

Obsessively, Relentlessly  
**At Your  
Service**



## BREAKING DOWN **YOUR NEW BILL**

At MidAmerican Energy we are obsessively, relentlessly at your service. We are making customer-focused service the new standard – starting with your new bill.



Your Account Information

**MIDAMERICAN ENERGY COMPANY**  
The Power of Your Service

888-427-5632  
MidAmericanEnergy.com

**Service For:**  
JOHN DOE  
999 MAIN ST  
IA 12345

Date Billed: 10/30/18  
Account Number: 01234-56789

Total Amount Due by 11/21/18 \$69.26

A late payment charge of \$1.04 will be assessed if payment is received after 11/21/18.

**Current Charges Summary**    Last Bill: \$93.64    Payments and Credits: \$93.64    New Charges: \$69.26

**Payments and Credits Applied to Your Account**

10/15/18	Check	\$93.64
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**New Charges This Month**

Electric Charges	\$29.02
Gas Charges	\$40.24

See details about this bill on Page 3

**You Used**

**Electric Usage**

Category	Last Year	Current
Monthly kWh Usage	230	250
Number of Days	29	29
Average Temperature	51°	47°
Average Cost per Day	\$1.12	\$1.00
Average Usage per Day	10.31	8.62

**Gas Usage**

Category	Last Year	Current
Monthly Therms Usage	48	49
Number of Days	29	29
Average Temperature	51°	47°
Average Cost per Day	\$1.42	\$1.38
Average Usage per Day	1.68	1.68

**Payment Stub**

**MIDAMERICAN ENERGY COMPANY**  
The Power of Your Service

1 AV 0.378  
SCH 5-DIGIT 50006  
JOHN DOE  
999 MAIN ST  
%JOE DOAKS  
P O BOX 123  
ALDEN IA 50006-8073

Account Number: 01234-56789

Total Amount Due by 11/21/18 \$69.26

For online bill payment log in to My Account at MidAmericanEnergy.com

MidAmerican Energy Company  
P O Box 8020  
Davenport IA 52808-8020

010001234567890000006562000000703000000000000

**Energy use** is now on the front page because customers asked for more information on how their energy is being used.

Page 2

Message Center

**MIDAMERICAN ENERGY COMPANY**  
The Power of Your Service

Page 2 of 3

**Were you unable to resolve a dispute with MidAmerican Energy?** If you have a complaint that is unresolved, you may request assistance from the Iowa Utilities Board by calling 515-725-7321 or the toll-free number, 877-565-4450, writing to 1375 E. Court Ave, Des Moines Iowa 50319-0069, or sending an email to customer@iub.iowa.gov.

To make a payment online, please visit  
MidAmericanEnergy.com

To make a phone payment, please call  
888-427-5632

To find the paystation or office closed to you, please visit  
MidAmericanEnergy.com/payment-ops.aspx

To make a payment by mail, send to:  
MidAmerican Energy Company  
P O Box 8020  
Davenport, IA 52808-8020

**Bill messages** are now simplified and highlighted with icons to ensure that you don't miss important information.

# WHAT'S DIFFERENT?

We updated the look and layout to give you the most valuable information first.

Page 3

Charge Details

**MIDAMERICAN ENERGY COMPANY**  
The Power of Your Service

888-427-5632  
MidAmericanEnergy.com

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Total Amount Due by 11/21/18 \$69.26

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**Electric Charges Detail**

Meter No: 512345678

29 Billing Days	10/30/18	25701	Rate: RS Residential Winter	
Company Reading	10/01/18	25451	Supply and Delivery	\$28.73
Company Reading			Basic Service Charge	\$1.50
<b>Total kWh</b>		<b>290</b>	Energy Charge	250 X 0.08044
			Energy Efficiency Charge	250 X 0.00599
			Rate Equalization Factor	250 X 0.00649
			Energy Adjustment Charge	250 X 0.00232
			Transmission Cost Adjustment	250 X 0.00237
			Income Tax Adjustment	250 X -0.00091
			<b>Taxes and Fees</b>	<b>\$0.29</b>
			1.00% Local Option Tax	\$0.29
			<b>Total</b>	<b>\$29.02</b>

**Gas Charges Detail**

Meter No: AE1234567

29 Billing Days	10/30/18	4749	Rate: SVF Residential	
Company Reading	10/01/18	4702	Supply	\$17.49
Company Reading			Pipeline Transport Charge	49 X 0.29879
Total cost		47	Gas Supply Charge	49 X 0.27021
Pressure	X 0.924			
BTU Factor	X 1.050			
<b>Total Therms</b>		<b>49</b>	<b>Delivery</b>	<b>\$22.35</b>
			Basic Service Charge	\$10.00
			Capital Investment Charge	\$1.02
			Delivery Charge	49 X 0.17993
			Energy Efficiency Charge	49 X 0.06886
			Income Tax Adjustment	49 X -0.01762
			<b>Taxes and Fees</b>	<b>\$0.40</b>
			1.00% Local Option Tax	\$0.40
			<b>Total</b>	<b>\$40.24</b>

**Charges are separated** to help you understand what makes up your bill. Some charges are for your energy usage, while others cover taxes and fees, or state-required programs such as energy efficiency.

**Questions?** 888-427-5632

MidAmericanEnergy.com/billing-options