

Obsessively, Relentlessly
At Your Service

NOVEMBER 2020

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

THANK YOU

On August 10, 2020, a derecho wind storm left a trail of destruction across Iowa and Illinois. We are thankful for your patience and positivity as we worked to restore service quickly and safely, for our employees' relentless work following the storm, and for our partners who assisted with restoration efforts. No matter the weather, we are – and always will be – **obsessively, relentlessly at your service.**

I CARE PROGRAM

MidAmerican Energy's I CARE program helps community action agencies provide assistance with heating bills and home weatherization to local customers in need. For every \$1 donated, we contribute an additional 25 cents. When you donate, your contribution is directed to a community action agency in your area.

Last year (July 1, 2019-June 30, 2020), MidAmerican customers contributed over \$150,000 and helped more than 680 families across our service area. You can make a tax-deductible contribution online or by marking your donation amount in the I CARE box on your bill stub and adding your donation to your bill payment. Find more information or donate online by visiting **MidAmericanEnergy.com/assistance**.



STAY SAFE AND WARM THIS WINTER

How will the cold weather impact your energy usage? As winter approaches, use these tips to keep your home or business safe, warm and energy efficient!



CARE FOR YOUR FURNACE – Have a qualified heating technician check your furnace or boiler each year to ensure that it is running safely and efficiently. Change your furnace filter every 1-3 months to reduce the energy your furnace uses to keep warm air flowing through your space.



GET A DETECTOR – When weather gets colder, your furnace turns on and your windows stay shut. Install a carbon monoxide detector on every level of your property to alert you to the dangerous presence of CO.



WEATHERIZE IT – Check windows, doors, fireplaces and electrical outlets for air leaks. Fill leaks with caulk or wrap leaky windows. Weatherizing your home and business can reduce heating costs and make your space more comfortable.



SET YOUR THERMOSTAT – Set your thermostat to 68 degrees or lower. For every degree above 68, your energy use increases by approximately 4% over a 24-hour period.



BUY RIGHT, BUY BRIGHT – As days grow shorter, install ENERGY STAR® lightbulbs to light your way – they last longer and use less energy. Don't forget to look for ENERGY STAR® efficient holiday lights, too!



SAVE ENERGY, SAVE MONEY – Iowa and Illinois customers can take advantage of rebates on home heating and cooling equipment through December 31, 2020. If you're replacing home or business comfort systems this season, visit [MidAmericanEnergy.com/EE](https://www.midamericanenergy.com/EE) or ask your installer how MidAmerican rebates can help you save.

FREEZE SCAMMERS THIS HOLIDAY SEASON

As the temperatures cool, scam activity heats up! Scams increase in frequency during the holiday season, likely because people are already distracted and worried about money. Use the acronym TIP to identify a scam:



THREAT. If the caller is threatening you with disconnection and being pushy about payment, that is a red flag.



IMMEDIACY. Scammers will try to get you to pay right now or within the hour. If a caller is asking for payment and threatening to disconnect you immediately, hang up and call MidAmerican at 888-427-5632 to verify the call.



PAYMENT. Many scammers will demand a specific type of payment, such as a card or a certain brand of prepaid debit card. MidAmerican representatives will always give you payment options.

If you do have a past due balance, you will be notified on your bill and via mail multiple times before we call you about disconnection. If you suspect a scam, hang up and report it at [MidAmericanEnergy.com/report-scams](https://www.midamericanenergy.com/report-scams) to help protect others.