

NOVEMBER 2017

AT YOUR SERVICE

MIDAMERICAN ENERGY COMPANY
OBSESSIVELY, RELENTLESSLY
SERVING THOSE IN NEED

When Hurricane Irma struck the state of Florida in early September, on the heels of the catastrophic flooding caused by Hurricane Harvey in Texas and Louisiana, the whole country swung into action to help those dealing with the damage. Among those who responded to the call for help were nearly 300 MidAmerican Energy employees and contractors.

Before the storm even made landfall, MidAmerican Energy was coordinating resources in response to a request from the Midwest Mutual Assistance Group – a group of utilities from across the Midwest and Plains states that have each agreed to come to the others assistance when large-scale outages happen. The first wave of MidAmerican Energy crews left Iowa for Florida on September 8 so they could be in place in northern Florida to begin restoring power as soon as the storm moved through. A second wave of crews left Iowa on September 14 to help with work in Georgia, as that area dealt with power outages caused by then Tropical Storm Irma.

Their work was most definitely appreciated by residents of the area, as photos and expressions of gratitude began appearing on MidAmerican Energy's social media pages within days of the crews' departure. We're including just a few of those posts in this month's *At Your Service* to share our gratitude for these hard-working professionals who are always ready to help restore power safely and efficiently for anyone who needs their help. They truly know what it means to be *obsessively, relentlessly* at your service!



CONTACT

POWER OUT? 800-799-4443

RESIDENTIAL SERVICE 888-427-5632

**BUSINESSADVANTAGE
BOTTOM LINE 800-329-6261**

TDD 800-747-0593

SMELL GAS? 800-595-5325

PLANNING TO DIG? 811

**AUTOMATED PHONE
PAYMENT LINE 800-432-4524**



www.MIDAMERICANENERGY.com



**HURRICANE
WARNING**



TO BECOMING A GAME ENERGY SAVER

If there's a new game console on your family's holiday gift list, start thinking about how to make the most of the console's energy use. Here are our top tips for how you and your family can be game energy savers:

- 1** **ACTIVATE POWER SAVING SETTINGS**
- 2** **TURN OFF THE CONTROLLER**
- 3** **DIS-KINECT WHEN YOU AREN'T USING**
- 4** **KEEP UP ON YOUR UPDATES**
- 5** **STREAM YOUR CONTENT SMARTLY**
Streaming on a laptop or tablet is the most efficient
- 6** **DON'T LET YOUR GAME CONSOLE COME BETWEEN YOU AND YOUR CABLE**
Use separate ports for your game console and set-top box

For more energy saving tips, visit www.midamericanenergy.com and click Rebates | Energy Savings

I CARE PROGRAM

MidAmerican Energy's I CARE program helps local community action agencies around our area assist residents in paying their heating bills and completing home weatherization projects. MidAmerican Energy contributes an additional 25 cents for every \$1 donated to I CARE.

Last year (June 2016 – July 2017), MidAmerican Energy customers contributed nearly \$360,000 and helped more than 1,500 families across our service area.

You can make a tax-deductible contribution to I CARE by checking the box on your bill stub and including the amount with your payment or by visiting www.midamericanenergy.com and selecting Customer Service > Help Your Neighbor.



RENEWABLE ADVANTAGE QUARTERLY REPORT

At the end of September 2017, MidAmerican Energy's Renewable Advantage program had 662 monthly contributors and 6,255 one-time or periodic contributors. On average, monthly contributors gave \$3.33 and one-time or periodic contributors gave \$15.87. Thank you to all who contributed! Iowa customers can help support renewable energy by using the check boxes on their bill stubs January through October. To learn more about Renewable Advantage, visit www.midamericanenergy.com.

SAVE ENERGY AND MONEY THIS WINTER

Winter heating season is just around the corner, so it's a good idea to start preparing today to reduce winter heating bills. It's important to remember your actual heating costs will depend on both the price of natural gas and the amount of natural gas you use, which largely depends on how cold the weather gets and how you manage your thermostat. To help you save energy and money this coming winter, we offer these tips:

- ▶ Set your thermostats to 68 degrees or lower. For every degree above 68, you will increase your energy use by approximately 4% over a 24-hour period.
- ▶ Sign up for Budget Billing, a free program that provides a predictable monthly energy bill.
- ▶ Change your furnace filters regularly. A clean air filter ensures efficient airflow while maintaining the air quality and comfort of your home.
- ▶ Check windows, doors, fireplaces and electrical outlets for air leaks. Weatherizing your home will help reduce heating costs and can make your home more comfortable.

For more information on saving energy and money year-round, follow MidAmerican Energy on Facebook and Twitter.

STAY UPDATED ON YOUR SERVICE

Get updates on your energy service wherever you are with our outage notification system. Now every MidAmerican Energy electric customer receives an email when we know your service is out, as well as information about your outage and when we expect your service to be restored. If you receive your bill electronically or have a My Account set up, we've got your email and you'll receive these messages. If you'd rather get these messages by text alert, just log on to My Account at www.midamericanenergy.com and choose Email | Text Alerts > Update Contact Preferences. Keeping you up to date on your energy service – it's just one more way we are obsessively, relentlessly at your service!

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Louie the Lightning Bug at the Iowa Cubs Green Game in August



s at Jack



MidAmerican Energy employees participate in the United Way Day of Caring in Muhaska County

OBSESSIVELY, RELENTLESSLY IN YOUR COMMUNITY!

- ▶ We loved meeting so many of our customers at this year's Iowa State Fair! Thousands of fairgoers stopped by to learn about our renewable energy efforts, saving money and energy, and staying safe around energy. Plus, they picked up some pretty awesome giveaway items!
- ▶ Our own Louie the Lightning Bug was on hand to throw out the first pitch for the Iowa Cubs at our second annual Green Game. This game was powered by 100% renewable energy from our Pomeroy wind farm and was lit by new energy-efficient LED lights installed this season.
- ▶ Cyclone fans are now able to get into the football action even faster by using the Green Line at Jack Trice Stadium for every home game! These designated lanes, sponsored by MidAmerican Energy, are for fans with mobile tickets and encourage all fans to think about how they can help conserve resources in their everyday lives.
- ▶ MidAmerican Energy was proud to be a sponsor of one of the free stages at the 107th National Cattle Congress in Waterloo.
- ▶ The World Food & Music Festival brought the tastes and sounds of more than 25 different countries and culinary regions to downtown Des Moines, and we helped to sponsor this popular event.
- ▶ MidAmerican Energy employees across our service area have participated in the United Way Days of Action, helping individual families in need across our service area.
- ▶ MidAmerican Energy is proud contribute to the renovations at the Davenport Junior Theatre and to be part of introducing future generations to the theatre arts.



Greg Theis of MidAmerican Energy and Daniel Sheridan of Davenport Parks and Recreation