Welcome Home

MidAmerican Energy

Obsessively. Relentlessly. At your service.
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 Eagle Grove, IA 50533
West of Dollar General – Closed from noon to 1 p.m.

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. Oskaloosa, IA 52577
Closed from noon to 1 p.m.

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

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.

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 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](http://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 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.

You probably won’t see your meter reader, but you will know that your meter has been read when you receive your bill. Company Reading will appear next to your meter number.

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.
ACCOUNT SUMMARY

Your account number: 11234 - 56789
Your service address: JOHN DOE
Service Address: 999 MAIN ST
CITY IA 12345
Date: 05/09/XX

Due date: June 2, 20XX
Amount due: $133.82

LAST BILL AMOUNT
PAPMENTS RECEIVED
AMOUNT DUE

$115.26
$115.26
$133.82

If payment is received after June 2, 20XX, a late payment charge of $2.00 will be assessed on your next bill.

ELECTRIC CHARGES

Rate: RS Residential
Meter No: 599966999

04/09/XX to 05/09/XX 29 billing days
Basic Service Charge 8.50
Energy Charge 1,000 x 0.08527 85.27
Energy Charge 24 x 0.03219 1.94
Rate Equalization Factor 1,077 x 0.00223 3.14
Energy Adjusment Clause 1,027 x -0.00201 -2.08
Transmission Cost Adjustment 1,027 x 0.00195 2.00
1.00% Local Option Tax 99.50
Total 99.20

Due date: June 2, 20XX
Amount due: $133.82

If payment is received after June 2, 20XX, a late payment charge of $2.00 will be assessed on your next bill.

GAS CHARGES

Rate: 5VF Residential
Meter No: A33333333

04/09/XX to 05/09/XX 29 billing days
Basic Service Charge 10.00
Delivery Charge 31 x 0.23011 7.13
Pipeline Transport Charge 31 x 0.08901 2.76
Gas Supply Charge 31 x 0.46428 14.39
1.00% Local Option Tax 34.62
Total 34.62

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. If you prefer to conduct business electronically, various online customer services are available at www.midamericanenergy.com. You may view tariff and rate schedule information on our website or at any of our customer office locations. Customers using a TDD can reach us at 800-747-0593. If MidAmerican does not resolve your complaint, you may request assistance from the Iowa Utilities Board by calling 515-725-7361 or the toll-free number, 877-592-4450, writing to 1375 E. Court Avenue, Room 69, Des Moines, Iowa 50319-0069, or sending an email to customer@iub.iowa.gov.

Keep if payment is received after June 2, 20XX, a late payment charge of $2.00 will be assessed on your next bill.

ACCOUNT NUMBER DUE DATE AMOUNT DUE
11234 - 56789 June 2, 20XX $133.82

MidAmerican Energy Company
PO Box 8020
Davenport IA 52808-8020
158 IQ 6

01004111234567897990000000001038200000000001358200000000000008

Questions? Call us at 888-427-5632.
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 distributing natural gas through our system to you and includes energy efficiency cost recovery.

Demand Charge: Reflects a portion of the cost of generating, transmitting and distributing electrical energy and is based on peak usage.

Energy Adjustment Clause: MidAmerican Energy continually experiences increases and decreases in the cost of fuel and purchased power used to supply electricity to its customers. This clause allows MidAmerican Energy to make annual adjustments to recover the forecasted fuel and power costs, subject to an annual reconciliation to actual expenditures.

Energy Charge: Reflects the cost of generating, transmitting and distributing electricity to you. Includes energy efficiency cost recovery clause.

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

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.

Pipeline Transport Charge: Cost incurred to reserve capacity on the interstate pipeline system in order to deliver gas to you. If the pipeline transport charge is not a line item on your bill, it is included in the gas supply charge.

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.

Rate Equalization Factor: Equalization adjustment factors are applied to electric service rates for the purpose of ensuring all Iowa MidAmerican Energy customers will pay the same electric base rate within each rate class – residential, commercial and industrial. Rates will be adjusted in equal annual increments through Dec. 31, 2022.

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 Cost Adjustment: MidAmerican Energy supports continual improvements to the national electric grid to benefit regional and local reliability. This cost adjustment allows MidAmerican Energy to make annual adjustments to recover the forecast transmission improvement costs, subject to an annual reconciliation to actual expenditures.
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.

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.

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.

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 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.
Residential rates are also subject to Transmission Cost Adjustment, Energy Adjustment Clause, Energy Efficiency Cost Recovery Adjustment, Equalization Adjustment Clause and Electric Tax Adjustment.

<table>
<thead>
<tr>
<th>Rate</th>
<th>Basic Service Charge</th>
<th>kWh</th>
<th>Summer (Jun-Sept)</th>
<th>kWh</th>
<th>Winter (Oct-May)</th>
</tr>
</thead>
<tbody>
<tr>
<td>RS</td>
<td>$8.50</td>
<td>All</td>
<td>0.10575</td>
<td>First 1,000</td>
<td>0.08044</td>
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<td>&gt;1,000</td>
<td>0.04536</td>
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<td>RST</td>
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<td>All Other</td>
<td>0.09029</td>
<td>All Other</td>
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<td></td>
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<td>0.06553</td>
<td>Off-Peak</td>
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Nonresidential rates are also subject to Transmission Cost Adjustment, Energy Adjustment Clause, Energy Efficiency Cost Recovery Adjustment, Equalization Adjustment Clause and Electric Tax Adjustment.

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<thead>
<tr>
<th>Rate</th>
<th>Basic Service Charge</th>
<th>kWh</th>
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<th>kWh</th>
<th>Winter (Oct-May)</th>
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</thead>
<tbody>
<tr>
<td>GE</td>
<td>$10.00</td>
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<td>First 5,000</td>
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<td></td>
<td>Over 5,000</td>
<td>0.08909</td>
<td>Over 5,000</td>
<td>0.04339</td>
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<tr>
<td></td>
<td>Surcharge over 40,000</td>
<td>0.01790</td>
<td>Surcharge over 40,000</td>
<td>0.02834</td>
<td></td>
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<tr>
<td>GET</td>
<td>$10.00</td>
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<td>On-Peak</td>
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<td></td>
<td>All Other</td>
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<tr>
<td></td>
<td>Surcharge over 40,000</td>
<td>0.01790</td>
<td>Surcharge over 40,000</td>
<td>0.02834</td>
<td></td>
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<th>Summer (Jun-Sep)</th>
<th>kWh</th>
<th>Winter (Oct-May)</th>
</tr>
</thead>
<tbody>
<tr>
<td>GD</td>
<td>$20.00</td>
<td>1st 200 hours X KW Demand</td>
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<td>1st 200 hours X KW Demand</td>
<td>0.03767</td>
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<td>Next 200 hours X KW Demand</td>
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<td>Next 200 hours X KW Demand</td>
<td>0.03662</td>
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<td>Over 400 hours X KW Demand</td>
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<td>Over 400 hours X KW Demand</td>
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<td>On-Peak</td>
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<td>On-Peak</td>
<td>0.03834</td>
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<td></td>
<td></td>
<td>All Other</td>
<td>0.05550</td>
<td>All Other</td>
<td>0.03834</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Off-Peak</td>
<td>0.03430</td>
<td>Off-Peak</td>
<td>0.03497</td>
</tr>
</tbody>
</table>

Nonresidential rates are also subject to Transmission Cost Adjustment, Energy Adjustment Clause, Energy Efficiency Cost Recovery Adjustment, Equalization Adjustment and Electric Tax Adjustment.

Transformer ownership credit of $0.30 provided where applicable.
The information below reflects Iowa electric rates. Additional rates are available on www.midamericanenergy.com under About Us.

<table>
<thead>
<tr>
<th>Rate</th>
<th>Basic Service Charge</th>
<th>Energy Charge</th>
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</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Summer (Jun-Sep) kWh</td>
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<tr>
<td>LS</td>
<td>$175.00</td>
<td>1st 200 hours X KW Demand 0.07088</td>
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<tr>
<td></td>
<td></td>
<td>Next 200 hours X KW Demand 0.06069</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Over 400 hours X KW Demand 0.05389</td>
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<tr>
<td>LST</td>
<td>$175.00</td>
<td>On-Peak 0.15640</td>
</tr>
<tr>
<td></td>
<td></td>
<td>All Other 0.05448</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Off-Peak 0.03297</td>
</tr>
</tbody>
</table>

Nonresidential rates are also subject to Transmission Cost Adjustment, Energy Adjustment Clause, Energy Efficiency Cost Recovery Adjustment, Equalization Adjustment Clause and Electric Tax Adjustment.

Transformer ownership credit of $0.30 provided where applicable.

**Electric Rates:**
- **RS:** Residential Service
- **RST:** Residential Time-Of-Use Service
- **GE:** General Energy Service
- **GET:** General Energy Time-Of-Use Service
- **GD:** General Demand Service
- **GDT:** General Demand Time-Of-Use Service
- **LS:** Large Electric Service
- **LST:** Large Electric Time-Of-Use Service

**Time-Of-Use Periods:**
- **On-Peak:** Hours between 1 p.m. and 6 p.m. Monday through Friday excluding holidays.
- **Off-Peak:** Hours between 10 p.m. and 8 a.m. every day.
- **All Other Hours:** All hours not included in the definition of On-Peak or Off-Peak Hours.

**Optional and Specialized Nonresidential Electric Rates:**
- **SS:** Substation Service
- **SST:** Substation Time-Of-Use
- **ICR:** Individual Customer Rate
- **MWP:** Municipal Water Pumping Service
- **TC:** Traffic Control Service
- **SL:** Street Lighting
- **AL:** Area Lighting
- **QF:** Cogeneration and Small Power Production Facilities
- **NB:** Net Billing of Small Alternate Energy Producers and Small Hydro Facilities
- **AEP:** Alternate Energy Production Facilities Contract Provision Offered
- **RMS:** Residential Mater Metered Service
- **DAP:** Day Ahead Hourly Pricing
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 10 for details.
**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 EnergyAdvantage® 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.
**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**.
Community Relations

MidAmerican Energy is more than your electric and natural gas provider – we are also your friends and neighbors. Our employees live and work in the communities we serve. They are your friends, neighbors, Little League and soccer coaches, scout leaders, or the person next to you in your place of worship. They are members of local civic organizations and service clubs and serve as volunteer firefighters. They serve on city planning committees, schools boards and commissions. MidAmerican Energy and its employees are dedicated to supporting local organizations, community events and other activities through donations of time, talent and monetary resources.

To strengthen our commitment, we have developed a network of employees, known as community contact volunteers. These volunteers are the local conduit to community leaders and keep the company up-to-date on happenings in their cities and towns, large and small. They also assist in implementation of company programs; provide information on the company’s commitment to the environment, renewable energy and energy efficiency; and participate in a variety of opportunities to support the community.

Renewable Advantage

MidAmerican Energy’s generation portfolio is comprised of a growing portfolio of wind generation, as well as coal, natural gas, nuclear, hydroelectric and biomass. The company believes the best way to meet customers’ energy needs is to provide reliable, affordable and environmentally responsible energy through a diversified generation portfolio.

Several years ago, MidAmerican Energy developed a voluntary customer contribution program known as Renewable Advantage. Thanks in part to Renewable Advantage funding, MidAmerican Energy constructed a 0.5-megawatt wind turbine and a 12-panel solar installation at our visitors center on the Iowa State Fairgrounds.

Future Renewable Advantage projects may involve wind, solar, biomass, animal waste/methane or other renewable energy technologies and will be determined by customer interest and participation. Iowa customers can make one-time or periodic contributions to Renewable Advantage or indicate a contribution to Renewable Advantage through check-off boxes included on their MidAmerican Energy bill stubs January through October. Contributions are not tax-deductible and are nonrefundable.

Visit [www.midamericanenergy.com/wind](http://www.midamericanenergy.com/wind), or contact MidAmerican Energy at 888-427-5632 to contribute to or obtain additional information about Renewable Advantage. Nonparticipating customers will never pay higher rates as a result of the program.
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:

- Include your contribution with your regular utility payment and indicate on your bill stub the amount that should go to I CARE.
- 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 ________________________