



**SOUTH DAKOTA**

# **WELCOME** BOOKLET



# CONTACT INFORMATION

We're here for you. Here's how to get in touch with us.



Residential service  
**888-427-5632**



Business customers  
**800-329-6261**



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



Website  
**MidAmericanEnergy.com**



Email us  
**MidAmericanEnergy.com/contact-us**



Gas leaks  
**911 and 800-595-5325**



Planning to dig  
**811**



Downed lines  
**800-799-4443**



## EMAIL AND TEXT MESSAGE ALERTS

Sign up to receive outage updates, bill reminders and more! Select the notices you want to receive when you create a My Account profile at **MidAmericanEnergy.com**.





**IN THIS BOOKLET,** you will find helpful information, learn about programs and services we offer, discover what to expect in your energy bill and get important utility safety information.

**WHO WE ARE 4**

**YOUR UTILITIES 5**

**ABOUT YOUR SERVICE 7**

Easy ways to pay  
My Account  
Payment and billing programs  
Sample bill  
Bill terms  
Rates  
Payment and credit policies  
Resolving Questions and Concerns

**PROGRAMS AND SERVICES 22**

Energy efficiency  
Assistance

**SAFETY INFORMATION 27**

Natural gas safety  
Electrical safety

## WHO WE ARE

Obsessively, Relentlessly At Your Service — it's not just a catchy phrase. It's the core of our company culture. It underscores our passion for the work we do and the communities we call home, and it defines our commitment to safety and training excellence.

We strive every day to do amazing things to serve you, like:

- Delivering increasingly clean, renewable energy and keeping rates among the lowest in the nation.
- Reinvesting in our energy infrastructure via the Safety Through Asset Reliability (STAR) program so we can provide you with safe and reliable service each and every day.
- Giving back through employee volunteerism to help build sustainable communities in the areas we serve and beyond.

It's our commitment to you that we will continue to be obsessively, relentlessly at your service, day and night, 365 days a year.





## YOUR UTILITIES

MidAmerican Energy generates and distributes electricity and natural gas to customers in areas of Iowa, Illinois, Nebraska and South Dakota. In some communities, you might purchase your electricity or natural gas from the city or another company. In other areas, MidAmerican provides both energy services.

Electricity is generated at a generation facility, such as a wind or solar farm, and transported across many miles via large high-voltage transmission lines. The smaller lines that transport electricity to your home or business are called distribution lines. Electricity powers nearly everything in our lives, from air conditioners to video game consoles, because it is affordable and safe. Your electricity use is measured in kilowatt-hours — kWh — by your electric meter.

Natural gas is delivered, sometimes hundreds of miles, to your home or business through a system of pipelines. Most furnaces are powered by natural gas; you might also have a gas range for cooking or a gas-powered clothes dryer. The meter attached to your home or business measures the amount of natural gas therms you use each month.

### **AUTOMATED METER READING (AMR)**

Our remote meter reading technology allows us to get most meter readings from a company vehicle. This means we don't have to enter your property each month to read your utility meter.

### **METER ACCESS**

While we don't need monthly access to your property to read meters, we may occasionally require access to ensure safe and reliable service. Situations for which we need meter access include emergencies, required maintenance, meter inspections, or turning meters on or off.

To help us access meters:

- Keep meters free from obstructions, like shrubs, trees, gardens or fences.
- If you need to clean off the meter, especially in winter weather, use a broom to dust off snow. If you notice ice build-up on the meter, call MidAmerican at 888-427-5632.
- Do not tamper with meters and do not use metal tools and objects near electric meters. Tampering with meters or using metal tools near electric meters could result in serious injury, including explosion or death.
- Keep animals away from the meter when service work is scheduled.



# ABOUT YOUR SERVICE

## EASY WAYS TO PAY

### ONLINE

Schedule online payments using your checking or savings account through My Account at **MidAmericanEnergy.com**.

### PHONE

Pay your bill through our automated phone service with a checking or savings account by calling 800-432-4524, or speak to a representative to process your payment by calling 888-427-5632. To make a phone payment using a credit or debit card, call the Paymentus® payment line at 877-253-0147.

### CARD OR APP

We accept Visa, MasterCard, Discover or American Express credit and debit card payments\* through Paymentus. Paymentus also accepts payments through various applications, including Amazon Pay, Apple Pay, Google Pay, PayPal, Venmo and more — with new applications added regularly. To make a card payment, log in to your MidAmerican My Account.

### KIOSK LOCATIONS

Make payments by cash, check, credit or debit card\* at one of our self-serve payment kiosk locations. Review the Contact Information page at the beginning of this booklet to find a kiosk location near you.

### WALK-IN LOCATIONS

Cash payments are accepted at authorized Western Union locations for a \$1 processing fee. Your payment will appear on your account within a few minutes of processing.

\*Note: Paymentus adds a processing fee to all credit and debit card transactions. MidAmerican does not receive any portion of the fee.



## MY ACCOUNT

The best way to manage your service is online with My Account. With My Account you can:

- Pay your bill
- View past bills
- Enroll in paperless billing and Budget Billing
- Sign up for text or email alerts about outages, bill reminders or past due bill notifications
- Quickly submit outage reports and streetlight or tree pruning requests

## GET STARTED

To create a My Account, all you need is your account number and an email address. You can find your account number at the top of your latest bill. Visit **MidAmericanEnergy.com** and click My Account in the top right corner on any page, then click Create My Account and enter your information.

## **PAYMENT AND BILLING PROGRAMS**

### **GO PAPERLESS**

Enroll in paperless billing through My Account or by calling 888-427-5632. Once enrolled, you will receive an email when your bill is ready. You can pay bills, view current or past statements and manage your payments online anywhere, any time.

### **RECURRING PAYMENTS**

Recurring payments offer a no-hassle way for you to pay your bill each month. You can set up recurring payments online through My Account or call 888-427-5632. Your payment will be processed and applied on the bill due date. You will continue to receive a bill each month for your records.

### **SUMMARY BILLING**

Our summary billing program allows customers with three or more accounts to receive account activity for all accounts on one monthly statement. To enroll, call 800-329-6261.

### **BUDGET BILLING**

Budget Billing gives you a more predictable bill each month. Your total annual cost remains the same but you pay an average amount based on your usage history instead of your actual energy costs each month. The monthly bill amount is calculated based on the past 24 months of energy use at the property and is reviewed and updated periodically based on actual usage. To enroll in this free program, log in to My Account or call 888-427-5632.







## SAMPLE BILL

This sample billing statement shows you what you can expect to see each month.

### Page 1

#### Your Account Information



888-427-5632  
MidAmericanEnergy.com

Date Billed: 05/02/23  
Account Number: 01234-56789

Page 1 of 3

**Total Amount Due by 05/24/23**  
Recurring payment will be processed on due date **\$113.63**

**Service For:**  
RESIDENTIAL  
111 MAIN ST  
CITY SD 57106

**Current Charges Summary** > Last Bill > Payments and Credits > New Charges  
\$173.91 \$173.91 \$113.63

**Payments and Credits Applied to Your Account**  
04/28/23 Recurring Payment \$173.91

**New Charges This Month**  
Electric Charges \$67.32  
Gas Charges \$46.31

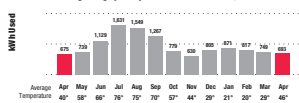
See details about this bill on Page 3

#### Summary of Monthly Charges

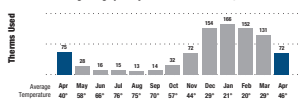
#### Your Energy Usage

##### You Used

**Electric Usage**  
Monthly kWh Usage: 675 (Last Year), 693 (Current)  
Number of Days: 29  
Average Temperature: 48°  
Average Cost per Day: \$2.29  
Average Usage per Day: 23



**Gas Usage**  
Monthly Therm Usage: 75 (Last Year), 72 (Current)  
Number of Days: 29  
Average Temperature: 48°  
Average Cost per Day: \$2.04  
Average Usage per Day: 3



[Keep]  
[Send]



Account Number: 01234-56789

**Total Amount Due by 05/24/23**  
Recurring payment will be processed on due date **\$113.63**

RESIDENTIAL  
111 MAIN ST  
CITY SD 57106-1504

MidAmerican Energy Company  
PO Box 8020  
Davenport IA 52808-8020

### Page 2

#### Message Center



Page 2 of 3

**Were you unable to resolve a complaint with MidAmerican Energy?** If you are unable to resolve a complaint with MidAmerican Energy, you may request assistance from the South Dakota Public Utilities Commission by calling 605-773-3201 or writing to them at 500 E. Capitol Avenue, State Capitol Building, Pierre, South Dakota 57501. You may view tariff and rate schedule information on our website at MidAmericanEnergy.com, or make arrangements to view the information at a local corporate office.



We offer a variety of ways to pay your bill! Pay online at [MidAmericanEnergy.com](https://MidAmericanEnergy.com), through our automated phone system at 800-432-4524, by scanning the QR code on your smart device or at a MidAmerican kiosk, or by mailing your payment to us with your payment stub.

### Page 3

#### Charge Details



Date Billed: 05/02/23  
Account Number: 01234-56789

Page 3 of 3

**Total Amount Due by 05/24/23**  
Recurring payment will be processed on due date **\$113.63**



##### Electric Charges Detail

Meter No: S00000003  
29 Billing Days  
Company Reading 05/02/23 71969  
Company Reading 04/03/23 71276

Total kWh 693

##### Rate: RS Residential Winter Your Electric Rate Class

###### Supply and Delivery \$63.22

Basic Service Charge \$8.00  
Energy Charge 693 X 0.08172 \$56.63  
Transmission Cost Recovery 693 X 0.00212 \$1.47  
Energy Cost Adjustment 693 X -0.00415 -\$2.88

###### Taxes and Fees \$4.10

2.00% Municipal Tax \$1.26  
4.50% State Sales Tax \$2.84

**Total \$67.32**



##### Gas Charges Detail

Meter No: RE0000001  
29 Billing Days  
Company Reading 05/02/23 9722  
Company Reading 04/03/23 9652

Total ccf 70

Pressure X 0.991

BTU Factor X 1.045

Total Therms 72

##### Rate: SVS Residential Your Gas Rate Class

###### Supply \$18.43

Gas Supply Charge 72 X 0.25591 \$18.43

###### Delivery \$25.05

Basic Service Charge \$8.25

Meter Class 1 Charge \$3.50

Delivery Charge 72 X 0.21951 \$15.80

###### Taxes and Fees \$2.83

2.00% Municipal Tax \$0.87

4.50% State Sales Tax \$1.96

**Total \$46.31**



## BILL TERMS

Terms you may see on your bill include:

**BASIC SERVICE CHARGE:** Includes fixed costs incurred to serve each customer, regardless of use, such as customer service, bill processing, credit and collections, and the cost of some facilities.

**BTU FACTOR:** Converts the volume of gas from cubic feet to therms, a constant heating value.

**CCF:** A volumetric measure of natural gas. One CCF represents 100 cubic feet of natural gas.

**DELIVERY CHARGE:** A charge for the cost of delivering natural gas to you over MidAmerican's distribution system.

**kW DEMAND CHARGE:** Represents the amount of energy consumed in a specific period (15-minute intervals) and is based on peak use. The demand charge covers a portion of the cost of providing electric service during high peak periods.

**ENERGY CHARGE:** Reflects the cost of generating, transmitting and distributing electricity to customers.

**ENERGY COST ADJUSTMENT:** A clause to make adjustments quarterly for fluctuation in actual and forecasted fuel and power costs, subject to an annual reconciliation to actual expenditures.

**ESTIMATED:** MidAmerican estimates usage from your gas and/or electric meter when we are unable to get an actual reading. Estimates are determined based on a number of factors, including prior usage and projected costs.

**GAS SUPPLY CHARGE:** Reflects the cost of purchased natural gas, which is passed to customers with no markup. This charge changes monthly as it reflects the fluctuating costs of purchased gas.

**kWh:** A unit of electric use. One kilowatt-hour is the amount of electricity used to keep one 100-watt lightbulb illuminated for 10 hours.

**METER CLASS CHARGE:** A charge for gas meter costs incurred, which vary based on the volume of gas used and the size of meter and metering equipment required to adequately serve a customer's needs.

**MUNICIPAL TAX:** A tax imposed by municipalities on the use or consumption of electricity and gas. The tax is collected by MidAmerican on behalf of the municipality.

**PRESSURE FACTOR:** A calculation to adjust the metered gas use that compensates for variations in metering and local atmospheric pressure.

**PRORATE FACTOR:** If applicable, adjusts for a billing period shorter or longer than normal.

**STATE SALES TAX:** A state-imposed tax for gas and electric service.

**THERMS:** One therm equals 100,000 British thermal units, or Btu.

**TRANSMISSION COST RECOVERY:** Recovery of the actual and forecasted transmission maintenance and improvement costs, subject to an annual reconciliation.



## RATES

We offer several rate options to our South Dakota customers. You can find your current rate on your bill under “Electric Charges Detail” and “Gas Charges Detail.” To view all available rate options, go to **MidAmericanEnergy.com/rates-tariffs**.

Initially, our customers will be placed on the best rate available. If you think you might qualify for a different rate, call us at 888-427-5632.

## GAS RATES

Small Volume	SVS <sup>1</sup>	SVT	STM
Basic Service Charge	\$6.25	\$6.25	\$6.25
Meter Class Charge <sup>2</sup>		See table below	
Transportation Admin Charge	NA	\$40.00	\$16.00
Transportation Meter Charge <sup>3</sup>	NA	\$35.00	NA
1st 250 Therms	\$0.21951	\$0.21951	\$0.21951
> 250 Therms	\$0.16457	\$0.16457	\$0.16457
Swing Service Fee/Therm	NA	NA	<sup>4</sup>

Medium Volume	MVS <sup>1</sup>	MVT	MTM
Basic Service Charge	\$42.50	\$42.50	\$42.50
Meter Class Charge <sup>2</sup>		See table below	
Transportation Admin Charge	NA	\$40.00	\$16.00
Transportation Meter Charge <sup>3</sup>	NA	\$35.00	NA
Distribution Charge/Therm	\$0.09708	\$0.09708	\$0.09708
Swing Service Fee/Therm	NA	NA	<sup>4</sup>

Large Volume	LVS <sup>1</sup>	LVT
Basic Service Charge	\$80.00	\$80.00
Meter Class Charge <sup>2</sup>		See table below
Transportation Admin Charge	NA	\$40.00
Transportation Meter Charge <sup>3</sup>	NA	\$35.00
Interval Meter Charge <sup>3</sup>	\$35.00	NA
MDR/Contract Therm	\$0.16000	\$0.16000
MHQ/Contract Therm	\$0.16000	\$0.16000
Distribution Charge/Therm	\$0.04139	\$0.04139

	\$42.50
	\$35.00
	See table below
	\$0.08167

Large Volume Interruptible	LVI <sup>5</sup>
Basic Service Charge	\$80.00
Interval Meter Charge <sup>3</sup>	\$35.00
Meter Class Charge <sup>2</sup>	See table below
Distribution Charge/Therm	\$0.04139

Small Seasonal	SSS <sup>1</sup>
Basic Service Charge	\$42.50
Meter Class Charge <sup>2</sup>	See table below
Distribution Charge (Mar. - Nov.)	\$0.06425
Distribution Charge (Dec. - Feb.)	\$0.11978

Large Seasonal	LSS <sup>1</sup>
Basic Service Charge	\$80.00
Meter Class Charge <sup>2</sup>	See table below
Distribution Charge (Mar. - Nov.)	\$0.05301
Distribution Charge (Dec. - Feb.)	\$0.10046

Farm Tap Service	NFS <sup>1</sup>	NFT
Basic Service Charge	<sup>4</sup>	<sup>4</sup>
Distribution Charge/Therm	<sup>4</sup>	<sup>4</sup>
Transportation Admin Charge <sup>3</sup>	NA	\$40.00
Transportation Meter Charge <sup>3</sup>	NA	\$35.00

<sup>1</sup>In addition to the gas rates listed on these pages, the Purchased Gas Adjustment is also applicable.

<sup>2</sup> Meter Class Charge per Meter	
Size 1 (Up to 675 cubic feet/hour)	\$3.00
Size 2 (Over 675 to 3,000 cubic feet/hour)	\$15.00
Size 3 (Over 3,000 to 11,000 cubic feet/hour)	\$40.00
Size 4 (Over 11,000 cubic feet/hour)	\$70.00

<sup>3</sup>Applicable to customers whose telemetry equipment was installed on or after July 1, 2015.

<sup>4</sup>These charges change on an annual basis.

<sup>5</sup>In addition to the gas rates listed on these pages, a cost of gas based on the daily gas commodity index price(s) is also applicable.

See **MidAmericanEnergy.com/rates-tariffs** for the most current, detailed information on all rates.

## COMMERCIAL ELECTRIC RATES

Description of Service	Schedule		Charges	Charges
General Energy	GE	Service Charge First 4,000 kWh Additional kWh	\$10.00 \$0.10694 \$0.07613	\$10.00 \$0.10174 \$0.06693
General Energy Heat	GEH	Service Charge All kWh	\$10.00 \$0.10264	\$10.00 \$0.06124
General Demand	GD	Service Charge First 250 kWh per kW of demand Next 150 kWh per kW of demand Additional kWh	\$80.00 \$0.08503 \$0.03017 \$0.01440	\$80.00 \$0.07269 \$0.02880 \$0.01440
General Demand Heat	GDH	Service Charge First 250 kWh per kW of demand Next 150 kWh per kW of demand Additional kWh	\$80.00 \$0.09674 \$0.03378 \$0.01612	\$80.00 \$0.04914 \$0.02487 \$0.01612
General Demand Time-of-Use	GDT	Service Charge On-Peak Off-Peak All Other Demand Charge per kW	\$80.00 \$0.13741 \$0.03996 \$0.06827 \$2.88	\$80.00 \$0.04285 \$0.03747 \$0.04285 \$2.67
General Energy Time-of-Use	GET	Service Charge On-Peak All kWh Off-Peak All kWh All Other	\$14.50 \$0.19339 \$0.05261 \$0.09001	\$14.50 \$0.06397 \$0.05221 \$0.06397
General Energy Separately Metered Space Heating	GSH	Service Charge All kWh	\$8.50 \$0.10463	\$8.50 \$0.03088
General Energy Separately Metered Water Heating	GSW	Service Charge All kWh	\$6.50 \$0.04719	\$6.50 \$0.04719

## RESIDENTIAL ELECTRIC RATES

Description of Service	Price Schedule		Summer Charges	Winter Charges
Residential	RS	Service Charge First 1,000 kWh Additional kWh	\$8.00 \$0.08463 \$0.08143	\$8.00 \$0.08172 \$0.06540
Residential Water Heating	RSW	Service Charge First 1,000 kWh Additional kWh	\$8.00 \$0.08463 \$0.08143	\$8.00 \$0.06782 \$0.06540
Residential Space Heating	RSH	Service Charge First 1,000 kWh Additional kWh	\$8.00 \$0.08463 \$0.08143	\$8.00 \$0.08172 \$0.03926
Residential All Electric	RSE	Service Charge First 1,000 kWh Additional kWh	\$8.00 \$0.08463 \$0.08143	\$8.00 \$0.06782 \$0.03926
Residential Time-of-Use	RST	Service Charge On-Peak Off-Peak All Other	\$8.00 \$0.20592 \$0.05641 \$0.09391	\$8.00 \$0.06209 \$0.05195 \$0.06209

In addition to the electric rates listed on these pages, the following charges are also applicable:

- > Energy Cost Adjustment (ECA) /kWh\*
- > Transmission Cost Recovery (TCR) /kWh\*
- > State and local taxes

\*Clauses/riders are subject to change.

See [MidAmericanEnergy.com/rates-tariffs](http://MidAmericanEnergy.com/rates-tariffs) for the most current, detailed information on all rates.

### PEAK HOURS:

- > On-Peak: Monday-Friday 1 p.m.-6 p.m.\*\*
- > Off-Peak: Every day 10 p.m.-8 a.m.
- > All Other: All other hours

\*\*Except holidays

### SEASONAL RATES:

- > Summer: Applicable during the four monthly billing periods of June through September.
- > Winter: Applicable during the eight monthly billing periods of October through May.

### HOLIDAYS:

- > New Year's Day
- > Memorial Day
- > Independence Day
- > Labor Day
- > Thanksgiving Day
- > Christmas Day

Additional rates are available to public authorities and large customers whose demand exceeds 200 kW.

## PAYMENT AND CREDIT POLICIES

### DEPOSITS

You may be required to provide credit assurance of not more than one-sixth of the estimated annual bill. Acceptable types of credit assurance include:

- Security deposit (cash, check or money order)
- Bank letter of credit
- Third Party Guarantee in accordance with South Dakota Administrative Rule 20:10:19:06
- Placement on early payments list in accordance with South Dakota Administrative Rule 20:10:19:05
- Surety Bond (non-residential only)
- Other assurance found acceptable by MidAmerican

The deposit is held for 12 months and refunded with 7% simple interest after the first 12 months if you have:

- Not received more than three disconnect notices
- Not been disconnected for non-payment

Deposits held greater than 12 months are reviewed monthly to determine deposit refund eligibility. Deposits held continue to earn 7% simple interest, applied as a credit to the account each December.

### CONDITIONS OF SERVICE

MidAmerican may refuse natural gas and electric service to an applicant who:

- Has an outstanding debt with MidAmerican and has not made arrangements to pay the debt for the same class of service
- Will not provide the proper information at the time of application
- Attempts to restore service to a household with a delinquent bill, without making forthcoming attempts to liquidate the debt of that household
- Fails to pay a deposit when requested
- Violates state statutes, regulations or MidAmerican tariffs on file with the South Dakota Public Utilities Commission

### DISCONNECTION

We will not disconnect service for nonpayment of a residential customer account if:

- You have contacted MidAmerican and established a payment agreement
- We have received written certification from a doctor or health care provider, good for 30 days, that disconnecting service would aggravate a serious illness of a permanent member of your household

### RESIDENTIAL CUSTOMERS ONLY:

If we provide natural gas and/or electric service to an address that is different from the billing address or if we know that a landlord relationship exists and the landlord as the customer is subject to disconnection, we will, where possible, offer tenants the opportunity to apply for natural gas or electric service in their own names. Tenants are not responsible for outstanding bills or other charges of the landlord.

From November 1 to March 31, an additional 30 days will be given before disconnecting service. Before the normal disconnection date, we will notify you that you have an additional 30 days before disconnection.

## RESOLVING QUESTIONS AND CONCERNS

MidAmerican provides electric and natural gas service according to the rules of the South Dakota Public Utilities Commission.

Call 888-427-5632 if you have questions or concerns. Customers using a TDD can reach us at 800-747-0593. If we are unable to resolve your concern, you may request assistance from the South Dakota Public Utilities Commission by calling 605-773-3201 or 800-332-1782, or writing to them at 500 E. Capitol Ave., State Capitol Building, Pierre, SD 57501.





## PROGRAMS AND SERVICES

### HOMECHECK ONLINE

The HomeCheck® Online tool provides an overview of your energy use and energy-saving ideas right at your fingertips. Visit **[MidAmericanEnergy.com/homecheck-online](https://MidAmericanEnergy.com/homecheck-online)** and log in using your My Account information to take the home energy assessment.

HomeCheck Online also provides information on what uses the most energy in your home and personalized tips to reduce your energy use. Check in every month to gain more insight on your energy habits and view tips on ways to save!

# 10 ENERGY EFFICIENCY TIPS

## TO HELP YOU SAVE ENERGY AND SAVE MONEY



### GET IT ONLINE

Visit **MidAmericanEnergy.com/homecheck-online** and complete a free HomeCheck Online energy assessment. Log in to your My Account to begin. Compare your energy use to similar homes in your area and see where your home uses the most energy.



### SEAL IT UP

Use weather stripping and caulk to seal air leaks and block drafts around windows, doors, chimneys, electrical outlets and other areas.



### ROLL IT OUT

Make sure your property is adequately insulated. In unheated areas, insulate around the furnace ducts or boiler pipes.



### SET IT SMART

Raise your thermostat by 5-8 degrees in the summer or lower it 5-8 degrees in the winter to save money. You also can save with a programmable thermostat that automatically adjusts the temperature when you're asleep or away.



### BUY IT RIGHT

Install ENERGY STAR® lighting and appliances in your home or business. ENERGY STAR lightbulbs use 75% less energy and last up to 25 times longer than standard incandescent bulbs.



### WRAP IT UP

Put clear plastic sheets over the inside or outside of your windows to reduce heat loss and increase comfort. Wind wrap kits, available at your hardware or home store, are an ideal choice for the job.



### LET IT SHINE

Keep drapes, 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.



### KEEP IT CLEAR

Make sure your air registers and radiators aren't being blocked by furniture, rugs, drapes or other objects in your home. In addition, be sure to dust or vacuum registers and radiators on a regular basis.



### TURN IT OFF

When plugged in, many appliances and chargers use electricity whether they're on or not. This wasted power is called standby use. Save energy by turning off and unplugging what you can, possibly reducing your home's standby energy use by as much as one-third.



### KEEP IT UP

Have your heating system serviced once a year so it runs properly and efficiently. Change furnace filters regularly — dirty filters make your system work harder and use more energy than necessary.



## LIFE SUPPORT PROGRAM

Our life support program is for customers who rely on electrically powered life-sustaining equipment. While we cannot give priority service restoration to individual customers following weather-related outages, we can help you develop a plan of action in the event of a power outage or other emergency.

Visit **MidAmericanEnergy.com** or call 888-427-5632 for enrollment forms and eligibility requirements. To enroll, you and your physician must complete the required forms and mail or fax them to us. We will remind you when your enrollment update is due.

## I CARE

Donate to I CARE to help a neighbor in need pay their heating bills or make energy efficiency improvements to their home. I CARE donations go to local community action agencies in your area to provide financial assistance to eligible low-income customers for heating bills and home weatherization projects. Learn how to make a donation on our website.

## BRAILLE OR LARGE-PRINT BILLS ON REQUEST

To better serve our visually impaired customers, we offer Braille or large-print bills at no cost. Call 888-427-5632 to request either option.

## NON-ENGLISH SPEAKING INTERPRETER SERVICES

If you prefer to communicate through an interpreter, have a friend or relative call us and request an interpreter at 888-427-5632. Our representatives have access to services for many languages.

### 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.





# SAFETY INFORMATION

## STAR SAFETY THROUGH ASSET RELIABILITY

Under our Safety Through Asset Reliability (STAR) program, our teams continuously analyze, maintain and invest in our electric and natural gas systems. This ongoing focus ensures the energy we provide is safe, reliable and cost-effective.

Recent STAR projects include adding smart sensors on electric lines to help us detect outages and restore service faster, vegetation management run by professional arborists to ensure that trees and branches do not interfere with your service, and replacing natural gas meters, regulators and odorant systems to enhance safety and modernize our system.

## DIGGING SAFETY

Underground utility safety is everyone's responsibility. Call before you dig — it's the law.

By law, you must dial 811 or 800-781-7474 at least two full working days before you plan to dig on your property for any reason. This no-cost service identifies underground utilities to protect you and keep your neighborhood service free from disruption.



After utilities have been located and marked, preserve location marks and flags until the project is complete. Only use hand tools when digging in the marked area to avoid hitting underground pipes or wires.

## CUSTOMER-OWNED LINES

You may be responsible for some gas pipelines or electric service equipment on your property, known as customer-owned lines or utilities. Common examples of customer-owned utilities include gas piping that connects your meter to your furnace, water heater, outdoor natural gas grill or electric service lines connected to a detached garage or outbuilding. MidAmerican does not maintain customer-owned lines.

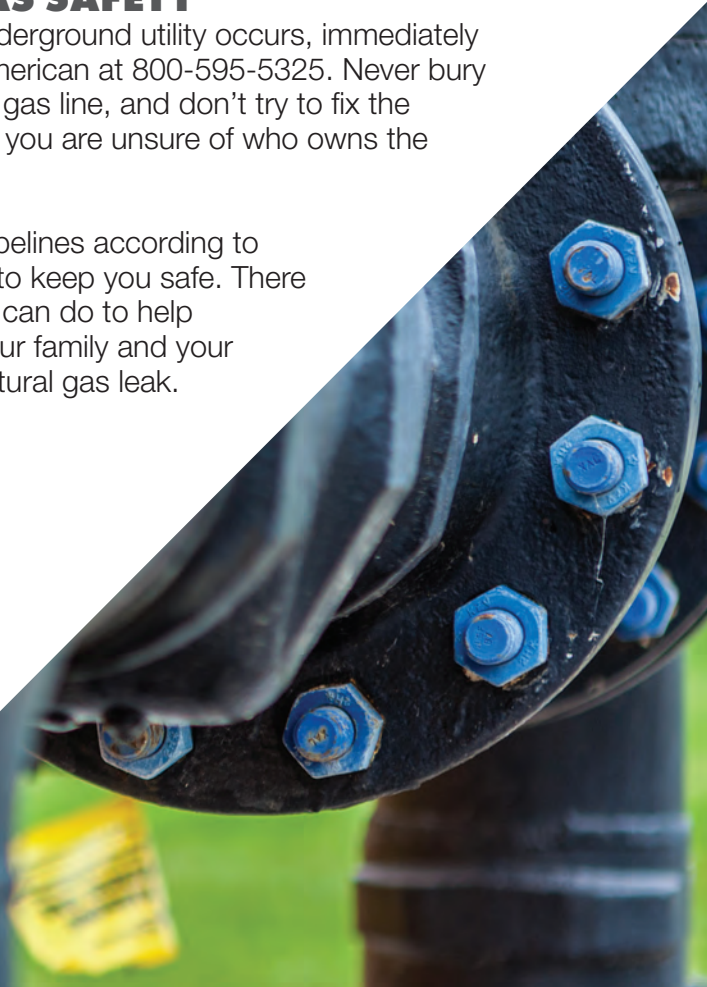
Buried piping should be inspected periodically for leaks and corrosion — if an unsafe condition is found, the piping should be repaired. Contact a plumbing and heating contractor or electrician to locate, inspect and repair your customer-owned lines.

You are responsible for contacting a qualified private contractor to locate privately owned underground lines before digging, even on your own property.

## NATURAL GAS SAFETY

If damage to an underground utility occurs, immediately call 911 and MidAmerican at 800-595-5325. Never bury a damaged natural gas line, and don't try to fix the damage yourself. If you are unsure of who owns the gas line, call 811.

We maintain our pipelines according to federal regulations to keep you safe. There are also things you can do to help protect yourself, your family and your business from a natural gas leak.



## DETECT NATURAL GAS USING YOUR SENSES



### SMELL

Natural gas doesn't have an odor, but we add an odorant — called mercaptan, which has a rotten egg or a skunk-like smell — to our natural gas to help you detect a leak.



### SIGHT

When natural gas leaks from an underground pipe, it may blow dirt, make bubbles, kill vegetation or create an area of frost on the ground in warm weather.



### SOUND

A natural gas leak can be a quiet hiss or a loud roar.

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 al 888-427-5632. Tenemos representantes que le pueden asistir en español.

Natural gas is extremely flammable and is easily ignited by heat, sparks or flames. Symptoms of exposure to natural gas include headache, dizziness, loss of coordination, irritation, drowsiness or unconsciousness.

# 3

## STEPS TO TAKE IF YOU SMELL, SEE OR HEAR NATURAL GAS

1

Do not attempt to locate the leak. Leave the area immediately and do not touch anything that could cause a spark.

2

Call MidAmerican at 800-595-5325 and 911 from another location at a safe distance. MidAmerican will investigate the situation at no cost.

3

Do not reenter the area until you have been advised that it is safe.

## INSIDE YOUR HOME OR BUSINESS

### NATURAL GAS APPLIANCES

Gas appliances — including your furnace, water heater, gas fireplace and stove — should be inspected regularly and kept free from obstructions and debris. It is important to always use approved appliance connectors and end caps on pipes to prevent a potential leak. Contact a qualified plumbing and heating company to regularly inspect appliances.

Approved gas appliance connectors are made of stainless steel or plastic-coated metal. If you notice an uncoated brass appliance connector in your home or business, contact a qualified plumbing and heating businesses to replace it. Don't attempt to replace it yourself.

### GAS DETECTORS

We encourage you to purchase gas detectors for your home or business to alert you of the presence of natural gas in the area.

### CARBON MONOXIDE

Carbon monoxide (CO) is a colorless, odorless, tasteless gas. All properties should have at least one CO detector on-site. Residential customers should have a CO detector on each level of the home.

NEVER STORE FLAMMABLE LIQUIDS IN YOUR HOME.  
KEEP THEM AWAY FROM FUEL-BURNING APPLIANCES.

## OUTSIDE YOUR HOME OR BUSINESS

### GAS METER SAFETY

If you notice obstructions on or around the meter, like ice buildup or foliage from shrubs or trees — or if you will be completing work that may require relocation of gas meters, like building additions, decks, garages or landscaping — notify MidAmerican at 888-427-5632.

### PIPELINE MARKERS

Pipeline markers indicate the presence of an underground natural gas pipeline in the vicinity, but not the exact location. Contact 811 to have the pipeline located.

### EXCESS FLOW VALVE

An excess flow valve is a mechanical safety device installed on a gas service line. It is designed to minimize the flow of gas through the service line if damage occurs between the street and the gas meter. An excess flow valve will not protect against small leaks at the meter or beyond the meter on customer-owned piping. You can request to have an excess flow valve installed on the existing service line. To get more information, call 888-427-5632.



**MIDAMERICAN**  
ENERGY COMPANY

### WARNING

GAS PIPELINE  
BEFORE DIGGING CALL 811

IN CASE OF EMERGENCY CALL  
1-800-595-LEAK [5325]

STATION NUMBER: \_\_\_\_\_





## ELECTRICAL SAFETY

### POWER LINE SAFETY

Always assume all power lines, including underground lines, are energized. Never touch a power line. If you see a downed line or exposed wire, immediately call 911 and MidAmerican at 800-799-4443.

Si usted ve un cable de energía eléctrica caído, llame al 911 y a MidAmerican al 800-799-4443.

### POWER OUTAGES

If you experience disruption to your service, follow these steps:

1. Check your breakers, surge protectors, fuse box or individual appliances that may have triggered the outage.
2. If you are still without power, report the outage on our website, via social media channels or call us at 888-427-5632.
3. Outage details and restoration information are available through our outage map, automated phone system, email, text alerts or customer service agents.

### TRANSFORMER SAFETY

The green metal utility boxes around your neighborhood, mounted on a small concrete or fiberglass pad, are called transformers or junction boxes. Our utility crews need to access these boxes to maintain and repair underground electric facilities. It is important to keep them free from obstructions, like shrubs, trees, gardens, fences and structures.

### INFORMACIÓN SOBRE APAGONES

MidAmerican 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 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.