Welcome Home
Contact Information

Residential Service .......................................................... 888-427-5632
Business Service* ............................................................. 800-329-6261
Phone Payments .............................................................. 800-432-4524
Power Out? ................................................................. 800-799-4443
Smell Gas? ................................................................. 800-595-5325
TDD Line ................................................................. 800-747-0593

Planning to dig? ..............................................................

*A specialized team is dedicated to serving our small to midsize business customers. Hours: Monday through Friday, 7 a.m. to 6 p.m.

Customer Office Locations

Cedar Rapids 4110 Center Point Road NE, Suite C Cedar Rapids, IA 52402
Cherokee 418 W. Cedar St. Cherokee, IA 51012
Council Bluffs 3003 S. 11th St. Council Bluffs, IA 51501
Des Moines 500 E. Court Ave. Des Moines, IA 50309
Eagle Grove 2759 Country Lane Circle, (West of Dollar General – Closed from noon to 1 p.m.) Eagle Grove, IA 50533
Fort Dodge 301 S. 25th St. Fort Dodge, IA 50501
Iowa City 1630 Lower Muscatine Road Iowa City, IA 52240
Moline 716 17th St. Moline, IL 61265
Oskaloosa 2411 N. Market St. (Closed from noon to 1 p.m.) Oskaloosa, IA 52577
Sioux City 401 Douglas St. Sioux City, IA 51101
Sioux Falls 1914 S. Sycamore Ave., Suite 110 Sioux Falls, SD 57110
Storm Lake 1016 N. Vestal St. Storm Lake, IA 50588
Waterloo 260 Fairview Ave. Waterloo, IA 50703

www.midamericanenergy.com
Email: info@midamerican.com

Printed on recycled and recyclable paper

09/2017
MidAmerican Energy Company welcomes you to the neighborhood! We are pleased to be your energy service provider. To help you settle in, this booklet is provided to help you stay safe around electricity and natural gas, learn how to save energy, and benefit from the many programs and services we offer.

- **Safety** .......................................................... 1 – 5
- **Meters** .......................................................... 6
- **Sample Bill** ...................................................... 7 – 8
- **Bill Terms** ...................................................... 9
- **Billing and Payment** ........................................ 10 – 14
- **Utility Dispute Procedures** .............................. 15
- **Rates** .......................................................... 16 – 19
- **Delivery Service Rates** ................................. 20 – 21
- **Website** ...................................................... 22
- **Automated Phone System** ............................. 23
- **Special Services** ............................................ 24
- **Energy Efficiency** .......................................... 25
- **I CARE** ..................................................... 28

### Stay Connected With MidAmerican Energy

**Email and Text Alerts** – MidAmerican Energy offers email notifications and text alerts based on your preferred method of communication. To see available notifications and alerts, visit us at [www.midamericanenergy.com](http://www.midamericanenergy.com) and log in to your My Account or create one as a new user. Once logged in, select Email | Text Alerts to make your choices.

- **MidAmerican Energy** – Follow us for timely safety messages, energy efficiency tips and resources, and facts about the company’s renewable energy efforts.
- **Economic Advantage** – Follow our economic development team to receive information about special events and economic activities in MidAmerican Energy’s service area.
- **MidAmerican Energy** – Like us for timely information about renewable energy, special company and customer announcements, energy efficiency programs, and safety tips.
- **MidAmerican Energy** – Watch MidAmerican Energy’s latest videos and find out how energy is created through virtual tours of generation facilities.
Call 811 Before You Dig
Any time you plan to dig, whether as part of a construction job or homeowner project, such as putting up a fence, planting trees, or installing a deck, dial 811 at least two full business days before excavation – it’s a free service and it’s the law. One Call will contact all utilities that operate in the area. Locators will mark MidAmerican Energy-owned underground utility locations within two full business days of your call. To prevent excavator injury, preserve the locate marks and flags until the project is complete. Customer-owned facilities, such as wires and piping, including those running to grills, yard lights or outbuildings, will not be marked. Contact a plumbing and heating dealer or qualified private contractor to locate customer-owned facilities. After the location of any buried facilities are marked, only use hand tools when digging near the locate marks or flags.

If You Smell Natural Gas or Think You Hear Blowing Gas
Escaping or uncontrolled natural gas may ignite when it comes in contact with a spark or flame. It also can displace oxygen, creating an environment that can be fatal.

- Leave the premises immediately, and don’t touch anything that could spark.
- From another location at a safe distance, call MidAmerican Energy toll-free at 800-595-5325 and/or call 911. MidAmerican Energy will investigate the situation at no cost to you.
- Do not re-enter the area until you have been advised that it is safe.

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.

Gas Detectors
Gas detectors are available for residential and commercial use to alert the presence of a potentially hazardous natural gas leak. The device sounds an alarm to warn people in the area that a leak is occurring, providing the opportunity to evacuate. From a safe location call MidAmerican Energy at 800-595-5325 to report the leak.

Natural Gas Appliances
Common gas appliances include a furnace, water heater, gas fireplace and range. Stay safe around natural gas by following these safety tips:

- Have regular inspections and maintenance performed on your gas appliances.
- Keep the area around gas appliances, including the piping to the appliances, free from obstructions and combustible materials.
- Provide MidAmerican Energy access to the meter and equipment when necessary.
- Never store flammable liquids in your home or near fuel-burning appliances.
- Have your gas appliance connectors checked for possible defects.

Always place approved end caps on pipes after removing gas dryers or similar appliances. Relying on a valve alone to stop the flow of natural gas on open ended pipe is not compliant with codes.
Guard Against CO Poisoning

Any fuel that is incompletely burned produces carbon monoxide – a colorless, odorless gas. Symptoms of CO poisoning are similar to flu-like illnesses and include dizziness, fatigue, headaches, nausea and irregular breathing.

To guard against CO poisoning, have your home-heating systems, including chimneys and flues, inspected each year for proper operation and potential leakage. In addition, every home should have at least one CO detector on every level. A properly working CO detector can provide an early warning before the deadly gas builds up to a dangerous level.

If the alarm in your CO detector sounds or if you suspect CO poisoning, leave your home immediately. Seek medical attention if you or a family member is ill. Contact a qualified plumbing and heating dealer to make necessary repairs.

Customer-Owned Facilities

You may own gas piping or an underground electric service line located on your property. For example, the gas piping may connect to the meter for your furnace, water heater or other appliances. You also may own underground piping that runs to a natural gas grill or other appliance. Additionally, you could have an electric service line connected to a facility other than your home, such as a garage, outbuilding or well. This is your responsibility.

For your safety, remember:

- MidAmerican Energy does not maintain customer-owned piping, whether above ground or buried.
- Buried piping should be inspected periodically for leaks. Metal piping also should be inspected for corrosion. If any unsafe condition is found, the piping should be repaired.
- Customer-owned underground electric line faults are the customer’s responsibility to repair.

Uncoated Brass Appliance Connectors

Flexible gas appliance connectors join piping in the wall to a gas appliance. If the connector is uncoated and made of brass, it may present a potential hazard – these connectors may crack or break and lead to a fire or explosion, with the potential for injuries or death. Although these connectors are no longer used in new installations, they may be attached to appliances in homes or other locations more than 25 years old. MidAmerican Energy recommends that customers have a qualified plumbing and heating dealer replace uncoated brass connectors with approved connectors certified by the Canadian Standards Association. Approved connectors are made of stainless steel or plastic-coated metal that conforms to American National Standard Institute Z21.24.

Gas Meter Safety

The area around your gas meter needs to be kept free of debris, snow, ice and obstructions at all times.

- Do not build permanent structures over or around the meter set.
Notify MidAmerican Energy at 888-427-5632 if you:
- Have ice buildup on the gas meter. This may cause a gas regulator, which is next to the meter, to malfunction and create a safety hazard.
- Will be completing work that may require relocation of MidAmerican Energy’s facilities, such as building additions, decks, garages or landscaping.

**Natural Gas Pipeline Safety**
If you observe any signs of a natural gas pipeline leak:
- Extinguish smoking materials and all flames.
- Do not attempt to extinguish a burning gas leak.
- Contractors: Turn off and abandon equipment. Do not attempt to move machinery.
- Eliminate other sources of ignition, e.g., a nearby car with the engine running or a cellphone.
- Leave the area immediately.
- From a safe distance, call MidAmerican Energy at 800-595-5325 and/or call 911.
- Do not re-enter the area until you have been advised that it is safe.

For more information about pipeline operators located within a specified geographic area, visit the National Pipeline Mapping System website at www.npms.phmsa.dot.gov and complete a search through the Public Map Viewer tab.

**Using Your Senses**
Natural gas pipelines are designed to provide safe and reliable natural gas service. However, at times a pipeline may leak. MidAmerican Energy adds an odorant to its natural gas so the general public can detect the leak. The odorant is called mercaptan and smells like rotting eggs or an unpleasant skunk smell. Even if you only detect a slight odor of natural gas, take action and leave your home or area immediately.

**DO NOT rely on your sense of smell alone to detect the presence of natural gas.** For some people, sense of smell alone may not be enough to forewarn the presence of natural gas. Some people cannot detect the odorant because they have a diminished sense of smell or have smelled the same odor for a long time. Sometimes the odor is masked by other smells in the area. If a natural gas leak occurs underground, the surrounding soil can cause the odor to fade so you will not be able to rely on your sense of smell to detect the leak.

Knowing how to recognize and respond to a possible gas leak is an important part of natural gas safety. Trust and use all of your senses. You may recognize a natural gas pipeline leak by:

**Sight:**
- Discolored or abnormally dry soil or vegetation
- Continuous bubbling in wet or flooded areas
- Blowing dirt
- Dead or discolored plants in an otherwise healthy area of vegetation
- Frozen ground in warm weather

**Sound:**
- Quiet hissing to a loud roaring sound
How to Tell Where a Pipeline Is Located

Have you ever driven down a highway or country road and noticed gas pipeline warning signs along the way? As part of a comprehensive safety plan, these signs have been placed to warn you of the presence of underground natural gas transmission pipelines.

**If You Hit a Gas Pipeline**
- Leave the area immediately! Go to a safe area upwind of the hit pipeline.
- DO NOT light a match, start an engine, turn a light on or off, or do anything that could create a spark.
- DO NOT try to extinguish a natural gas fire. Remain available to tell emergency responders what happened.

Even if the hit gas line is not leaking or has only minor damage or the leak seems to be small, gas can accumulate in other places, increasing the risk of explosion or fire. A hit line also can weaken the pipe, causing it to fail without warning or result in a gas leak somewhere else on the pipeline, creating a hazardous condition.

All damage to pipelines must be reported so inspections and necessary repairs can be made.

**Excess Flow Valve (EFV)**

An EFV is a mechanical safety device installed on a gas service line. In the event of damage to the service line between the street and the gas meter, the EFV will minimize the flow of gas through the service line. The EFV will not provide protection for small leaks at the meter or beyond the meter on the customer piping. MidAmerican Energy customers can request that an EFV be installed on an existing service line. For more information on EFVs including customer installation cost, visit the natural gas safety section at [www.midamericanenergy.com](http://www.midamericanenergy.com) or call 888-427-5632.

**Power Line Safety**

Power lines and electrical equipment function safely as long as you keep your distance. Always assume *all lines*, including underground lines, *are energized*. Stay away from downed wires. *Never touch a power line.*

If you see a fallen power line:
- Call 911, and then call MidAmerican Energy at 800-799-4443.

Si usted ve un cable de energía eléctrica caído:
- Llame al 911 y a MidAmerican al 888-427-5632.
**Power Outages**

MidAmerican Energy works hard to provide reliable electric service. However, electric service can be interrupted because of weather, animal contact, tree branch contact or equipment failure.

If you are the only one in your neighborhood without power, you may want to consider first checking your breakers, surge protectors, fuse box or any individual appliances that may have triggered the outage. If you are still without power, then report the outage. To report an outage:

- Visit [www.midamericanenergy.com](http://www.midamericanenergy.com) to report your outage from a computer or mobile device not affected by the outage.
- Call 800-799-4443. MidAmerican Energy has an easy-to-use automated outage reporting system that allows you to place your order into the system for immediate processing. You also have the option to hear available updates on the extent of the outage and how long it may be before your power is restored.

It is important to report outages. Your information helps us determine the source of the outage and speeds up the restoration process.

**Landscaping Around Transformers**

Those green metal utility boxes you see around your neighborhood, or possibly in your own yard, mounted on a small concrete or fiberglass pad, are known as a junction box or transformer. Utility crews need to access the boxes to repair and maintain underground electric, cable television and telephone facilities, so keep shrubs, trees, rock gardens, fences and structures at least 10 feet away from the access door, which will be padlocked and typically labeled, and three feet from the other sides.

Remember that underground lines run into each transformer, so don’t dig until the underground lines have been located and marked. You may need to plant much farther away from the transformer to allow space as your foliage matures. As your plantings grow, trim them to maintain minimum clearance. If your plants grow too close, they may need to be trimmed or removed to make the situation safe.

**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.
Automated Meter Reading (AMR)

Most MidAmerican Energy customer homes and businesses have automated meter reading technology. Automated meter reading allows us to obtain actual meter readings remotely from a company vehicle, eliminating the need to enter properties each month.

How Does Automated Meter Reading Work?

Your Meter
Automated meter reading technology has been installed at most properties. The meter(s) send your energy usage information using a radio frequency.

Meter Reading Vehicle
A utility vehicle, equipped with a computer and a radio receiver, can read your meter(s) from the street, with no need to access your yard or home.

Billing System
Energy usage information is sent to our billing system. AMR reduces human error, and you will receive fewer estimated bills.

Your Energy Bill
Your energy bill is generated with the information from our billing system.

Meter Access

While MidAmerican Energy no longer needs monthly access to automated meters, we will continue to manually read some meters and need periodic access to all meters for emergency situations, required service work and inspections, or to turn meters on or off when requested.

- Whether the meter is inside or outside, make sure it’s visible, accessible and free from obstructions. Do not lock a bike or tie a pet to a meter, hang items from it, or plant a bush in front of it. Servicing a blocked meter is difficult and can pose a safety hazard in an emergency.
- During winter weather, be sure meters do not become buried in snow. Use a broom – not a shovel – to clear snow from a meter. If a meter becomes encased in ice, do not try to melt or chip the ice. Call MidAmerican Energy at 888-427-5632 for service orders.
- Do not use metal objects and tools near an electric meter or tamper with the meter in any way. Electric service wires to homes and businesses deliver enough current to be deadly. Tampering with a natural gas meter could result in an explosion.
- Keep animals restrained and away from the meter when service work is scheduled.
The following bill sample is only intended to serve as an example and does not reflect actual pricing amounts.
Important messages

If you have a question regarding your bill, service or another issue, please call us toll free at 888-427-5632. Customer service associates are available 24 hours a day, seven days a week to help you. Customers using a TDD can reach us at 800-747-0593. If you prefer to conduct business electronically, various online customer services are available at www.midamericanenergy.com. If, after contacting your utility company, you are not able to resolve your issue, you may contact the Illinois Commerce Commission’s Consumer Services Division at 800-524-0795. Customers using a TDD can reach them at 800-858-9277.

Electric consumption is metered in units of kilowatt hours (kWh). One kWh is the amount of electric energy used to keep one 100-watt light bulb burning for 10 hours.

Natural gas consumption is measured by volume. One ccf is equivalent to 100 cubic feet. The ccf used during a billing period are converted to therms for billing. A therm is a standardized billing unit that represents the heating value of the gas sold.

Usage and temperature information to help you understand how weather may have affected your bill.

GAS USAGE (Therms) COMPARISON

<table>
<thead>
<tr>
<th>Month</th>
<th>Days</th>
<th>Usage</th>
<th>Avg Use/Day</th>
<th>Avg Cost/Day</th>
<th>Avg Temp</th>
</tr>
</thead>
<tbody>
<tr>
<td>05/XX</td>
<td>29</td>
<td>53</td>
<td>1.83</td>
<td>$1.70</td>
<td>54</td>
</tr>
<tr>
<td>04/XX</td>
<td>31</td>
<td>72</td>
<td>2.32</td>
<td>$1.95</td>
<td>54</td>
</tr>
<tr>
<td>03/XX</td>
<td>29</td>
<td>143</td>
<td>4.93</td>
<td>$3.63</td>
<td>39</td>
</tr>
<tr>
<td>02/XX</td>
<td>29</td>
<td>156</td>
<td>5.39</td>
<td>$4.11</td>
<td>36</td>
</tr>
<tr>
<td>01/XX</td>
<td>34</td>
<td>236</td>
<td>6.94</td>
<td>$5.00</td>
<td>30</td>
</tr>
<tr>
<td>12/XX</td>
<td>31</td>
<td>191</td>
<td>6.16</td>
<td>$4.04</td>
<td>28</td>
</tr>
<tr>
<td>11/XX</td>
<td>31</td>
<td>73</td>
<td>2.35</td>
<td>$1.96</td>
<td>53</td>
</tr>
<tr>
<td>10/XX</td>
<td>29</td>
<td>32</td>
<td>1.10</td>
<td>$1.19</td>
<td>63</td>
</tr>
<tr>
<td>09/XX</td>
<td>30</td>
<td>6</td>
<td>0.20</td>
<td>$0.66</td>
<td>73</td>
</tr>
<tr>
<td>08/XX</td>
<td>29</td>
<td>8</td>
<td>0.28</td>
<td>$0.72</td>
<td>75</td>
</tr>
<tr>
<td>07/XX</td>
<td>32</td>
<td>7</td>
<td>0.22</td>
<td>$0.63</td>
<td>74</td>
</tr>
<tr>
<td>06/XX</td>
<td>30</td>
<td>7</td>
<td>0.23</td>
<td>$0.67</td>
<td>75</td>
</tr>
<tr>
<td>05/XX</td>
<td>29</td>
<td>27</td>
<td>0.93</td>
<td>$1.01</td>
<td>57</td>
</tr>
</tbody>
</table>

ELECTRIC USAGE (kWh) COMPARISON

![Graph showing electric usage comparison](image-url)
**Terms You May See on Your Bill**

**Basic Service Charge**: Includes fixed costs incurred to serve each customer, regardless of use.

**ccf**: Natural gas is measured by volume. One ccf represents 100 cubic feet of natural gas.

**Delivery Charge**: Covers the costs associated with transmission and distribution of electricity to you. This cost applies to all customers of the company no matter who the supplier is.

**Distribution Charge**: Covers the costs associated with distributing gas through our system to you.

**Energy Efficiency Charge**: A charge that allows MidAmerican Energy to recover the costs of energy efficiency programs.

**Estimated**: If we are unable to obtain an actual meter reading, the amount of the bill will be estimated based on past usage.

**Fuel Adjustment Clause**: A separate charge to recover the costs of fuel used in company-owned generating stations and the energy cost of purchased power.

**Gas Supply Charge**: Reflects the cost of purchased natural gas and is passed directly to customers. This charge changes monthly as it reflects the costs of purchased gas.

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

**Meter Class Charge**: Includes the meter costs incurred to serve each customer’s natural gas needs.

**Meter Service Charge**: A charge for the performance of functions related to the installation, testing, maintenance, repair and reading of electric meters used for the billing of customers and management of meter information.

**Pressure Factor**: Adjusts metered gas usage to compensate for variations in metering and local atmospheric pressure.

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

**Purchased Elec Charge**: Recovers the cost of electricity purchased through the Illinois Power Agency to meet Illinois customers’ needs. This charge changes whenever there is additional power purchased.

**Purchased Elec Charge Adj**: Reconciles differences in the forecasted and actual cost of electricity purchased through the Illinois Power Agency on a monthly basis. This charge changes monthly based on purchase prices.

**Purch Renew Energy Adj**: Recovers costs associated with purchasing renewable energy resources to meet specific renewable energy resource standards of the IPA Act. This charge changes at least annually with the June billing but may be revised at other times as required by the tariff.

**Purch Zero Emission Adj**: Recovers costs associated with purchasing zero emission resources to meet specific standards of the IPA Act. This charge changes at least annually with the June billing but may be revised at other times as required by the tariff.

**Supply Charge**: A charge for the costs of generating electricity. This cost applies to bundled customers only.

**Therms and BTU Factor**: One therm equals 100,000 British Thermal Units, or BTU. The BTU factor converts the volume of gas from cubic feet to therms, a constant heating value.

**Transmission Service Charge**: A charge that allows MidAmerican Energy to recover the costs of transmitting electricity from generators to the local system.
Billing Information
MidAmerican Energy reads your meter(s) and issues you a bill each month based on the meter reading. The date of your meter reading may vary slightly, but will be at approximately the same time each month. Residential customer bills are due 21 days after the bill is issued. Non-residential customer bills are due 14 days after the bill is issued. The due date is printed next to the amount due on your bill.

MidAmerican Energy makes every attempt to obtain actual meter readings each month so accurate bills can be issued. When we are unable to obtain an actual reading, an estimate is used for billing purposes. Estimates are based on prior usage on your meter. If there is no usage available, the estimate is based on the average daily usage for customers on the same rate and in the same geographical area. Your bill will indicate if an actual company reading was used or if your usage was estimated.

Paperless Billing
Choose paperless billing and receive an email each month when your bill is ready. You can view and pay your current bill directly from your email – all you need to do is create a four-digit PIN. In addition to your current bill, you can view up to 12 previous bills. To enroll, log into your My Account, or create one as a new user. You can also call us at 888-427-5632 to learn more.

Online Payment
Schedule an online payment using your checking or savings account. There is no fee, and you control when the payment is made. Visit www.midamericanenergy.com to log in to your web account, or register as a new user.

Phone Payments
Make convenient electronic payments using your checking or savings account without a fee. Call MidAmerican Energy at 800-432-4524 to use our automated phone payment system, or call 888-427-5632 and one of our representatives will process your payment.

Recurring Payment Plan
By selecting this option, you have no checks to write and you don’t have to remember to make your monthly payment. You still receive a bill each month for your records, and the total amount due will automatically be deducted from your checking or savings account on the due date of your bill. To sign up, visit www.midamericanenergy.com or call 888-427-5632.
Preferred Due Date Program
MidAmerican Energy offers a Preferred Due Date program that allows customers the flexibility to select their monthly bill due date. Although some dates may not be available, we will provide a due date as close as possible to what you request. Call 888-427-5632 to sign up.

Budget Billing
Our Budget Billing Plan can help you manage your household budget. Your total annual cost for electricity and/or natural gas remains the same, but you will know ahead of time how much to budget for future bills. We calculate the budget bill amount based on projected energy prices and the previous 24 months of usage at your home or business. The budget bill amount will be periodically reviewed, and you will be notified by a bill message if your budget bill amount will change effective with the next month’s bill.

To enroll, log in to your Web account at www.midamericanenergy.com. If you do not have a Web account, you can set up an account as a new user. You also may call 888-427-5632.
Credit or Debit Card Payments
MidAmerican Energy accepts payments through Western Union® Speedpay®, a utility bill payment center. You can make a one-time payment or set up a Recurring Payment Plan. Western Union Speedpay accepts ATM or debit cards using the STAR, PULSE, NYCE and ACCEL networks and accepts the following debit and credit cards:

- American Express
- Discover
- MasterCard
- Visa

There are two ways to make a payment using Western Union Speedpay:

- Call customer service at 866-579-1409 to make a payment by phone.
- Pay online at [www.midamericanenergy.com](http://www.midamericanenergy.com).

Western Union Speedpay adds a processing fee to all debit and credit card payments. MidAmerican Energy does not receive any portion of this fee.

Customer Offices and Walk-In Payment Locations
MidAmerican Energy customer office locations accept payments, and personnel can assist with questions about your account. Cash payments are also accepted at any participating Western Union location. Your payment will appear on your account within minutes after it has been processed. Visit [www.midamericanenergy.com](http://www.midamericanenergy.com) or call 888-427-5632 to find the nearest payment location.

Summary Billing
MidAmerican Energy’s summary billing plan allows customers who have three or more accounts to receive one easy-to-read monthly statement. It’s the most convenient way to manage multiple accounts. Call BusinessAdvantage at 800-329-6261 to arrange for summary billing with one bill, one due date and one monthly payment.

Braille Bills
We offer braille bills free of charge to our vision-impaired customers. To inquire about this option, call MidAmerican Energy at 888-427-5632.

Large-Print Bills
For those who find our regular bills hard to read, we offer a large-print bill that summarizes your charges. Call us at 888-427-5632 to request a large-print bill. You will continue to receive the regular bill, which includes billing details and the return payment stub.

Late Payments
A late payment charge will be assessed on bills not paid for more than two days after the due date noted on the bill.
Payment Arrangements

Residential Customers
A residential customer owing a past due amount may be eligible for a payment arrangement. To initiate, you must contact MidAmerican Energy to set up the arrangement and pay a minimum of 25 percent of your past due bill amount. The remaining balance must be paid over the next four to 12 billing cycles. You must pay each installment, plus your current bill amount, by the bill’s due date each month to keep the payment arrangement active.

Winter Payment Arrangement
From Dec. 1 through March 31 each year, 10 percent of the amount past due may be required to allow a customer to enter into a payment arrangement.

Payment Arrangements for Low-Income Customers
A qualified low-income, residential customer may initiate a payment arrangement by paying a minimum of 20 percent of the past due bill amount. The remaining balance will be spread evenly over the next six to 12 billing cycles. You must contact MidAmerican Energy to set up the arrangement and pay each installment, plus your current bill amount, by the bill’s due date each month to keep the payment arrangement active.

An amended payment arrangement may be offered to a low-income customer who is in default of their first arrangement if the customer has made at least two consecutive full payments under the first arrangement. The amended arrangement will be for the same term or longer.

Medical Payment Arrangement
If valid medical certification is received prior to disconnection, a residential customer is eligible for a medical payment arrangement. The first bill issued after the medical payment arrangement is approved will indicate the payment arrangement terms. The arrangement will be set up for 12 monthly installments. You must pay each installment, plus your current bill amount, by the bill’s due date each month to keep the payment arrangement active.

If valid medical certification is received after disconnection, a residential customer is still eligible for a medical payment arrangement; however, the terms may be different.

Low Income Customers
Eligible homeowners and renters can seek assistance with home heating and/or cooling needs through the Low Income Home Energy Assistance Program (LIHEAP). Though federally funded, LIHEAP programs are administered at the state level. You must apply and be approved for LIHEAP through a local community assistance agency.

Illinois customers may be eligible to receive assistance if your household’s combined income is at or below 150 percent of the Federal Poverty Guidelines. You must be a U.S. citizen or permanent resident. Social Security numbers will be required from all household members.
For additional program information, such as applications, eligibility requirements, available assistance, benefit levels and information on an agency in your area, please call Project Now (serving Rock Island, Henry and Mercer counties) at 309-793-6391 or the Energy Hotline at 877-411-9276, 9 a.m.-4:30 p.m., Monday-Friday, TTY: 800-526-0844. You may also visit www.illinois.gov/keepwarm/Pages/default.aspx.

Customers who qualify for and are approved for LIHEAP also qualify for the following:

- Protection from disconnection for non-payment during the winter, Dec. 1 through March 31.
- Exemption from late payment charges.
- Special payment arrangement terms that require less of a down payment and allow an extra arrangement if the first should default.
- Limited reasons for collecting a deposit, and payment arrangements allowing up to five installments.

**Deposits**

Customers may be required to pay a deposit when they apply for service if they have been previously disconnected for non-payment of a bill or failed to pay a final bill. After 12 months, deposits will be refunded to the customer’s account or by check if the customer has:

- Made at least nine timely payments.
- Not been disconnected for nonpayment during that period.
- Has no past-due balance.

While the deposit is held, interest will accrue and will be applied annually to the customer’s account.

**Disconnection Procedures**

In accordance with Illinois Administrative Code, MidAmerican Energy may disconnect service for reasons including (but not limited to) non-payment of a debt, defaulting a payment agreement, non-payment of a deposit, refusal to grant access or tampering with the meter. You will receive a disconnect notice at least 10 days before disconnection. The notice of disconnection will include the reason for the disconnection, the date that payment must be received to avoid disconnection and other pertinent information.

**Reconnection Procedures**

Once a disconnected customer remedies the reason for the disconnection or provides a valid medical certificate, MidAmerican Energy prioritizes reconnection as required in Section 280.170 of the Illinois Administrative Code. If the restoration requirements in the administrative code are not met, the customer will not be charged a reconnection fee. Untimely reconnection, by no fault of the customer, shall be remedied as required in the Administrative Code. It is the customer’s responsibility to provide access for the reconnection. If access is not provided, the remedies for timely reconnection will not be given.
Utility Dispute Procedures

If you have any questions or issues regarding your bill, service or another issue, please call us at 888-427-5632. Customer service associates are available 24 hours a day, seven days a week to help you. If you prefer to conduct business electronically, various online customer services are available at www.midamericanenergy.com. If your issue is not initially resolved, you have the option of speaking to a supervisor. If MidAmerican Energy does not resolve your issue, you may request assistance from the Illinois Commerce Commission (ICC).

Dispute Resolution

The ICC’s Consumer Services Division provides assistance to consumers in the resolution of informal complaints with regulated utilities. Informal complaints are handled by ICC staff, and are not formally considered by the ICC. The informal complaint process is a required step before a formal complaint can be filed. If the informal complaint process does not resolve your issue or the utility fails to respond in a timely fashion, you may file a formal complaint. Once filed with the ICC, the formal complaint will be given a docket number and assigned to an administrative law judge. If it proceeds to a hearing, the process is similar to a court hearing. Consumers may use a lawyer’s services, though it is not required. After the hearing, the administrative law judge will consider the testimony presented, review the evidence and recommend a decision on the case to the ICC.

Filing an Informal Complaint

You may file your complaint in one of three ways:

- **Online**
  www.icc.illinois.gov/consumer/complaint/wizard.aspx

- **By Phone**
  Call 800-524-0795 (toll-free), 217-782-2024 outside the State of Illinois or TTY: 800-858-9277, 8:30 a.m. to 5 p.m., Monday-Friday.
  NOTE: Please call if your issue is urgent, such as a disconnection notice.

- **By Mail**
  Illinois Commerce Commission
  527 East Capitol Ave.
  Springfield, IL 62701

For More Information

The ICC’s rules are available online at www.ilga.gov/commission/jcar/admincode/083/08300280sections.html
www.icc.illinois.gov/
ICC rules also apply to service standards and reliability.
# Residential Electric

**Rate RS** is the standard electric rate for residential customers.

<table>
<thead>
<tr>
<th>Rate</th>
<th>Basic Service Charge</th>
<th>Meter Charge</th>
<th>Delivery Charge per kWh</th>
<th>Supply Charge/kWh</th>
<th>(\text{Summer} (\text{Jun-Sep})) kWh</th>
<th>(\text{Winter} (\text{Oct-May})) kWh</th>
</tr>
</thead>
<tbody>
<tr>
<td>RS</td>
<td>$7.25</td>
<td>$1.72</td>
<td>$0.02729</td>
<td>All</td>
<td>$0.05695</td>
<td>$0.02705</td>
</tr>
</tbody>
</table>

Fuel Adjustment Clause (all rates - changes monthly) $0.01642/kWh
Transmission Service Charge (Residential - changes annually) $0.00745/kWh
Energy Efficiency Charge (Residential - changes periodically) $0.00315/kWh

**Example:** A customer is billed for 790 kWh of electricity during a winter month.

RATE RS

## ELECTRIC CHARGES

<table>
<thead>
<tr>
<th>Rate: RS Residential</th>
<th>Winter 12/22/XX to 01/20/XX 29 billing days</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company Reading</td>
<td>01/20/XX 18838</td>
</tr>
<tr>
<td>Company Reading</td>
<td>12/22/XX 18048</td>
</tr>
<tr>
<td>Total kWh</td>
<td>29 790</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

\(^1\) Example includes energy assistance charge ($0.40) and renewable energy resources and coal technology development assistance charge ($0.05).

**Optional residential electric rates:**

**Rate RST:** Residential Time-of-Use Service

**Rate RSR:** Residential Delivery-Only Service

**Rate AL:** Area Lighting

**Rate ALR:** Area Lighting Delivery-Only Service (available to RSR customers only)

**Rate NM:** Net Metering of Eligible Renewable Electrical Generating Facilities

For more information, visit our website at [www.midamericanenergy.com](http://www.midamericanenergy.com) and select Rates under About Us or call MidAmerican Energy at **888-427-5632**.
Residential Gas
More than 99 percent of our residential customers are on Rate RV1 and have a Class 1 meter.

<table>
<thead>
<tr>
<th>Rate</th>
<th>Average Daily Usage* (THERMS/DAY)</th>
<th>Basic Service Charge</th>
<th>Distribution Charge (PER THERM)</th>
</tr>
</thead>
<tbody>
<tr>
<td>RV1</td>
<td>&lt; 200</td>
<td>$12.69</td>
<td>$0.07664</td>
</tr>
<tr>
<td>RV2</td>
<td>≥200</td>
<td>$93.18</td>
<td>$0.05682</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Meter Class</th>
<th>Meter Size (CUBIC FT/HR)</th>
<th>Meter Class Charge (PER METER)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Class 1</td>
<td>≤675</td>
<td>$2.83</td>
</tr>
<tr>
<td>Class 2</td>
<td>&gt;675-3,000</td>
<td>$31.13</td>
</tr>
<tr>
<td>Class 3</td>
<td>&gt;3,000-11,000</td>
<td>$56.62</td>
</tr>
<tr>
<td>Class 4</td>
<td>&gt;11,000</td>
<td>$131.62</td>
</tr>
</tbody>
</table>

*During peak period billing months of December, January and February.

Example: A customer is billed for 56 therms of natural gas.

RATE RV1, METER CLASS 1

Gas Charges
Rate: RV1  Residential  04/05/XX to 05/04/XX  29 billing days

<table>
<thead>
<tr>
<th>Company Reading</th>
<th>05/04/XX</th>
<th>1600</th>
<th>Basic Service Charge</th>
<th>13.14¹</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company Reading</td>
<td>04/05/XX</td>
<td>1544</td>
<td>Meter Class 1 Charge</td>
<td>2.83</td>
</tr>
<tr>
<td>Total ccf</td>
<td>56</td>
<td></td>
<td>Distribution Charge</td>
<td>4.85</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Illinois CC Assessment Bill x 0.10%</td>
<td>0.06</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>State Utility Tax</td>
<td>56 x $0.024</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Municipal Tax</td>
<td>Bill x 5.15%</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td></td>
<td></td>
<td>$59.80</td>
</tr>
</tbody>
</table>

¹ Example includes energy assistance charge ($0.40) and renewable energy resources and coal technology development assistance charge ($0.05).

² Example includes energy efficiency cost recovery adjustment charge, which may vary from month to month.

³ Gas supply charges vary each month. The figure shown is an example only.

Taxes
The following taxes may appear on residential and nonresidential customer bills:

Illinois CC Assessment: A state tax of 0.10 percent of gross revenue received for gas furnished.

State Utility Tax: Charge on natural gas sales of 5 percent of gross receipts or 2.4 cents per therm, whichever is less.

Electricity Excise Tax: Based on kWh use per month.

Municipal Tax: May be charged by your city or local government.
Nonresidential Electric

Rate GE is the standard electric rate for commercial and industrial customers.

### Nonresidential (Energy Only)

<table>
<thead>
<tr>
<th>Rate</th>
<th>Basic Service Charge</th>
<th>Meter Charge</th>
<th>Delivery Charge per kWh</th>
<th>Supply Charge/kWh</th>
</tr>
</thead>
<tbody>
<tr>
<td>GE</td>
<td>$18.07</td>
<td>$2.72</td>
<td>$0.01992</td>
<td>≤ 5,000 ≤ 5,000</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$0.05030 $0.02547</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>&gt; 5,000 &gt; 5,000</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$0.04391 $0.00986</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Delivery surcharge over 40,000 kWh $0.01008</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Fuel Adjustment Clause (all rates - changes monthly) $0.01642/kWh</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Transmission Service Charge (Nonresidential (Energy Only) - changes annually) $0.00640/kWh</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Energy Efficiency Charge (Nonresidential - changes periodically) $0.00327/kWh</td>
</tr>
</tbody>
</table>

### Nonresidential (Demand)

<table>
<thead>
<tr>
<th>Rate</th>
<th>Basic Service Charge</th>
<th>Meter Charge</th>
<th>Delivery Charge per kWh</th>
<th>Supply Charge/kWh</th>
</tr>
</thead>
<tbody>
<tr>
<td>GD</td>
<td>$29.42</td>
<td>$4.80</td>
<td>$6.00</td>
<td>1st 200 hrs X kW: $0.03271 1st 200 hrs X kW: $0.03279</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Next 200 hrs X kW: $0.04228 Next 200 hrs X kW: $0.01976</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Over 400 hrs X kW: $0.03571 Over 400 hrs X kW: $0.01873</td>
</tr>
<tr>
<td>LST</td>
<td>$551.40</td>
<td>$116.96</td>
<td>$5.40</td>
<td>On-Peak All: $0.11287 On-Peak All: $0.01897</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Off-Peak All: $0.01371 Off-Peak All: $0.01423</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>All Other: $0.03437 All Other: $0.01897</td>
</tr>
<tr>
<td>VLT</td>
<td>$551.40</td>
<td>$327.13</td>
<td>$0.78</td>
<td>On-Peak All: $0.12735 On-Peak All: $0.01785</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Off-Peak All: $0.01293 Off-Peak All: $0.01282</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>All Other: $0.03499 All Other: $0.01768</td>
</tr>
</tbody>
</table>

**Example:** A customer is billed for 1,899 kWh of electricity during a winter month.

**ELECTRIC CHARGES**

<table>
<thead>
<tr>
<th>Rate</th>
<th>Winter</th>
<th>12/22/XX to 01/20/XX</th>
<th>29 billing days</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company Reading</td>
<td>01/20/XX</td>
<td>14642</td>
<td>Basic Service Charge</td>
</tr>
<tr>
<td>Company Reading</td>
<td>12/22/XX</td>
<td>12743</td>
<td>Meter Service Charge</td>
</tr>
<tr>
<td>Total kWh</td>
<td>1,899</td>
<td></td>
<td>Supply Charge</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Delivery Charge</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Fuel Adjustment Clause</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Energy Efficiency Charge</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Transmission Service Charge</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Electricity Excise Tax</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Total</td>
</tr>
</tbody>
</table>

1 Example includes energy assistance charge ($4.00) and renewable energy resources and coal technology development assistance charge ($0.50).

Optional nonresidential electric rates:

**Rate GET:** General Energy Time-of-Use Service  
**Rate GDT:** General Demand Time-of-Use Service  
**Rate GER:** General Energy Delivery-Only Service  
**Rate GDR:** General Demand Delivery-Only Service  
**Rate LSR:** Large Electric Delivery-Only Service  
**Rate VLR:** Very Large Electric Delivery-Only Service  
**Rate SL:** Street Lighting  
**Rate SLR:** Street Lighting Delivery-Only Service  
**Rate AL:** Area Lighting  
**Rate ALR:** Area Lighting Delivery-Only Service  
**Rate NM:** Net Metering of Eligible Renewable Electric Generating Facilities  
**Rate QF:** Cogeneration and Small Power Production Facilities  
**Rate SW:** Qualified Solid Waste Energy Facility Purchases
Nonresidential Gas
Approximately 97 percent of our nonresidential customers are on Rate SVS and most have a Class 1 meter.

<table>
<thead>
<tr>
<th>Rate</th>
<th>Average Daily Usage* (THERMS/DAY)</th>
<th>Basic Service Charge</th>
<th>Distribution Charge (PER THERM)</th>
</tr>
</thead>
<tbody>
<tr>
<td>SVS</td>
<td>&lt; 200</td>
<td>12.69</td>
<td>0.07664</td>
</tr>
<tr>
<td>MVS</td>
<td>≥200 to &lt; 4,000</td>
<td>93.18</td>
<td>0.05682</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Rate</th>
<th>Average Daily Usage* (THERMS/DAY)</th>
<th>Basic Service Charge</th>
<th>Distribution Charge (PER THERM)</th>
<th>Transportation Administration Charge (PER MONTH)</th>
<th>Interval Meter Charge (PER MONTH)</th>
<th>Maximum Daily Requirement (MDR)</th>
<th>Maximum Hourly Requirement (MHG)</th>
</tr>
</thead>
<tbody>
<tr>
<td>LVS</td>
<td>≥ 4,000</td>
<td>816.64</td>
<td>0.02041</td>
<td>N/A</td>
<td>20.27</td>
<td>0.30893</td>
<td>0.26015</td>
</tr>
<tr>
<td>SVT</td>
<td>&lt; 200</td>
<td>12.69</td>
<td>0.06591</td>
<td>38.24</td>
<td>20.27</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>MVT</td>
<td>≥ 200 to &lt; 4,000</td>
<td>93.18</td>
<td>0.04858</td>
<td>38.24</td>
<td>20.27</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>LVT</td>
<td>≥ 4,000</td>
<td>816.64</td>
<td>0.01422</td>
<td>38.24</td>
<td>20.27</td>
<td>0.30893</td>
<td>0.26015</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Meter Class</th>
<th>Meter Size (CUBIC FT/HR)</th>
<th>Meter Class Charge (PER METER)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Class 1</td>
<td>≤675</td>
<td>2.83</td>
</tr>
<tr>
<td>Class 2</td>
<td>&gt;675-3,000</td>
<td>31.13</td>
</tr>
<tr>
<td>Class 3</td>
<td>&gt;3,000-11,000</td>
<td>56.62</td>
</tr>
<tr>
<td>Class 4</td>
<td>&gt;11,000</td>
<td>131.62</td>
</tr>
</tbody>
</table>

*During peak period billing months of December, January and February.

Example: A customer is billed for 150 therms of natural gas.

RATE SVS, METER CLASS 1

Gas Charges
Rate: SVS Small Volume Service 04/05/XX to 05/04/XX 29 billing days

Company Reading 05/04/XX 2033 Basic Service Charge 17.19
Company Reading 04/05/XX 1884 Meter Class 1 Charge 2.83
Total ccf 149 Distribution Charge 150 x $ 0.08424 12.64
149 ccf x 0.995 pressure x 1.010 BTU factor = 150 therms
Gas Supply Charge 150 x $ 0.6200 93.00
Illinois CC Assessment Bill x 0.10% 0.13
State Utility Tax 150 x $ 0.024 3.60
Municipal Tax Bill x 5.15% 6.47
Total $135.86

1 Example includes energy assistance charge ($4.00) and renewable energy resources and coal technology development assistance charge ($0.50).
2 Example includes energy efficiency cost recovery adjustment charge, which may vary from month to month.
3 Gas supply charges vary each month. The figure shown is an example only.

Optional nonresidential gas rates:
Nonresidential customers have the option to choose system gas service (SVS, MVS, LVS) or transportation service (SVT, MVT, LVT). Specific provisions apply to each option.

For more information, visit our website at www.midamericanenergy.com and select Rates under the About Us tab.
Illinois Electric Choice
Since 1999, Illinois electric customers have had the right to choose an alternative retail electric supplier (ARES) – a supplier that sells electricity in a competitive market. ARES must certify with the Illinois Commerce Commission and register with MidAmerican Energy before customers can switch. Certified suppliers are listed on the Illinois Commerce Commission’s website, www.pluginIllinois.org. Currently, there is one registered ARES in MidAmerican Energy’s service area. MidAmerican Energy will continue to provide distribution of electricity, as well as respond to power outages and other emergencies even if a customer switches. MidAmerican Energy bills for the delivery of electricity, including maintenance of the delivery system and meter readings. The current process of providing electricity includes:

- **Generation** – the production/supply of electricity
- **Transmission** – sending high-voltage power to distribution points
- **Delivery/Distribution** – delivering power directly to the customer site

The alternative retail electric supplier will provide the generation and transmission functions.

Questions you should ask an alternative retail electric supplier before you agree to switch:

- What is the supply price I will pay per kilowatt-hour?
- Does the supply price fluctuate? If so, how often?
- What is the length of the contract agreement?
- Will I have to pay a fee to cancel my supply contract early?
- What are the supplier’s customer service hours and phone number?

The following rates are available for Delivery-only customers:

- **Rate RSR**: Residential Delivery-Only Service
- **Rate GER**: General Energy Delivery-Only Service
- **Rate GDR**: General Demand Delivery-Only Service
- **Rate LSR**: Large Electric Delivery-Only Service
- **Rate VLR**: Very Large Electric Delivery-Only Service
- **Rate SLR**: Street Lighting Delivery-Only Service
- **Rate ALR**: Area Lighting Delivery-Only Service

For more information on Illinois Electric Choice, visit our website at [www.midamericanenergy.com](http://www.midamericanenergy.com), select About Us then Rates and Illinois Electric Choice.
**Illinois Commerce Commission**

*We are required by the Illinois Commerce Commission to provide our Illinois customers with the following information in Section 452.130 of Illinois Administrative Rules.*

Non-Discriminatory Provision of Delivery Services and Ancillary Services in Transactions Involving the Generation Function

a. Electric utility transmission and distribution function employees shall strictly enforce all tariff provisions relating to delivery services (regardless of whether dealing with the electric utility’s generation function, affiliated interests, or non-affiliated ARES) if these tariff provisions do not provide for the use of discretion.

b. If provisions of delivery services tariffs allow for discretion, electric utility transmission and distribution function employees shall apply these tariff provisions in a fair, impartial and non-discriminatory manner. Similarly situated users and potential users of delivery services shall be treated equally.

c. An electric utility shall not, through its tariffs or otherwise, give preference to retail power sales made on behalf of the customers of its generation function over the interests of any other retail customer in matters relating to delivery services or tariffed ancillary services. These matters shall include, but not be limited to, delivery services price, delivery services quality, curtailments, interconnections, service restoration, scheduling, priority, balancing, and ancillary services availability. All requests for delivery services shall be processed in a non-discriminatory manner.

d. If an electric utility offers or attributes a rate discount, rebate, or fee waiver on delivery services or delivery-service related, tariffed ancillary services to its generation function or retail customers of its generation function, then, at the same time, it shall offer the same discount, rebate, or fee waiver to all similarly situated ARES or customers of similarly situated ARES. The electric utility shall maintain a log of all discounts, rebates, or fee waivers granted to its generation function or for retail customers of its generation function. The entry in the log shall be made within 24 hours after the delivery services or ancillary services transaction commences. The entry in the log shall be maintained for one year after the discount, rebate, or fee waiver expires. The log shall be available for Commission inspection. The log shall be made available to the public upon written request.

e. Merchant generation function employees shall not state or imply to any person or entity unaffiliated with the electric utility that they have access to, or information about, delivery services that is unavailable to ARES or retail customers, nor shall any utility employee state or imply that delivery services provided in conjunction with the utility’s generation services will be superior to the delivery services provided to the customers of ARES.
What You Can Find on MidAmerican Energy’s Website

Visit www.midamericanenergy.com to find information about:

- Staying safe around electricity and natural gas
- Wind energy
- Rebates and energy efficiency programs
- Electric and natural gas rates
- Business and community development
- Career opportunities
- News updates
- Submitting a streetlight repair request
- Outage information and the number of customers affected

Residential and business customers can create a My Account to manage accounts and sign up for programs and services. Customers can handle various online transactions, such as:

- View and pay bills
- Start, transfer and stop service
- View account information
- Receive paperless billing
- Enroll in Budget Billing
- Set up recurring payments
- Sign up for email and text alerts
- Monitor your payment, outage and usage history
- Manage and pay multiple energy accounts at one time
Automated Phone System

After dialing 888-427-5632, listen carefully for the option that best fits your need. Wait for the automated system to begin speaking before entering your selection. You can speak your responses or respond by using your telephone keypad.

Using the phone system, you will be able to hear information about your account, such as balance due, due date and last payment received; make or schedule a payment; report a power outage; and hear information on many other payment options and energy efficiency programs. To ensure full access to your account information, please have your MidAmerican Energy account number.

Direct dial numbers that may be more convenient are as follows:

- To report a gas leak, call 800-595-5325.
- To report a power outage, call 800-799-4443.
- To make a phone payment using your checking or savings account, call 800-432-4524 (MidAmerican Energy account number required).
- To make a phone payment using a debit, credit or ATM card, call 866-579-1409 (MidAmerican Energy account number required). Western Union Speedpay adds a processing fee to all debit, credit and ATM card payments. MidAmerican Energy does not receive any portion of this fee. See page 12 for details.
**Life Support Program**
Do you or a family member depend on electrically powered, life-sustaining equipment? If you do, let us know. While it is not possible to give power restoration priority to individual customers following storm-related outages, we can help provide some peace of mind with our Life Support Program. Once you are enrolled, we will:

- Send an informational packet to help you develop a plan of action in case of a power outage or other emergency.
- Attempt to notify you before a scheduled interruption in electric service for your area due to repairs or upgrades to our system, etc.

To be eligible for this free service, MidAmerican Energy must be your electric service provider. To enroll, visit [www.midamericanenergy.com](http://www.midamericanenergy.com) or call us at 888-427-5632. You and your physician must complete the necessary form and mail or fax it back to us. To remain active in our program, you must reapply each year.

**Non-English Conversations**
If you prefer to communicate through an interpreter, call or have a friend or relative call our customer service line at 888-427-5632. Our associates have access to interpreter services for various languages. A Spanish-language outage reporting system and Spanish-speaking customer service associates also are available; you can choose this option when you call our customer service line.

**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.

**Telecommunications Device for the Deaf**
Customers with access to a telecommunications device for the deaf can contact us at any time at 800-747-0593.
Start Saving Today With Energy Efficiency Programs

MidAmerican Energy is committed to helping you save money on your energy bills and reduce energy use for your home or business. Our EnergyAdvantage® programs offer incentive and rebate programs to help you save money now and for years to come, while adding comfort to your environment.

For Your Home

Start with a HomeCheck®. This is a free in-home energy assessment in which our energy expert will check your home’s insulation levels, building construction, heating and cooling systems and other home features. They will recommend ways to make your home more energy efficient and may install free energy-saving items, such as a programmable thermostat, smart power strip, ENERGY STAR® CFLs and LEDs and more. Call 800-545-0762 to schedule an on-site HomeCheck assessment.

SummerSaver® is a voluntary program for Iowa customers, which allows MidAmerican Energy to cycle your air conditioner compressor off and on during peak usage on certain days of the summer season. Your home may have participated in our SummerSaver program in the past. For all the information and to continue in this program, or sign up for the first time, call 800-437-2976 or visit www.midamericanenergy.com/ee.

For information on all of our incentive and rebate programs, visit www.midamericanenergy.com/ee, then click For Your Home.
Find ways to lower your monthly energy bills and offset equipment costs with Energy Advantage® programs for businesses of all sizes. An energy assessment starts the process by analyzing your facility and finding ways to be more energy efficient. There are energy assessments customized to the size and purpose of your business facility. After the assessment, the energy advisor will recommend ways to make your facility more energy efficient.

For information on all of the business programs, visit www.midamericanenergy.com/ee, then click For Your Business, or call 800-292-6448 to discuss the right path to energy efficiency for your business.

Looking for a contractor? MidAmerican Energy provides a Trade Ally Partner Search Tool that will assist you in finding contractors, suppliers and design professionals, known as Trade Ally Partners, who can help with your energy efficiency projects. Find the right professional with our easy, online search tool. Go to www.midamericanenergy.com/ee and click on Find a Trade Ally Partner and get started on your home or business projects today.
TOP TEN Energy Efficiency Tips

1. GET IT ONLINE
Visit www.midamericanenergy.com/homeaudit and complete our home energy audit. Compare your energy use to similar homes in your area, and see where your home uses the most energy.

2. SEAL IT UP
Use weather stripping and caulk to seal air leaks and block drafts in the basement and attic, around doors, windows, chimneys, electrical outlets and other potential areas for air leakage.

3. ROLL IT OUT
Make sure your home has adequate insulation. This includes the attic, exterior walls, floors, basement and crawl spaces. In unheated areas, be sure to insulate around furnace ducts or boiler pipes.

4. SET IT SMART
Keep your thermostat at 68 degrees or lower in the winter and 78 degrees or higher in the summer to save some green. You also can save with a programmable thermostat that automatically adjusts the temperature when you’re asleep or away.

5. BUY IT RIGHT
Install ENERGY STAR lighting and appliances in your home. ENERGY STAR light bulbs use 75 percent less energy and last up to 25 times longer than standard incandescent bulbs.

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

7. LET IT SHINE
Keep draperies, 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.

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

9. TURN IT OFF
When plugged in, many appliances and chargers use electricity whether they’re on or not. This wasted power is called phantom load. Save some green by turning off and unplugging what you can, possibly reducing your home’s phantom load by as much as one third.

10. KEEP IT UP
Have your heating system serviced once a year so it runs properly and efficiently. Change your furnace filters regularly since dirty filters make the system work harder and use more energy than necessary.
Help a neighbor in need pay their heating bills or make their home more energy efficient by making a contribution to MidAmerican Energy’s I CARE program.

MidAmerican Energy’s I CARE program helps local community action agencies provide financial assistance for heating bills and home weatherization to customers who meet their state’s Low Income Home Energy Assistance Program guidelines. MidAmerican Energy contributes 25 cents for every $1 donated. Eligibility requirements are available from local community action agencies. To find an agency near you, call 888-427-5632.

You can make a contribution to I CARE several ways:

- Use the checkboxes that appear on your bill stubs each month.
- Call 888-427-5632.
- Visit www.midamericanenergy.com, and select Help Your Neighbor in the customer service section to submit a pledge form.
- Paying online, by phone or through our automated system, and directing your overpayment to the I CARE program.

If you wish to participate each month, increase your donation or make a one-time donation, complete this pledge form and enclose it with your next bill payment.

☐ I authorize MidAmerican Energy to add a monthly pledge amount of $___________ to my bill.

☐ I would like to make a one-time contribution of $___________. I will add this amount to my energy bill payment, or I will send a check payable to MidAmerican Energy.

You may enclose your pledge form with your bill payment or mail it to I CARE, MidAmerican Energy, P.O. Box 4350, Davenport, IA 52808-4350.

Name ____________________________________________________________________________

Acct. No. _________________________________________________________________________

Address __________________________________________________________________________

City ___________________________ State _____ ___  ZIP ___________ _____

Phone ________________________ Signature ___________________________

(please cut on dotted line)