



ILLINOIS

WELCOME BOOKLET



CONTACT INFORMATION

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



Residential service
888-427-5632



Business customers
800-329-6261



Automated phone
payment line
800-432-4524



Website
MidAmericanEnergy.com



Email us
MidAmericanEnergy.com/contact-us



Gas leaks
911 and 800-595-5325



Planning to dig
811



Downed lines
800-799-4443



EMAIL AND TEXT MESSAGE ALERTS

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





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

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WHO WE ARE

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

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

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

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



YOUR UTILITIES

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

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

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

AUTOMATED METER READING (AMR)

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

METER ACCESS

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

To help us access meters:

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



ABOUT YOUR SERVICE

EASY WAYS TO PAY

ONLINE

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

PHONE

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

CARD OR APP

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

KIOSK LOCATIONS

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

WALK-IN LOCATIONS

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



MY ACCOUNT

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

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

GET STARTED

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

PAYMENT AND BILLING PROGRAMS

GO PAPERLESS

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

RECURRING PAYMENTS

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

SUMMARY BILLING

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

BUDGET BILLING

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

LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

Eligible homeowners and renters can seek assistance with home heating and/or cooling needs through LIHEAP. For program information, visit projectnow.org.

MidAmerican customers residing in Illinois and identified as low-income residential customers, as defined in 8-201.7 and 8-201.8 of the Illinois Public Utilities Act, may have deposits and late payment fees waived.

Customers enrolled in LIHEAP are automatically exempt. More information can be found at MidAmericanEnergy.com/assistance/deposits-fees-exemption.





SAMPLE BILL

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

Page 1

Your Account Information



Date Billed: 01/18/23
Account Number: 01234-56789

Page 1 of 4

Total Amount Due by 02/09/23 **\$226.82**

Service For:
RESIDENTIAL
111 MAIN ST
CITY IL 61265

Current Charges Summary > Last Bill > Payments and Credits > New Charges
\$150.00 \$150.00 \$226.82

Payments and Credits Applied to Your Account

01/10/23 Phone Payment \$150.00

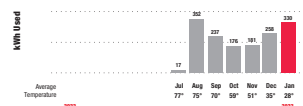
New Charges This Month

Electric Charges \$36.06
Gas Charges \$190.76

See details about this bill on Page 3

You Used

Electric Usage
Monthly kWh Usage Last Year 330 Current 330
Number of Days 33 33
Average Temperature 28° 28°
Average Cost per Day \$1.09 \$1.19
Average Usage per Day 10 10



> [Keep]

> [Send]



Account Number: 01234-56789

Total Amount Due by 02/09/23 **\$226.82**

For online bill payment log in to My Account at MidAmericanEnergy.com

RESIDENTIAL
111 MAIN ST
CITY IL 61265

MidAmerican Energy Company
PO Box 8020
Davenport IA 52808-8020
815

Message Center

Page 2



Page 2 of 3



Help your neighbor by donating to MidAmerican's CARE program. Your tax-deductible donation will stay in your community and go directly toward providing heating and weatherization assistance to low-income customers in need. Visit our website to complete a contribution form. You can also make a one-time donation or a monthly pledge by marking the boxes on this month's bill stub and returning it with your payment.



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

Scan and Pay QR Code

Charge Details

Page 3



Date Billed: 01/18/23
Account Number: 01234-56789

Page 3 of 4

Total Amount Due by 02/09/23 **\$226.82**



Electric Charges Detail

Meter No: S00000002

33 Billing Days
Company Reading 01/18/23 58285
Company Reading 12/16/22 57951
Total kWh 330

Rate: RS Residential Winter

Supply \$15.04

Supply Charge 330 X 0.02705 \$8.93
Transmission Service Charge 330 X 0.01090 \$3.60
Fuel Adjustment Clause 330 X 0.01122 \$3.70
Purchased Elec Charge 330 X 0.02962 \$1.19
Purchased Elec Charge Adj 330 X -0.00720 -\$2.38

Delivery

Basic Service Charge \$7.90
Meter Service Charge \$1.72
Delivery Charge 330 X 0.02729 \$9.01
Purch Renew Energy Adj 330 X 0.00041 \$0.14
Income Tax Adjustment 330 X -0.00493 -\$1.63
Purch Zero Emission Adj 330 X 0.00014 \$0.05
Energy Efficiency Charge 330 X 0.00203 \$0.67

Taxes and Fees

Electricity Excise Tax \$1.09
Municipal Tax \$2.07

Total **\$36.06**



Gas Charges Detail

Meter No: AY0000002

33 Billing Days
Company Reading 01/18/23 3556
Company Reading 12/16/22 3357
Total ccf 199
Pressure X 0.995
BTU Factor X 1.053

Total Therms 208

Rate: RV1 Residential

Supply \$143.52

Gas Supply Charge 208 X 0.69002 \$143.52
Delivery \$32.98
Basic Service Charge \$13.15
Meter Class 1 Charge \$2.83
Distribution Charge 208 X 0.07864 \$16.34
Income Tax Adjustment 208 X -0.00591 -\$1.23
Energy Efficiency Charge 208 X 0.01103 \$2.29

Taxes and Fees

Invoice CO Assessment \$0.18
State Utility Tax \$4.09
Municipal Tax \$9.09

Total **\$190.76**

BILL TERMS

Terms you may see on your bill include:

BASIC SERVICE CHARGE:

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

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

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

DELIVERY/DISTRIBUTION

CHARGE: A charge for the cost of delivering electric energy or natural gas to you over MidAmerican's distribution systems.

kW DEMAND CHARGE:

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

ELECTRICITY EXCISE

TAX: A tax imposed by the state of Illinois on the use or consumption of electricity.

ENERGY EFFICIENCY

CHARGE: Supports the costs of residential and business energy efficiency programs.

ESTIMATED: MidAmerican estimates usage from your

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

FUEL ADJUSTMENT CLAUSE:

A charge to recover the costs of fuel used in company-owned generating stations and electricity purchased from outside sources.

GAS SUPPLY CHARGE:

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

ILLINOIS CC ASSESSMENT:

Reflects the cost to recover taxes paid by the company as required by the Illinois Public Utilities Act for the privilege of operating as a public utility in the state of Illinois.

INCOME TAX ADJUSTMENT:

Adjusts base rates to address changes in income tax expense, resulting from changes in income tax rates that differ from the amounts used in MidAmerican's last rate case.

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

METER CLASS CHARGE:

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

METER SERVICE CHARGE:

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

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

PRESSURE FACTOR: A calculation to adjust the metered gas use that compensates for variations in metering and local atmospheric pressure.

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

PURCHASED ELECTRIC

CHARGE: A charge to recover the costs to purchase capacity, energy and transmission services in order to meet our Illinois customers' electric needs.

PURCHASED ELECTRIC CHARGE ADJUSTMENT:

This adjustment may be a charge or credit and ensures that MidAmerican correctly recovers any costs related to the Purchased Electric Charge.

PURCHASED RENEWABLE ENERGY ADJUSTMENT:

A charge that covers the cost to purchase renewable energy resources to meet Illinois requirements.

PURCHASED ZERO EMISSION ADJUSTMENT:

A charge that covers the cost of zero-emission energy resources to meet Illinois requirements.

STATE UTILITY TAX: A tax imposed by Illinois on the use or consumption of gas.

SUPPLY CHARGE: Recovers costs of owning, operating and maintaining MidAmerican's electric generating stations.

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

TRANSMISSION SERVICE

CHARGE: This charge recovers the costs, fees and charges related to owning, operating and maintaining the long-distance electric transmission system that delivers electricity from generating stations to local distribution systems.

RATES

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

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

NONRESIDENTIAL GAS

Rate	Basic Service Charge	Distribution
SVS	\$12.69	\$0.07664
MVS	\$93.18	\$0.05682

Rate	Average Daily Usage* (Therms/Day)	Basic Service Charge	Distribution Charge (per Therm)	Transportation Administration Charge (per month)	Interval Meter Charge (per month)	Maximum Daily Requirement (MDR)	Maximum Hourly Requirement (MHQ)
LVS	≥4,000	\$816.64	\$0.02041	n/a	\$20.27	\$0.30893	\$0.26015
SVT	<200	\$12.69	\$0.06591	\$38.24	\$20.27	n/a	n/a
MVT	200-4,000	\$93.18	\$0.04858	\$38.24	\$20.27	n/a	n/a
LVT	≥4,000	\$816.64	\$0.01422	\$38.24	\$20.27	\$0.30893	\$0.26015

*Determined by peak billing months of December, January and February.

RESIDENTIAL GAS

Rate Charge	Basic Service Charge	Distribution
RV1	\$12.69	\$0.07664
RV2	\$93.18	\$0.05682

Meter Class	Meter Size (Cubic ft/hr)	Meter Class Charge (per meter)
Class 1	≤ 675	2.83
Class 2	675-3,000	31.13
Class 3	3,000-11,000	56.62
Class 4	>11,000	131.62

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

- Gas Utility Assessment
- Energy Assistance Charge
- Renewable Energy Resources and Coal Technology Development Assistance Charge
- Energy Efficiency Charge
- Income Tax Adjustment
- Gas Supply Charge
- Gas Incremental Uncollectible Adjustment

**Clauses/riders are subject to change.

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

NONRESIDENTIAL ELECTRIC

Rate	Basic Service Charge	Meter Charge	Delivery Charge per kWh	Delivery Surcharge over 40,000 kWh	Supply Charge/kWh			
					Summer		Winter	
					kWh	Jun-Sep	kWh	Oct-May
GE	\$18.07	\$2.72	\$0.01992	\$0.01008	≤5000	\$0.05030	≤5000	\$0.02547
					>5000	0.04391	>5000	\$0.00986

NONRESIDENTIAL DEMAND

Rate	Basic Service Charge	Meter Charge	Delivery Charge per kWh	Reactive Demand Charge/ kVar	Supply Charge/kWh			
					Summer		Winter	
					kWh	Jun-Sep	kWh	Oct-May
GD	\$29.42	\$4.80	\$6.00	N/A	1st 200 hrs		1st 200 hrs	
					X kW:	\$0.05213	X kW:	\$0.02079
					Next 200 hrs		Next 200 hrs	
					X kW:	\$0.04228	X kW:	\$0.01976
					Over 400 hrs		Over 400 hrs	
					X kW:	\$0.03571	X kW:	\$0.01873
LST	\$551.40	\$116.96	\$5.40	\$0.50	On-Peak	\$0.11128	On-Peak	\$0.01897
					Off-Peak	\$0.01371	Off-Peak	\$0.01423
					All Other	\$0.03437	All Other	\$0.01897
VLT	\$551.40	\$327.13	\$0.78	\$0.50	On-Peak	\$0.12735	On-Peak	\$0.01768
					Off-Peak	\$0.01293	Off-Peak	\$0.01282
					All Other	\$0.03499	All Other	\$0.01768

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

RESIDENTIAL ELECTRIC RATES

Rate	Annual Usage	Basic Service Charge	Meter Charge	Delivery Charge per kWh	Supply Charge/kWh			
					Summer		Winter	
					kWh	Jun-Sep	kWh	Oct-May
RS	≤50,000 kWh	\$7.25	\$1.72	\$0.02729	All	\$0.05695	≤1000 >1000	\$0.02705 \$0.00878
GE	>50,000 kWh	\$18.07	\$2.72	\$0.01992	≤5000 >5000	\$0.05030 0.04391	≤5000 >5000	\$0.02547 \$0.00986

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

- > Energy Assistance Adjustment
- > Energy Efficiency Charge
- > Electric Utility Assessment
- > Renewable Energy Resources and Coal Technology Development Assistance Charge
- > Fuel Adjustment Charge
- > Purchased Electric Charge
- > Purchased Electric Charge Adjustment
- > Purchased Renewable Energy Adjustment
- > Purchased Zero Emission Adjustment
- > Income Tax Adjustment
- > Transmission Service Charge
- > Electric Incremental Uncollectible Adjustment

*Clauses/riders are subject to change.

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

Additional rates are available for residential or small non-residential customers interested in optional Time-of-Use rates and for customers that receive their energy supply from an alternative retail electric supplier.

PAYMENT AND CREDIT POLICIES

DEPOSITS

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

The amount of the deposit shall not exceed 1/6 of the estimated annual charges for service at the property. The first 1/3 of the deposit will be included on the first bill statement following the deposit assessment; the remaining 2/3 of the deposit will be billed in equal installment amounts included on the next two bill statements.

The deposit, plus applicable interest, shall be refunded after 12 consecutive months of service with fewer than four late payments, no disconnections for non-payment and no tampering with the service, if the customer has no past-due balance owed at the time of the deposit refund. After 12 consecutive months of accumulated interest, when a customer is not entitled to a refund of the deposit, the utility shall automatically credit the customer's account with the interest only. The deposit, plus applicable interest, will be refunded if the customer voluntarily ends the service and is not transferring service to a new location.

LATE FEES

All customers may have one late payment fee forgiven per calendar year. Late fees can be assessed four days after the bill due date. The fee amount is 1.5% of the balance owed.

DISCONNECTION

In accordance with the Illinois Administrative Code, MidAmerican may disconnect service so long as adequate notice and reason for the disconnection are provided to the customer. The following are allowable reasons for disconnection:

- Non-payment of past-due bill for the same class and type of service
- Non-payment of deposit owed
- Failure to provide access to MidAmerican equipment
- Occupant usage without a valid customer of record
- Theft of service and/or tampering
- Non-compliance with any rules of the utility on file with the Commission for which the utility is authorized by tariff to disconnect service
- Unsafe conditions
- Cooperation with civil authorities

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

- You have contacted MidAmerican and established a payment agreement.
- We have received written certification from a doctor or health care provider, good for 60 days, that disconnecting the utility service will aggravate an existing medical emergency or create a medical emergency for the patient.
- The temperature is forecast to be 32 degrees Fahrenheit or lower during the following 24-hour period.
- You have qualified for low-income home energy assistance between December 1 through March 31.

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 OF SERVICE

Once a disconnected customer remedies the reason for the disconnection or provides a valid medical certificate, MidAmerican 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.

RESOLVING QUESTIONS AND CONCERNS

MidAmerican provides electric and natural gas service according to the rules of the Illinois Commerce Commission.

The Commission's rules apply to service standards and reliability. If you are unable to resolve a complaint with MidAmerican, you may request assistance from the Commission's Consumer Services Division by calling 800-524-0795. View the full rules on the Commission's website.

ENERGY EFFICIENCY

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

HOME CHECK ONLINE

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

INSTANT DISCOUNTS

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

SMART THERMOSTATS

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

APPLIANCE RECYCLING

Rebates are available to recycle your older, working refrigerator or freezer and save you both energy and money. Residential electric customers can schedule a free pickup online at **MidAmericanEnergy.com/ee** or by calling 800-621-2757.

SUMMERSAVER

SummerSaverSM is a voluntary initiative for MidAmerican residential electric customers who want to help reduce energy use at peak times. Learn more at **MidAmericanEnergy.com/summersaver**.

NONRESIDENTIAL ENERGY SOLUTIONS

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

COMMERCIAL NEW CONSTRUCTION

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

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

10 ENERGY EFFICIENCY TIPS

TO HELP YOU SAVE ENERGY AND SAVE MONEY



GET IT ONLINE

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



SEAL IT UP

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



ROLL IT OUT

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



SET IT SMART

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



BUY IT RIGHT

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



WRAP IT UP

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



LET IT SHINE

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



KEEP IT CLEAR

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



TURN IT OFF

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



KEEP IT UP

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



LIFE SUPPORT PROGRAM

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

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

I CARE

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

BRAILLE OR LARGE-PRINT BILLS ON REQUEST

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

NON-ENGLISH SPEAKING INTERPRETER SERVICES

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

CONVERSACIONES QUE NO SON EN INGLÉS

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



SAFETY INFORMATION

STAR SAFETY THROUGH ASSET RELIABILITY

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

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

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, known as customer-owned lines or utilities. Common examples of customer-owned utilities include gas piping that connects your meter to your furnace, water heater, outdoor natural gas grill or electric service lines connected to a detached garage or outbuilding. MidAmerican does not maintain customer-owned lines.

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

NATURAL GAS SAFETY

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

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

DETECT NATURAL GAS USING YOUR SENSES



SMELL

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



SIGHT

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



SOUND

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

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

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

3

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

1

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

2

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

3

Do not 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 stove – should be inspected regularly and kept free from obstructions and debris. It is important to always use approved appliance connectors and end caps on pipes to prevent a potential leak. Contact a qualified plumbing and heating company to regularly inspect appliances.

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

GAS DETECTORS

We encourage you to purchase gas detectors for your home or business to alert you of 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 buildup or foliage from shrubs or trees – or if you will be completing work that may require relocation of gas meters – like building additions, decks, garages or landscaping – notify MidAmerican at 888-427-5632.

PIPELINE MARKERS

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

EXCESS FLOW VALVE

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





ELECTRICAL SAFETY

POWER LINE SAFETY

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

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

POWER OUTAGES

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

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

TRANSFORMER SAFETY

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

INFORMACIÓN SOBRE APAGONES

MidAmerican 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 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.