

ABOUT US

At MidAmerican Energy, we are obsessively, relentlessly at your service. Our award-winning team serves more than **838,000 electric customers** and **811,000 natural gas customers** throughout Iowa, Illinois, South Dakota and Nebraska.



Our renewable resources can generate more than **7,800 megawatts** of wind energy and **141 megawatts** of solar energy.



We deliver electricity across more than **30,500 miles** of power lines.



We safely manage more than **25,300 miles** of natural gas systems.

ENERGY DIVERSITY THAT DELIVERS

MidAmerican operates a diversified, all-of-the-above generation portfolio designed to deliver reliable service under all conditions. The company combines zero-fuel-cost renewable resources, such as wind and solar, with on-demand generation, including coal, natural gas and nuclear, to ensure system reliability and help protect customers from fuel price volatility and extreme weather events.

AWARD-WINNING CUSTOMER SERVICE

We're proud to be recognized as a top performer in delivering exceptional customer service. In 2025, we received the Better Business Bureau (BBB) Torch Award for Ethics – widely regarded as the highest honor a business can earn from the BBB and the “gold standard” for ethical excellence. This recognition reflects our unwavering commitment to doing what's right for our customers and our communities.

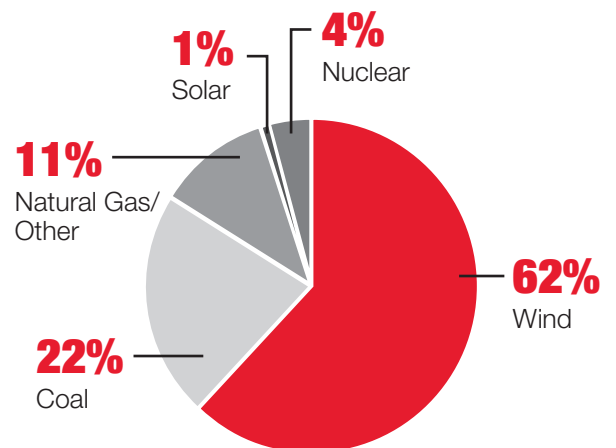
SUPPORTING THE ECONOMY


We work closely with site selectors, commercial developers, and our local regional and state partners to attract and retain businesses. By offering renewable energy, reliable infrastructure and electric rates **44% lower than the national average**, we give companies a competitive economic advantage.

SERVING BEYOND ENERGY

Through our corporate citizenship program, MidAmerican Energy CARES, we give our time and resources to support our communities. In 2025, our employees volunteered **more than 17,000 hours** across our service area.

GENERATION CAPACITY 2025



 **Customer Service**
888-427-5632

 [MidAmericanEnergy.com](https://www.MidAmericanEnergy.com)



DELIVERING **STAR** SERVICE

Keeping our team, community and the environment safe takes more than best practices and top-notch training. As part of our Safety Through Asset Reliability (STAR) initiative, we continuously invest in new technology and infrastructure enhancements. Our STAR efforts help us ensure a safe, dependable energy system for the people, businesses and communities we serve.



TRANSMISSION LINE AERIAL INSPECTION

Twice a year, our forestry team conducts an aerial inspection of over 1,400 miles of power lines via helicopter. We also use drones to conduct additional inspections.



SUBSTATION ANIMAL PROTECTION

Wildlife are dangerous to our electrical systems, and our electrical systems are dangerous to wildlife. That's why we're fortifying our electric substations with protective equipment to reduce outages and save a squirrel in the process.



REMOTE CIRCUIT SWITCHES

We deliver power to you through a dedicated distribution circuit. But, if that circuit ever has an issue, we can remotely switch your service to another circuit to restore your power within minutes.



UTILITY POLE REPLACEMENT

We continuously inspect and replace utility poles throughout our service area. This proactive measure goes hand-in-hand with replacing poles damaged by vehicle crashes, weather events or other circumstances.



RECLOSING FUSES

The majority of power outages are caused by momentary hazards, like strong winds or tree limb contact. Now, if you lose power due to a temporary issue, our new, automatic fuse systems can restore your power within seconds.



TREE TRIMMING

Tree branches can cause outages when they make contact with power lines. That's why we proactively prune trees that pose a risk to our systems to preserve tree health and prevent outages. If you have a tree growing near a local power line, you can submit a tree pruning request, and we will investigate the situation.



GAS PIPELINE INSPECTIONS

Every year, our gas delivery team and contract partners proactively survey our natural gas pipelines to ensure they meet our high safety standards and prevent future problems before they can occur.



SMART PIGGING

Each year, we inspect key sections of our natural gas transmission lines with a smart pig, a sensor device that we run inside the pipe that measures corrosion, dents and deformities. With the data we gather from the smart pig, we make the repairs needed to keep the pipeline safe and prevent disruptions to your gas service.

Learn more about our STAR efforts at [MidAmericanEnergy.com/STAR](https://www.midamericanenergy.com/STAR)