

# DON'T FALL FOR FRAUDSTERS

## HOW TO SPOT UTILITY PAYMENT SCAMS

**S**cammers often pose as utility providers, threatening to disconnect your service to instill panic and fear, clouding your judgment. But, if you know what signs to watch for, you can keep yourself and your loved ones safe. Watch for these sneaky ways scammers could try to trick you into paying them:

- ▶ **They could call or text you posing as a MidAmerican employee, demanding immediate payment for a past-due bill.** We will NEVER call you to demand immediate payment to avoid a same-day service disconnection. We will always give you advance notice by mail or email.
- ▶ **They could claim that you have a natural gas leak and must pay to have it fixed.** We will never charge you to inspect a gas leak. If you smell, see or hear signs of a leak, please call us right away at **800-595-5325**.
- ▶ **They could use fake emergency numbers that even show up on internet search engines.** Always compare the phone number calling you with the number on your bill, this flyer or our website to confirm it's really us.

### IF YOU FEEL THREATENED BY A CALL CLAIMING TO BE MIDAMERICAN, ALWAYS:

- ▶ Hang up right away. Avoid sharing your personal or financial information.
- ▶ Check your MidAmerican bill status in My Account or by calling **888-427-5632**.
- ▶ Notify us of the scam attempt on our website or by calling **888-427-5632**.

*MidAmerican will never call you to demand immediate payment to avoid disconnection.*



# THREE WAYS TO HAVE A SAFE,

# WORRY-FREE WINTER

As the colder months drive us indoors to enjoy the warmth and comfort of our homes, it's important to refresh your memory of energy safety hazards. Remember these essentials so you can enjoy a safe and cozy winter!



## Guard against carbon monoxide (CO) poisoning

CO is a colorless, odorless, tasteless gas produced when fuel doesn't completely burn out. Protect your home from CO by having your heating systems inspected, ensuring your gas stove burners are in the OFF position when not in use and installing CO detectors at every level of your home.



**SCAN HERE  
TO LEARN  
MORE WAYS  
YOU CAN  
STAY SAFE!**



## Use space heaters safely

Space heaters can cause house fires when not used responsibly. Always place space heaters on flat surfaces away from walls, flammable objects or potentially wet locations. Avoid leaving them on while unattended for long periods of time.



## Keep your meter clear

Frozen gas meters can cause safety hazards. If you notice ice buildup or other obstructions on or around your gas meter, call us at **888-427-5632**, and we'll be there to help. If it's just snow, you can gently brush it off with a broom!

## SMART THERMOSTATS HELP YOU SAVE

Smart thermostats can help you save up to 23% on your heating and cooling bills. Save up to \$100 when purchasing one at **Marketplace.MidAmericanEnergy.com**. Get a great deal on a smart thermostat now and save money and energy for years!

*Available for Iowa and Illinois residential customers.*

**CONTACT** [f](#) [X](#) [in](#) [@](#) [v](#)



Residential service  
**888-427-5632**



Business service  
**800-329-6261**



Downed lines  
**800-799-4443**



Gas leak  
**800-595-5325**



Planning to dig  
**811**



Automated phone  
payment line  
**800-432-4524**



**MidAmerican  
Energy.com**

MidAmerican Energy's I CARE program helps community action agencies provide assistance with heating bills and home weatherization to local homes in need. Between July 1, 2023, and June 30, 2024, MidAmerican customers contributed over \$145,000! For every \$1 donated, we contribute an additional 25 cents.



To make a tax-deductible contribution, mark an amount in the I CARE box on your bill stub to add a donation to your bill payment, or online at **MidAmericanEnergy.com/assistance**.