

Obsessively, Relentlessly  
**At Your Service**

NOVEMBER 2021

## 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**

# AS PRICES RISE, **LOWER YOUR USE**

Natural gas prices for the 2021-2022 heating season are expected to be higher than prices in recent years. Every month, your actual bill amount changes depending on both the price of natural gas and the amount of natural gas you use, which often depends on how cold the weather gets. This winter, gas prices have risen due to low production caused by hurricanes, COVID-19 and the February 2021 polar vortex. MidAmerican has filled up our gas storage and purchased gas ahead at lower prices to minimize the impact to our customers, but how you use energy in response to the cold can also help control your bill. Here are some tips to save money and energy this winter:

- ▶ Complete a free HomeCheck® Online energy assessment at **MidAmericanEnergy.com/homecheck** to better understand your energy use and get custom energy-saving tips. Own a business? Business customers can call **800-432-8583** to get started with a free facility energy assessment.

CONTINUED ON OTHER SIDE ▶



▶ **CONTINUED** FROM OTHER SIDE

- ▶ Sign up for Budget Billing. This is a free program that spreads out the costs of your energy use throughout the year to provide a predictable monthly energy bill.
- ▶ If your water is heated by natural gas, take steps to reduce hot water usage. Reduce shower time and the amount of water used in baths, or install low-flow faucet aerators, low-flow shower heads and pipe insulation.
- ▶ Check windows, doors, fireplaces and electrical outlets for air leaks. Weatherizing your home will help reduce natural gas usage and can make your home more comfortable.

If you're worried about paying your bill, we are here to help - contact us 24/7 at **888-427-5632**. If you qualify for assistance from the Low Income Home Energy Assistance Program (LIHEAP), you can apply now. Contact your local community action agency to get started.

# I CARE PROGRAM

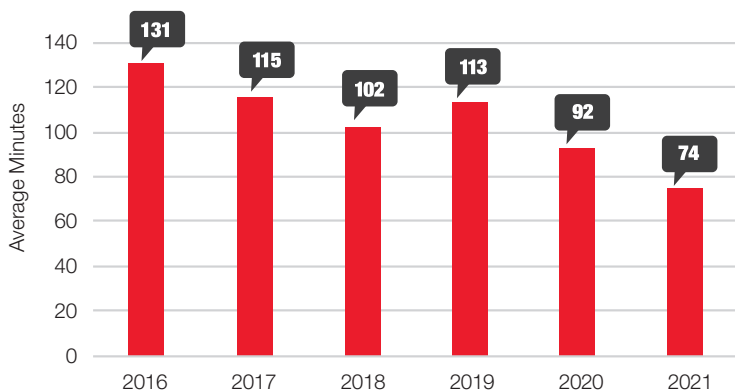
MidAmerican Energy's I CARE program helps community action agencies provide assistance with heating bills and home weatherization to local customers in need. For every \$1 donated, we contribute an additional 25 cents. When you donate, your contribution is directed to a community action agency in your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

Last year (July 1, 2020-June 30, 2021), customers contributed over \$223,000 to help people 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](https://www.midamericanenergy.com/assistance)**.

# YOU CAN COUNT ON US

## AVERAGE OUTAGE MINUTES PER CUSTOMER (JANUARY-SEPTEMBER)



\*2020 figure does not include August 2020 derecho damage.

**WOW!**

If the derecho was included, the figure for 2020 would have been 1,117 minutes, about 10 times the average of the past 5 years. However, thanks to our system preparation and hardworking crews, we were able to restore power to 86% of customers affected within the first 96 hours.

We pride ourselves on the fact that you can rely on our electric service. When you flip a switch, you expect the lights to come on every time, and we do too. We use a few different measurements to track just how reliable our systems are and compare our performance to past years. One of the measurements we use is the total number of outage minutes divided by customers served. This tracks the average number of outage minutes each one of our customers experienced in a year.

This year, we are on track to have the best, most reliable year ever for our electric system! The average number of minutes without power that customers experienced January-September 2021 is between 15-45% lower than the same period for each of the five previous years, thanks to the excellent response and restoration efforts from our field personnel, and a mild summer storm season.