICES

### 100% RENEWABLE ENERGY VISION

MidAmerican Energy plans to be the first investor-owned electric utility in the U.S. to generate renewable energy equal to 100% of our Iowa customers' retail use on an annual basis. In 2017, we hit the halfway mark, delivering 50.8% of our Iowa customers' annual energy needs with renewable energy. In 2019, we delivered 61.3%. This percentage continues to increase, without seeking rate increases, as we complete more renewable energy generation projects.



Since the early 2000s we've been investing in renewable energy to become the leader in providing our customers with reliable, renewable energy. Transitioning to more renewable energy has allowed Iowa's economy to grow and thrive, providing jobs and expanding opportunities across our service territory.



## GREENADVANTAGE PROGRAM

The GreenAdvantage® program allows our Iowa business customers to claim a verified renewable energy amount. The Iowa Utilities Board verifies the amount of renewable energy produced by MidAmerican Energy 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 in meeting 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 completing the online form, calling 888-427-5632 or using the check-off boxes included on your monthly MidAmerican Energy bill stubs.



# ENERGY EFFICIENCY PROGRAMS

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 the application or at **MidAmericanEnergy.com/ee**.

## 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. When you complete the home energy assessment, you may be eligible to receive a free kit of energy-saving products. Need assistance using the tool? Call 877-932-0616.

## RESIDENTIAL AND NONRESIDENTIAL EQUIPMENT

Rebates are available on qualifying high-efficiency heating and cooling equipment when you replace existing equipment.

## 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 pick-up.

## SUMMERSAVER

SummerSaver<sup>SM</sup> is a voluntary initiative for MidAmerican Energy 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, agriculture and market-rate multifamily customers through two offerings – Small Business Express and direct project assistance. Increase your bottom line by lowering monthly operating costs and investing in advanced energy-efficient technologies while improving building operations and comfort. For more information about this program, call 877-932-0616.

## COMMERCIAL NEW CONSTRUCTION

Make energy efficiency part of your next design. MidAmerican Energy'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** or by calling 877-939-1874.

## INCOME QUALIFIED MULTIFAMILY HOUSING

Improve the overall energy efficiency of multifamily buildings and reduce their operating costs. This offering provides on-site energy assessments to identify areas of high energy use, free direct installation measures and air sealing and insulation improvements for existing income qualified multifamily buildings. This program is offered to emergency shelters, institutional housing and income qualified multifamily properties. Call 800-318-8915 to schedule a free energy assessment.





# 10 ENERGY EFFICIENCY TIPS

## TO HELP YOU SAVE ENERGY AND SAVE MONEY



### GET IT ONLINE

Visit **MidAmericanEnergy.com/ee** 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

Adjust your thermostat to 68 degrees or lower in the winter and 78 degrees or higher in the summer to save energy and money. A programmable thermostat can be set to automatically adjust the temperature while asleep or away.



### BUY IT RIGHT

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

Save even more with our energy efficiency programs and rebates. These programs offer rebates on high-efficiency equipment which provides real savings on your energy bills for years to come. For more details, visit **MidAmericanEnergy.com/ee**.



### 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 to naturally warm your property. Keep them closed on hot summer days to insulate against the sun's heat.



### KEEP IT CLEAR

Make sure air registers, vents and radiators aren't blocked by furniture, rugs, drapes or other objects. Dust or vacuum registers, vents or radiators regularly to improve air flow.



### TURN IT OFF

Electronics, appliances and chargers use electricity when plugged in, even if they're turned off. This drain on energy is known as phantom load. Save money and energy – by as much as one-third – by turning off and unplugging appliances, electronics and chargers not in use.



### KEEP IT UP

Have your heating and cooling system serviced once a year to keep it running properly and efficiently. Change furnace filters regularly because dirty filters make the system work harder and consume more energy.

## 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 annual 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 the donor's area to provide financial assistance to eligible low-income customers for heating bills and home weatherization projects.

Learn more about the program and how to make a donation at **MidAmericanEnergy.com/help-your-neighbor**.

## BRILLE OR LARGE-PRINT BILLS ON REQUEST

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

## TELECOMMUNICATION DEVICES AVAILABLE FOR HEARING IMPAIRED

Customers with hearing impairments and access to a telecommunications device can contact us at 800-747-0593.

## NON-ENGLISH SPEAKING INTERPRETER SERVICES AVAILABLE

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

Safety Through Asset Reliability, our STAR program, is how we are obsessively, relentlessly at your service. Our teams analyze and invest in energy delivery systems and equipment to deliver the power you need, whenever you need it, and to ensure our systems run safely, reliably and cost-effectively.

Recent STAR projects include 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 replacement of natural gas meters, regulators and odorant systems to enhance safety and modernize our system.



## 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.

## CUSTOMER-OWNED LINES

You may be responsible for some gas pipelines or electric service equipment on your property. Common examples of customer-owned facilities 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.

You are responsible for contacting a qualified private contractor to locate privately owned underground utilities before digging, even on your own property. Contact a plumbing and heating dealer or qualified private contractor to locate customer-owned facilities.



## NATURAL GAS SAFETY

If damage to an underground utility occurs, immediately call 911 and MidAmerican Energy 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.

## DETECTING 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 Energy 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. If you experience any of these symptoms or suspect a natural gas leak, follow these three steps.

## 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 Energy at 800-595-5325 and 911 from another location at a safe distance. MidAmerican Energy will investigate the situation at no cost.
- 3** Do not re-enter 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 range – 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 dealer 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 dealer 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 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 build-up 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 Energy at 888-427-5632.

### PIPELINE MARKERS

Pipeline markers indicate the presence of an underground natural gas transmission 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.







## 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 Energy at 800-799-4443.

Si usted ve un cable de energía eléctrica caído, llame al 911 y a MidAmerican Energy 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 to MidAmerican Energy from a computer or mobile device not affected by the outage. Call 800-799-4443, visit our website or contact us via social media to report the outage.
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 Energy trabaja 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 Energy 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.





P.O. Box 4350  
Davenport, IA 52808

USPS MKT Mail  
**US POSTAGE  
PAID**

Davenport, IA  
Permit No. 685