

Obsessively, Relentlessly
At Your Service

MAY 2020

HERE FOR

YOU

CONTACT

 Residential service
888-427-5632

 Business service
800-329-6261

 Power out
800-799-4443

 Gas leak
800-595-5325

 Planning to dig
811

 Automated phone
payment line
800-432-4524

While the COVID-19 outbreak has interrupted our daily lives, our teams have been working around-the-clock to make sure that it doesn't interrupt your service. We know you rely on us to keep the lights on and the gas flowing. That's why MidAmerican Energy is prepared for all types of emergencies. Over the last few months, we've added extra safety precautions and rolled out our pandemic plan to protect you and our employees.

We know you have questions, and we're working one-on-one with customers to find solutions that work for you. As more families and business are impacted by closures and social distancing, we are adapting our response to meet those guidelines. Our team will continue to keep your homes and businesses powered, and answer your calls 24/7 because we are *obsessively, relentlessly at your service*.

 **MIDAMERICAN**
ENERGY COMPANY.



SPRING INTO

ELECTRICAL SAFETY

May is National Electrical Safety Month. Use these tips to stay safe around electricity no matter where you are!

INSIDE

- > Avoid overloading outlets and circuits. Spread electrical devices out across outlets in your home or business.
- > Check electrical cords for fraying or cracked plastic coating. Unplug and replace damaged cords.
- > Extension cords should only be used temporarily, not as permanent wiring. Don't run extension cords under rugs, doors or across windows.
- > Keep electrical cords and appliances like phone chargers, hair dryers and power tools away from water. Unplug these small appliances when not in use to save energy and free up outlets.
- > Use your circuit box to turn off power to areas in your home or business before beginning any improvement projects.

OUTSIDE

- > Call 811 to have utilities marked before digging, even in your own yard. Digging to plant trees, install fences or put up a swing set can lead to disaster if you hit unmarked underground gas or power lines.
- > Never approach downed power lines. Always assume that power lines are live and dangerous.
- > Look up to locate overhead power lines before flying kites or hobby drones, or starting any building project. Keep at least 10 feet away from overhead power lines.
- > Do not try to remove trees or tree limbs on or near power lines. If you see growth too close to a power line, our certified arborists will clear it free of charge. Submit a tree trimming request by calling 888-427-5632 or visiting [MidAmericanEnergy.com/tree-service-request](https://www.midamericanelectric.com/tree-service-request).

Don't take risks with your safety. Call a qualified electrician to complete electrical work when you are unsure. Visit [MidAmericanEnergy.com/safety](https://www.midamericanelectric.com/safety) for safety information to protect your family all year long.

JUST THE FACTS



The Midwest has

40-50

severe storms each year.

We will text or email you when your power goes out to let you know we're on our way to fix it and when you can expect your power to return.

Call **888-427-5632** or log in to your **My Account**  to sign up!



MidAmerican has a

99.95%

reliability rating.



That means the lights come on every time you flip the switch

364.8

days per year, rain or shine!