

Graphic updated

# Welcome



**MidAmerican**  
**ENERGY**

OBSESSIVELY, RELENTLESSLY *AT YOUR SERVICE*®

51)

## Contact Information:

Residential Service (24 Hours Daily)	888-427-5632
Business Service*	800-329-6261
Phone Payments	800-432-4524
<del>Meter Reading</del>	<del>800-432-6420</del>
Power Out?	800-799-4443
Smell Gas?	800-595-5325
TDD Line	800-747-0593
Planning to dig?	Dial 811

\*We have a specialized team, Business Advantage, dedicated to serving our small to mid-size business customers. Hours: Monday through Friday, 7 a.m. to 6 p.m.



### Customer Office Locations:

<b>Cedar Rapids</b>	4110 Center Point Rd NE, Suite C <del>2000 Wiley Blvd. SW, Suite 108</del>	Cedar Rapids, IA 52404
<b>Cherokee</b>	418 W. Cedar St.	Cherokee, IA 51012
<b>Council Bluffs</b>	3003 S. 11th St.	Council Bluffs, IA 51501
<b>Des Moines</b>	500 E. Court Ave.	Des Moines, IA 50309
<b>Eagle Grove</b>	2759 Country Lane Circle (West of Dollar General – Closed from noon to 1 p.m.)	Eagle Grove, IA 50533
<b>Fort Dodge</b>	301 S. 25th St.	Fort Dodge, IA 50501
<b>Iowa City</b>	1630 Lower Muscatine Rd.	Iowa City, IA 52240
<b>Moline</b>	716 17th St.	Moline, IL 61265
<b>Oskaloosa</b>	2411 N. Market St.	Oskaloosa, IA 52577
<b>Sioux City</b>	401 Douglas St.	Sioux City, IA 51101
<b>Sioux Falls</b>	1914 S. Sycamore Ave., Suite 110	Sioux Falls, SD 57110
<b>Storm Lake</b>	1016 N. Vestal St.	Storm Lake, IA 50588
<b>Waterloo</b>	260 Fairview Ave.	Waterloo, IA 50703

Web site: [www.midamericanenergy.com](http://www.midamericanenergy.com)

E-mail: [info@midamerican.com](mailto:info@midamerican.com)

MidAmerican Energy welcomes you to the neighborhood! We are pleased to be your energy service provider. To help you settle in, we have designed this booklet to provide you with helpful information about your energy service.

Verbiage Updated

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New verbiage added to bottom of page.

### Gas Leaks

Natural gas is distributed to homes and businesses through pipes that are specifically designed to transport natural gas. Natural gas itself does not have an odor. MidAmerican adds an odorant (rotten egg smell) to natural gas. Being able to easily detect a natural gas leak is important because escaping or uncontrolled natural gas may ignite when it comes in contact with a spark or flame. It can also displace oxygen, which is potentially fatal. If you smell gas or hear blowing gas:

- ▼ Leave the premises immediately, without touching anything that could spark.
- ▼ Call MidAmerican toll free at **800-595-5325** from another location.
- ▼ Do not re-enter the area until you have been advised that it is safe.

### Carbon Monoxide

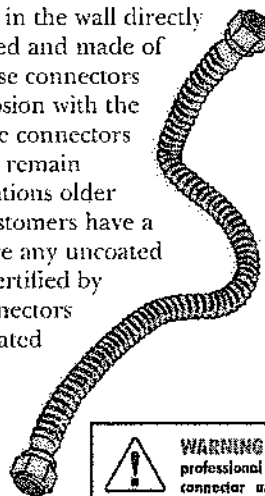
Carbon monoxide (CO) is an odorless, colorless gas that natural gas appliances can create when operating improperly. Signs of carbon monoxide poisoning include flu-like symptoms such as nausea, headache, and dizziness, and in extreme cases, lack of coordination. Household members often feel sick at the same time or symptoms may only be present when at home.

The best way to prevent CO poisoning is to make sure your home heating and hot water systems receive regular maintenance. The American Gas Association recommends an annual appliance inspection. The inspection and any necessary repairs to your equipment should be made by a qualified plumbing and heating dealer.

Carbon monoxide detectors with an audible alarm should be placed near your furnace and sleeping areas. Make sure they meet Underwriters Laboratories (UL) standards, are easily self-tested, and have a long-term warranty. If your alarm sounds, or if you suspect carbon monoxide poisoning, call MidAmerican Energy at **800-595-5325** to investigate and/or 911.

### Uncoated Brass Appliance Connectors

Flexible gas appliance connectors join piping in the wall directly to a gas appliance. If the connector is uncoated and made of brass, it may present a potential hazard – these connectors may crack or break, leading to a fire or explosion with the potential for injuries or death. Although these connectors are no longer used in new installations, some remain attached to appliances in homes or other locations older than 20 years. MidAmerican recommends customers have a qualified plumbing and heating dealer replace any uncoated brass connectors with approved connectors certified by the Canadian Gas Association. Approved connectors are made of either stainless steel or plastic-coated metal that conforms to American National Standard Institute Z21.24.



**WARNING:** Only a qualified professional should check your connector and replace it if needed. Don't try to do this yourself!!

Bottom of page 2

### **Gas Meter Safety**

Updated verbiage

The gas meter needs to be kept free of debris, snow, ice and obstructions at all times. Ice build-up may cause a gas regulator to malfunction and create a safety hazard. If there is ice built up on your meter, call us immediately at 888-427-5632.

Middle of page 4

### **Call Before You Dig**

Updated verbiage

Any time you plan to dig, whether as part of a construction job or homeowner project, such as putting up a fence, planting a tree, or building a home addition, please dial 811 at least two full working days before excavation – it's a free service and it's the law. Your call will be routed to your local One Call Center. One Call will then contact MidAmerican locators, who will mark MidAmerican-owned underground gas and electric utility locations within two full working days of your call. Customer-owned wires and piping, including those running to grills, yard lights or outbuildings will not be marked. Call a qualified plumbing and heating dealer or private contractor to locate customer-owned gas piping or electric lines.



**Know what's below.  
Call before you dig.**

Top of page 5

### **Power Line Safety**

Updated verbiage

Power lines and electrical equipment do their job safely, as long as you keep your distance. Always assume all lines, including underground lines, are energized. Power lines are not insulated and are not safe to touch.

If you see a fallen power line:

- ❖ Stay away, and keep children away.
- ❖ Call 911 and MidAmerican toll free at 800-799-4443 and select option 2.

Middle of page 5

### **Power Outages**

Updated verbiage

We work hard to provide our customers with reliable electric service. However, electric service can be occasionally interrupted due to severe weather, animal contact, tree branch contact or equipment failure.

If power is out throughout your house, building, or neighborhood, call MidAmerican Energy at 800-799-4443. Your call helps us determine the source of the problem and the extent of the outage. You also can report an outage by logging on to your Web account from a computer not affected by the power outage. If you do not have a Web account, you can set one up as a new user at [www.midamericanenergy.com](http://www.midamericanenergy.com) – please have your account number handy. While you are on our Web site, you can check the status of an outage by clicking on Live System Outage Watch. You will be able to view the outage areas and the number of customers affected.

## Natural Gas Pipeline Safety

Have you ever driven down a highway or country road and noticed warning signs along the way? As part of a comprehensive safety plan, these warning signs have been placed to warn you about the presence of underground natural gas transmission pipelines. The pipelines are pressurized so the natural gas can reach the communities they serve. While these pipelines have consistently provided safe and reliable natural gas service, a pipeline that has been struck or damaged can result in a leak.

Updated Verbiage

Signs of a natural gas pipeline leak may include:

- ▼ A hissing or whooshing sound,
- ▼ Dirt being blown into the air,
- ▼ Water bubbling or shooting into the air from a pond, creek or puddle,
- ▼ A peculiar odor and/or
- ▼ Dying shrubs or grass, perhaps near healthy plantings.

If you observe any signs of a gas pipeline leak:

- ▼ Extinguish smoking materials and other small flames.
- ▼ DO NOT attempt to extinguish a burning gas leak!
- ▼ Contractors: Turn off and abandon equipment.
- ▼ Do not attempt to move any machinery.
- ▼ Eliminate other sources of ignition (e.g. a nearby car with the engine running, cell phones).
- ▼ Leave the immediate area.
- ▼ Call MidAmerican at 800-595-5325 and/or 911 from a safe distance.

For more information about pipeline operators located within a specified geographic area, visit the National Pipeline Mapping System Web site and complete a search at [www.npms.phmsa.dot.gov/publicsearch](http://www.npms.phmsa.dot.gov/publicsearch).



Top of page 2 **Customer-Owned Piping**

Updated verbiage

You may not be aware of it, but there may be gas pipeline on your property that MidAmerican Energy does not own or maintain. This is referred to as customer-owned pipe. Some examples of this kind of pipe are the pipe connecting your meter and your furnace, water heater or even underground pipe that runs to a natural gas grill or another appliance. Federal regulations require that MidAmerican Energy notify customers of some facts regarding this pipe. For your safety, please remember the following important points.

- ▼ MidAmerican Energy Company does not maintain customer-owned buried pipe.
- ▼ If customer-owned buried pipe is not maintained, it may be subject to the potential hazards of corrosion and leaking.
- ▼ Buried pipe should be periodically inspected for leaks and buried metallic piping should be periodically inspected for corrosion. If any unsafe condition is found, the pipe should be repaired.
- ▼ Before digging around any buried gas line, you should locate the gas line in advance and only use hand tools to uncover the line.
- ▼ If you need assistance in locating, inspecting or repairing your line, you should contact a plumbing and heating dealer for a cost estimate.

This section was removed

**CSST Gas Piping**

Corrugated stainless steel tubing (CSST) is a continuous, flexible, stainless steel pipe, and typically is covered with a yellow exterior plastic coating. CSST is used to supply gas in residential, commercial and industrial structures. It is usually routed beneath, through and alongside floor joists in your basement, inside interior wall cavities, and on top of ceiling joists in attic spaces.

**Important Safety Information About CSST**

All CSST must be bonded and grounded by a qualified person according to installation instructions. If CSST is not properly grounded, current from a lightning strike could travel through the structure's natural gas piping system and cause a leak or, in some cases, a fire.

**What to do if You Find CSST**

CSST may have been installed in your home or business if it was built after 1990, or if work has been performed on the natural gas piping system since that time – such as, having a furnace or stove installed.

If CSST has been used in your home or business, simply contact a licensed electrician for confirmation that a bonding device was installed.

**NOTE:** CSST should not be confused with flexible natural gas appliance connectors (products that connect the piping in the wall directly to an appliance). CSST is NOT approved to be used as a flexible natural gas appliance connector.

Meter Reading

### Automated Meter Reading

Automated Meter Reading (AMR) will be installed in customer homes and most customer businesses by the end of 2009. With AMR, we will be able to remotely obtain your monthly meter readings. For customers, that means fewer estimated bills and no more letting meter readers into your yard, home or business for regular meter readings. However, we may visit your property for periodic maintenance or service orders. You will receive a letter before AMR technology is installed. You can learn more about this project by visiting [www.midamericanenergy.com](http://www.midamericanenergy.com) and selecting *Meter Reading*.

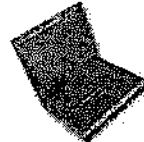
### How Does Automated Meter Reading Work?



**Your Meter**  
Automated meter reading technology will be installed at your property. The meter(s) will send your energy usage information using a radio frequency.



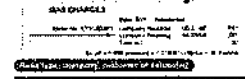
**Meter Reading Vehicle**  
A utility vehicle, equipped with a computer and a radio receiver, can read your meter(s) from the street, with no need to access your yard or home.



**Billing System**  
Energy usage information is sent to our billing system. AMR reduces human error, and you will receive fewer estimated bills.



**Your Energy Bill**  
Your energy bill is generated with the information from our billing system.



You probably won't see your meter reader, but you will know that your meter has been read when you receive your bill. *Company Reading* will appear next to your meter number.

### Meter Access

If your meters have not been converted to automated meter reading, MidAmerican Energy will still need safe access to the meters to obtain monthly meter readings. We may also visit your property for periodic maintenance and service orders. Please remember to restrain your pets when utility work is being done. In the winter, keep sidewalks shoveled, sprinkle a de-icing agent on steps and sidewalks if ice is present, and keep a clear path to your meters.

Learn how to read the meter and submit your own meter readings on our Web site, [www.midamericanenergy.com](http://www.midamericanenergy.com). Select *For Your Home* or *For Your Business*, then *Meter Reading*. To submit your reading, log on to your Web account or set one up as a new user. You also can submit your meter reading over the phone at 800-432-6420. Please have your account number handy.





**GET IT ONLINE**

Visit MidAmerican Energy Company online at [midamericanenergy.com/homeaudit](http://midamericanenergy.com/homeaudit) and complete our home energy audit. 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, even in the basement and attic, around doors, windows, chimneys, electrical outlets and other potential areas for air leakage.



**ROLL IT OUT**

Make sure your home has adequate insulation. This includes the attic, exterior walls, floors, basement and crawl spaces. In unheated areas, be sure to insulate around furnace ducts or boiler pipes.



**SET IT SMART**

Keep your thermostat at 68 degrees or lower in the winter and 78 degrees or higher in the summer to save some green. You also can save with a programmable thermostat that automatically adjusts the temperature when you're asleep and away.



**BUY IT RIGHT**

Install ENERGY STAR® compact fluorescent light bulbs and appliances in your home. ENERGY STAR light bulbs use 75 percent less energy and last up to 10 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. Window wrap kits, available at your hardware or home store, are an ideal choice for the job.



**LET IT SHINE**

Keep draperies, 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 or radiators on a regular basis.



**TURN IT OFF**

Use kitchen and bathroom exhaust fans only when necessary. Remember, moisture from cooking and bathing helps humidify your house, making it more comfortable in the winter.



**KEEP IT UP**

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

Energy Saving Tips

Updated bill image

**MidAmerican ENERGY**  
OBSERVES YOUR PRIVACY. RESPECTS YOUR SERVICE.

Customer Service: 1-888-427-5632  
PO Box 8020 Davenport IA 52808-8020  
www.midamericanenergy.com

ACCOUNT NUMBER	DUE DATE	AMOUNT DUE
12345-09876	June 18, 2008	\$125.95

Service Address: JOHN DOE  
999 MAIN ST  
SD 12345

Date: 05/27/08

**ACCOUNT SUMMARY**

LAST BILL AMOUNT	PAYMENTS RECEIVED	AMOUNT DUE
\$179.10	\$179.10	\$125.95

If payment is received after June 18, 2008, a late payment charge of \$1.99 will be assessed on your next bill.

**ELECTRIC CHARGES**

Rate: RBD Residential Winter 04/23/08 to 05/22/08 29 billing days

Meter No: S11111111	Estimated Reading	Company Reading	Total kWh	Basic Service Charge	Energy Charge	Energy Charge Adjustment	2.00 % Municipal Tax	4.00 % State Sales Tax	Total
	05/22/08	19636		7.00	876 x 0.06120	53.61			
	04/23/08	18760	876		876 x 0.01040	9.11	1.39	2.79	

**GAS CHARGES**

Rate: SVF Residential 04/23/08 to 05/22/08 29 billing days

Meter No: AY2222222	Estimated Reading	Company Reading	Total ccf	Basic Service Charge	Delivery Charge	Pipeline Transport Charge	2.00 % Municipal Tax	4.00 % State Sales Tax	Total
	05/22/08	4800		8.00	31 x 0.21837	5.62			
	04/23/08	4769	31		31 x 0.98873	35.49	0.98	1.96	

31 ccf x 0.974 pressure x 1.016 BTU factor = 31 therms

**MESSAGE CENTER**

Your next scheduled read date is June 23, 2008. Meter Read Group 16

Have you considered signing up for our Budget Billing Plan? The budget plan can help you manage your monthly household budget by spreading your annual usage evenly over 12 months. Call us at 1-888-427-5632 or visit our Web site at www.midamericanenergy.com to learn more.

If you have a question regarding your bill, service or another issue, please call us toll free 888-427-5632. Customer service associates are available 24 hours a day, seven days a week to help you. If you prefer to conduct business electronically, various online customer services are available at www.midamericanenergy.com. Customers using a TDD can reach us at

Keep Send Page 1 of 2

If payment is received after June 18, 2008, a late payment charge of \$1.99 will be assessed on your next bill.

ACCOUNT NUMBER	DUE DATE	AMOUNT DUE
12345-09876	June 18, 2008	\$125.95

I want to contribute to the CARE program

\$1  Monthly  One Time  \$10  Other Amount

MidAmerican Energy Company  
PO Box 8020  
Davenport IA 52808-8020

JOHN DOE  
999 MAIN ST  
%JOE DOAKS  
PO BOX 123  
ALCESTER SD 57001-0698

01000123456789000000065480000000127840000000008

Sample Bill - Front

Questions? Call us at 888-427-5632.

Removed

<b>ACCOUNT NUMBER</b>	<b>DUE DATE</b>	<b>AMOUNT DUE</b>
12345-09876	June 18, 2008	\$125.95

Service Address: JOHN DOE  
999 MAIN ST  
SD 12345 Date: 05/27/08

Customer Service: 1-888-427-5632  
PO Box 8020 Davenport IA 52808-8020  
www.midamericanenergy.com

**MESSAGE CENTER** (continued)

800-747-0593. If you have a complaint that MidAmerican is unable to resolve, 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.

**USAGE PROFILE**

ELECTRIC USAGE PROFILE					GAS USAGE PROFILE				
PERIOD	DAYS	AVG COST PER DAY	AVG USE PER DAY	AVG TEMP	PERIOD	DAYS	AVG COST PER DAY	AVG USE PER DAY	AVG TEMP
05/08	28	\$2.54	30.21 kWh	52	05/08	28	\$1.79	1.07 Th	52
05/07	29	\$2.33	27.07 kWh	62	05/07	28	\$0.48	0.17 Th	62

Usage and temperature information to help you understand how weather may have affected your bill

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Added terms

Verbiage and terms updated

Pipeline Transport Charge removed (no longer appears on bills)

### Terms You May See on Your Bill

**Estimated:** If we are unable to obtain an actual meter reading, the amount of the bill will be estimated based on past usage.

**Prorate Factor:** The prorate factor adjusts for a billing period shorter or longer than normal.

**Basic Service Charge:** The monthly basic service charge partially covers fixed costs incurred to serve each customer, regardless of use.

**kWh:** A kWh is a unit of electric usage. One kilowatt-hour is the amount of electric energy used to keep one 100-watt light bulb burning for 10 hours.

**Energy Charge:** The energy charge reflects the cost of generating, transmitting and distributing electrical energy to you and is applied to energy measured during the month.

**Demand Charge:** The demand charge reflects a portion of the cost of generating, transmitting and distributing electrical energy to you and is based on peak usage.

**Energy Charge Adjustment:** This adjustment reflects the cost of power plant fuel or purchased power.

**CCF:** Natural gas is measured by volume. One CCF represents 100 cubic feet of natural gas.

**Pressure Factor:** The pressure factor adjusts the metered gas usage to compensate for variations in metering and local atmospheric pressure.

**Therms, Therm Factors and Btu:** We bill you on the number of therms of natural gas used because the heating value of a cubic foot of gas varies. The therm is a unit of constant heating value, and the therm factor converts volumes of gas used from cubic feet to therms. One therm equals 100,000 Btu (British Thermal Units).

**Delivery Charge/Distribution Charge:** This charge covers the costs associated with distributing gas through our system to you.

**Pipeline Transport Charge:** This reflects the cost incurred to reserve capacity on the interstate pipeline system in order to deliver gas to you. If the pipeline transport charge is not a line item on your bill, it is included in the gas supply charge.

**Gas Supply Charge:** This charge reflects the cost of purchased natural gas.

Standard Bill = Book

**Online Billing**

MidAmerican Energy offers the convenience of electronic billing, free through our secure Web site. Visit [www.midamericanenergy.com](http://www.midamericanenergy.com) to create your online account. Once you create an online account and sign up for electronic billing, you don't have to receive a paper bill. We will send you an e-mail when your bill is ready for viewing.

**Online Payment**

Schedule an online payment using your checking or savings account. There is no fee and you control when the payment is made. Visit [www.midamericanenergy.com](http://www.midamericanenergy.com) to log on to your Web account or set one up as a new user. Then select *Schedule an Online Payment*.

**Phone Payments**

Make convenient electronic payments using your checking or savings account – without a fee. Simply call MidAmerican Energy at **800-432-4524**.

**Automatic Payment Plan**

No checks to write, no need to stop at a customer office or use a stamp. You still receive a bill each month; however, the total amount due will be automatically deducted from your checking or savings account on your bill due date. To enroll, visit [www.midamericanenergy.com](http://www.midamericanenergy.com) or call **888-427-5632**.

**Budget Billing**

Our Budget Billing Plan can help manage your household budget. Your total annual cost for electricity and/or gas remains the same, but you will know ahead of time how much to budget for future bills. We calculate the budget bill amount based on projected energy prices and the previous 24 months of usage at your home or business. The budget bill amount will be periodically reviewed. You will be notified by a bill message if your budget bill amount will change effective with the next month's bill.

To enroll, log on to your Web account at [www.midamericanenergy.com](http://www.midamericanenergy.com). If you do not have a Web account, you can set one up as a new user. You also may call **888-427-5632**.

**Credit or Debit Card Payments**

MidAmerican Energy accepts credit and debit card payments through a third-party bill payment center. The payment center charges a processing fee for this service. *MidAmerican Energy does not receive any portion of this fee.*

You may call MidAmerican Energy at **888-427-5632** or visit our Web site, [www.midamericanenergy.com](http://www.midamericanenergy.com) for more information.

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Verbiage and  
terms updated

Page 10

Updated verbiage

Page 10

### **Customer Offices and Pay Stations**

Updated verbiage

Payments are accepted at any customer office (see inside front cover). Payments also can be made at an authorized pay station. Call 888-427-5632 or visit [www.midamericanenergy.com](http://www.midamericanenergy.com) for locations of the following types of pay stations near you.

**Electronic Pay Station:** Accepts cash, check or money order; full and partial payments; payments on and beyond the bill due date.

**Standard Pay Station:** Accepts only full payments with the bill stub made by check or money order – most accept cash. Cannot accept payments beyond the bill due date. Payments are mailed to MidAmerican Energy; please allow seven to 10 days.

**Drop Pay Station:** Accepts only full payments with the bill stub made by check or money order. No payments accepted beyond the due date indicated on the bill stub. Payments are mailed to MidAmerican Energy; please allow seven to 10 days.

*Payments made at unauthorized locations may result in delayed posting to your account and the inability to promptly confirm your payment. You also may be charged a fee by unauthorized locations for their services.*

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### **Payment and Credit Policies**

No changes

MidAmerican Energy provides electric and natural gas service according to the rules of the South Dakota Public Utilities Commission. Below, we have provided MidAmerican Energy's payment and credit policies. Please give us a call at 888-427-5632 if you have any questions or concerns.

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### **Deposits**

Updated verbiage

MidAmerican may require a deposit from a customer. The amount of the deposit cannot be more than one-sixth of the customer's estimated annual bill. Deposits earn simple interest of seven percent a year, accrued from the date of deposit to the date of refund.

Instead of a deposit, MidAmerican may accept a contract, signed by a guarantor satisfactory to MidAmerican, which guarantees payment on the account. The guarantor will receive a copy of any disconnect notices sent to the customer. The amount for which a guarantor is responsible cannot be more than the allowed deposit. The guarantor agreement (or deposit) ends after the customer establishes satisfactory credit by paying the service for 12 consecutive months without having service disconnected for nonpayment and without receiving three or more disconnection notices, or at the guarantor's request, with 60 days written notice to MidAmerican.

**Conditions of Service**

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

- ✦ Has an outstanding debt for MidAmerican service at a previous address and has not made arrangements to pay that debt for the same class of service.
- ✦ Will not provide MidAmerican with proper information at the time of application.
- ✦ Attempts to restore service to a household with a delinquent bill, and no attempts are forthcoming to liquidate the debt of that household.
- ✦ Fails to make a deposit when requested.
- ✦ Violates state statutes, regulations or MidAmerican tariffs on file with the Public Utilities Commission.

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No changes

**Disconnection**

Nonpayment of undisputed past due natural gas or electric bills and unwillingness to agree to a payment plan with MidAmerican can result in disconnection of natural gas and electric service.

- ✦ MidAmerican will mail a notice of proposed disconnection to the customer. In the case of a customer's first disconnection, MidAmerican shall provide personal notice by telephone, visit, or certificate of mailing. The notice will include a statement of the customer's right to appeal and where to appeal.
- ✦ MidAmerican allows an additional 30-day delay from November 1 through March 31 before disconnecting natural gas or electric service because of unpaid past due charges.
- ✦ We will not disconnect natural gas or electric service for nonpayment on: Friday, Saturday or Sunday; on a legal holiday; or a day our office is closed to the public.

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Updated verbiage

**Residential Customers Only:**

- ✦ We also allow a 30-day medical extension when the customer files a written statement with MidAmerican from a doctor or public health/social official.
- ✦ If we provide natural gas or electric service to an address different from the billing address, or we know that a landlord relationship exists and the landlord as the customer is subject to disconnection, we will, where feasible, offer the tenants the opportunity to apply for natural gas or electric service in their own names. No tenant is responsible for outstanding bills or other charges of his or her landlord.

MidAmerican Energy offers several rate options to our South Dakota customers. While most of our customers will initially be placed on the best rate available, some may qualify for an even lower rate depending on how and when they use energy. You can find the name of your current rate on your bill under the headings, "Electric Charges" and "Gas Charges."

### Residential Rates

MidAmerican Energy's residential rates are summarized below. You will find your appropriate price schedule listed on your monthly bill.

#### Residential Gas Rates

Description of service	Price schedule		Charges per therm
Small Volume Firm	SVF	Service Charge per meter	\$ 8.00
Peak day less than 300 therms		Non-Gas Commodity Charge: First 250 therms @	\$ 0.18125
		Balance therms @	\$ 0.13191

In addition to the above rates, the following charges are also applicable:  
Purchased Gas Adjustment (PGA) per therm\*

PGA applicable to price schedule SVF in the amount of \$0.8957 per therm is based on the average of monthly PGA rates for the 12-month period ending July 2008.

#### State and local taxes

\* Contact MidAmerican Energy for questions regarding this charge, 888-427-5632.

#### Residential Electric Rates

Description of service	Price schedule		Summer charges per kWh	Winter charges per kWh
Residential, Base Use	RBD	Service Charge	\$ 7.00	\$ 7.00
		First 1000 kWh @	\$ 0.0634	\$ 0.0612
		Additional kWh @	\$ 0.0610	\$ 0.0490
Residential, All Electric Use	RED	Service Charge	\$ 7.00	\$ 7.00
		First 1000 kWh @	\$ 0.0634	\$ 0.0497
		Additional kWh @	\$ 0.0610	\$ 0.0180
Residential, Electric Base Use with Electric Water Heating	RWD	Service Charge	\$ 7.00	\$ 7.00
		First 1000 kWh @	\$ 0.0634	\$ 0.0497
		Additional kWh @	\$ 0.0610	\$ 0.0490
Residential, Electric Space Heating	RSD	Service Charge	\$ 7.00	\$ 7.00
		First 1000 kWh @	\$ 0.0634	\$ 0.0612
		Additional kWh @	\$ 0.0610	\$ 0.0180
Residential, Base Time-of-Use - RTD	TBD/RBD	Service Charge	\$ 16.00	\$ 7.00
		On-peak kWh @	\$ 0.1874	*N/A
		Off-peak kWh @	\$ 0.0438	*N/A
		First 1000 kWh @	*N/A	\$ 0.0612
		Additional kWh @	*N/A	\$ 0.0490
Residential, Base Use with Electric Water Heating Time-of-Use - RTD	TWD/RWD	Service Charge	\$ 16.00	\$ 7.00
		On-peak kWh @	\$ 0.1874	*N/A
		Off-peak kWh @	\$ 0.0438	*N/A
		First 1000 kWh @	*N/A	\$ 0.0497
		Additional kWh @	*N/A	\$ 0.0490
Residential, Electric Space Heating Time-of-Use - RTD	TSD/RSD	Service Charge	\$ 16.00	\$ 7.00
		On-peak kWh @	\$ 0.1874	*N/A
		Off-peak kWh @	\$ 0.0438	*N/A
		First 1000 kWh @	*N/A	\$ 0.0612
		Additional kWh @	*N/A	\$ 0.0180

\*Not Applicable /N/A/

## Residential Electric Rates (cont.)

Description of service	Price schedule		Summer charges per kWh	Winter charges per kWh
Residential, All Electric	TED/RED	Service Charge	\$ 16.00	\$ 7.00
Time-of-Use - RTD		On-peak kWh @	\$ 0.1874	*N/A
		Off-peak kWh @	\$ 0.0438	*N/A
		First 1000 kWh @	*N/A	\$ 0.0497
		Additional kWh @	*N/A	\$ 0.0150

\*Not Applicable (N/A).

In addition to the above rates, the following charges are also applicable:

Energy Cost Adjustment (per kWh)\*

ECA: \$0.0119 per kWh is based on a 12-month average for the period ending July 2005.

## State and local taxes

\* Contact MidAmerican Energy for questions regarding this charge, 888-427-5632.

## Commercial Rates

MidAmerican Energy's commercial rates are summarized below. You will find your appropriate price schedule listed on your monthly bill.

## Commercial Gas Rates

Description of service	Price schedule		Charges per therm
Small Volume Firm	SVF	Service Charge per meter	\$ 8.00
Peak day less than 500 therms		Non-Gas Commodity Charge: First 250 therms @	\$ 0.18125
		Balance therms @	\$ 0.13191
Medium Volume Firm	MVF	Service Charge per meter	\$ 60.00
Peak day less than 2,000 therms		Non-Gas Commodity Charge per therms @	\$ 0.07201
Large Volume Firm	LVP	Service Charge per meter	\$275.00
Peak day of 2,000 therms and higher		Non-Gas Commodity Charge per therms @	\$ 0.03755
Small Volume Interruptible	SVI	Service Charge per meter	\$ 60.00
Peak day less than 2,000 therms		Non-Gas Commodity Charge per therms @	\$ 0.07201
Large Volume Interruptible	LV1	Service Charge per meter	\$275.00
Peak day of 2,000 therms and higher		Non-Gas Commodity Charge per therms @	\$ 0.03755
Small Seasonal Service	SSS	Service Charge per meter	\$ 60.00
Commercial and Industrial		Non-Gas Commodity Charge per therm:	
		Applicable to the nine monthly billing periods	
		of April through December @	\$ 0.05150
		Applicable to the three monthly billing periods	
		of January through March @	\$ 0.10036
Large Seasonal Service	LSS	Service Charge per meter	\$275.00
Commercial and Industrial		Non-Gas Commodity Charge per therm:	
		Applicable to the nine monthly billing periods	
		of April through December @	\$ 0.02785
		Applicable to the three monthly billing periods	
		of January through March @	\$ 0.05760

In addition to the above rates, the following charges are also applicable:

Purchased Gas Adjustment (PGA) per therm\*

PGA applicable to price schedules SVF, MVF, LVP, SSS and LSS in the amount of \$0.8857 is based on the average of monthly PGA rates for the 12-month period ending July 2005.

PGA applicable to price schedules SVI and LV1 are based on daily gas commodity index prices plus applicable interstate pipeline charges and fuel (retention) resulting in a delivered price.

Transportation Service available for customers purchasing their own gas.

Monthly Metered Transportation Service available to schools and government entities purchasing their own gas.

## State and local taxes

\* Contact MidAmerican Energy for questions regarding this charge, 800-329-6261.

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Updated rates  
and pricing

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Updated rates  
and pricing



## Commercial Electric Rates

Description of service	Price schedule		Summer charges per kWh	Winter charges per kWh
General Service, Base Use	GBD	Service Charge	\$ 10.00	\$ 10.00
		First 4000 kWh @	\$ 0.0885	\$ 0.0942
		Additional kWh @	\$ 0.0630	\$ 0.0554
General Service, Electric Space Heating	GED	Service Charge	\$ 10.00	\$ 10.00
		All kWh @	\$ 0.0791	\$ 0.0472
General Service, Base Use-Demand Metered	GDD	Service Charge	\$ 80.00	\$ 80.00
		First 250 kWh per kW of demand @	\$ 0.0620	\$ 0.0530
		Next 150 kWh per kW of demand @	\$ 0.0220	\$ 0.0210
		Additional kWh @	\$ 0.0105	\$ 0.0105
General Service, Base Use-Primary Voltage	GPD	Service Charge	\$ 200.00	\$ 200.00
		First 250 kWh per kW of demand @	\$ 0.0469	\$ 0.0494
		Next 150 kWh per kW of demand @	\$ 0.0216	\$ 0.0216
		Additional kWh @	\$ 0.0103	\$ 0.0103
		Transformer Ownership Credit	\$ 0.30/kW	\$ 0.30/kW
General Service, Electric Heat-Demand Metered	GHD	Service Charge	\$ 80.00	\$ 80.00
		First 250 kWh per kW of demand @	\$ 0.0630	\$ 0.0320
		Next 150 kWh per kW of demand @	\$ 0.0220	\$ 0.0162
		Additional kWh @	\$ 0.0105	\$ 0.0105
General Service, Time of Use (Peak Periods)	GEP	Service Charge	\$ 14.50	\$ 14.50
		All kWh @	\$ 0.1416	\$ 0.0538
		Reactive Demand Charge	\$ 0.50/kVAR	\$ 0.50/kVAR
General Service, Time of Use (Off-Peak Periods)	GEO	Service Charge	\$ 14.50	\$ 14.50
		All kWh @	\$ 0.0331	\$ 0.0452
		Reactive Demand Charge	\$ 0.50/kVAR	\$ 0.50/kVAR
General Service, Time of Use at Primary Voltage (Peak Periods)	GRP	Service Charge	\$ 200.00	\$ 200.00
		All kWh @	\$ 0.1388	\$ 0.0527
		Transformer Ownership Credit	\$ 0.30/kW	\$ 0.30/kW
		Reactive Demand Charge	\$ 0.49/kVAR	\$ 0.49/kVAR
General Service, Time of Use at Primary Voltage (Off-Peak Periods)	GRO	Service Charge	\$ 200.00	\$ 200.00
		All kWh @	\$ 0.0324	\$ 0.0443
		Transformer Ownership Credit	\$ 0.30/kW	\$ 0.30/kW
		Reactive Demand Charge	\$ 0.49/kVAR	\$ 0.49/kVAR
General Service, Separately Metered Electric Space Heating	GSD	Service Charge	\$ 8.50	\$ 8.50
		All kWh @	\$ 0.0610	\$ 0.0180
General Service, Separately Metered Electric Water Heating	GWD	Service Charge	\$ 6.50	\$ 6.50
		All kWh @	\$ 0.0300	\$ 0.0300

In addition to the above rates, the following charges are also applicable:  
Energy Cost Adjustment (per kWh)\*  
ECA: \$0.0119 based on a 12-month average ending July 2008.

## State and local taxes

\* Contact MidAmerican Energy for questions regarding this charge, 800-329-6261.

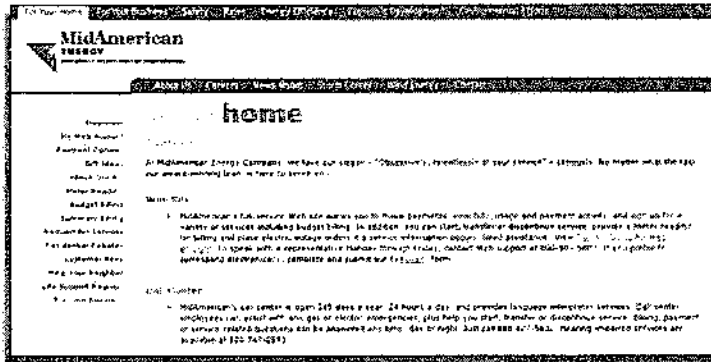
## What Can You Find on MidAmerican Energy's Web Site?

Visit [www.MIDAMERICANENERGY.com](http://www.MIDAMERICANENERGY.com) and you'll find information about:

Updated verbiage and graphics

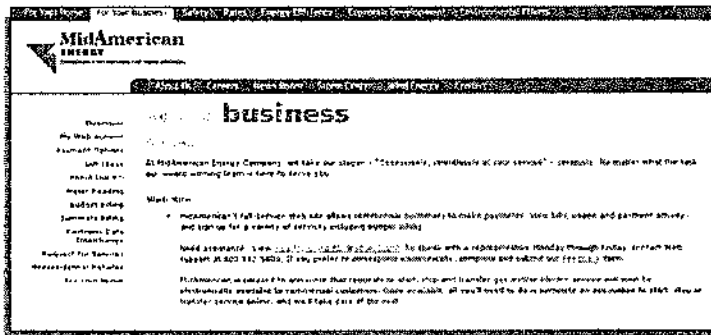
- Staying safe around electricity and natural gas
- Saving energy in your home and business
- Energy efficiency education and programs
- Electric and natural gas rates
- Our environmental efforts
- Our renewable energy program, Renewable Advantage
- Our economic development efforts
- Career opportunities
- The communities we serve
- News updates
- Reporting a streetlight out
- System outages and the number of customers affected

Updated graphics and information for current website



When you select *For Your Home*, you can perform online transactions, such as:

- ▼ Start, stop and transfer service
- ▼ Enroll in I CARE (see Page 18)
- ▼ Log on to your Web account or set up a Web account as a new user and:
  - Report a power outage
  - View account information
  - Receive your bill electronically
  - Pay your bill online
  - Enroll in the Budget Billing and Automatic Payment Plans
  - Submit your meter reading
  - Monitor your payment and usage history



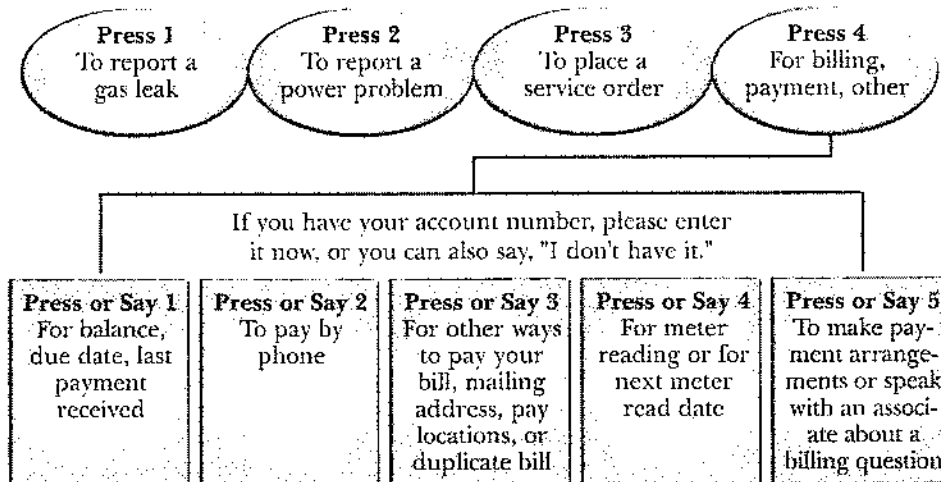
When you select *For Your Business*, you can perform online transactions, such as:

- ▼ Start, stop and transfer service
- ▼ Log on to your Web account or set up a Web account as a new user and:
  - Manage energy accounts 24 hours a day, seven days a week
  - View account information
  - Receive your bills electronically
  - Pay single or multiple accounts online
  - Schedule same day or future dated payments
  - Sign up to receive our free electronic newsletter and online resource. *THE Business Advantage*

Web Site

MidAmerican's automated call-handling system helps you conduct business quickly at your convenience! The system also helps us to prioritize emergency calls and automate many routine requests, so customers may speak with a customer service associate more quickly. Throughout the menus, residential customers will frequently have the option to speak with a customer service associate by pressing zero.

Once you call 888-427-5632, residential customers who press 1 will hear the following options\*:



\*If you do not have a touchtone phone or prefer to state your selection, the system will prompt you to do so following the first menu and a brief silence.

(please cut on dotted lines)

**For your convenience, we have provided a "quick path" for three common transactions!**

1. **To pay by checking or savings account:**  
Dial 800-432-4524  
No prompts to press, simply speak your responses.
2. **For balance due, due date or date of last payment**  
Dial 888-427-5632  
Press (1) - (4) - Enter or say your account number
3. **To provide a meter read through the hotline:**  
Dial 800-432-6420  
No prompts to press, simply speak your responses.

(Please wait for automated system to begin "speaking" before entering your selection)

**Braille Bills**

We offer Braille bills to our sight-impaired customers, free-of-charge. To inquire about this option, please call us at 888-427-5632.

**Large Print Bill**

For those who find our regular bills hard to read, we offer a large-print bill summary. Simply call us at 888-427-5632. You will continue to receive the regular bill for your return payment.

**Life Support Program**

Do you or a family member depend on electrically powered life-sustaining equipment? If you do, please let us know. While it is not possible to give power restoration priority to individual customers following storm-related outages, we can help provide some peace of mind with our Life Support registry. Once you are enrolled in the program, we will:

- ✦ Send an **information packet** to help you develop a plan of action in case of a power outage or other emergency.
- ✦ Attempt to notify you before **scheduled interruptions** in electric service for your area due to repairs, upgrades to our system, etc.

To enroll in this free service, visit our Web site at [www.midamericanenergy.com](http://www.midamericanenergy.com) or call us at 888-427-5632. You and your physician will need to complete the necessary form and mail it or fax it back to us. To remain active on our registry, you must reapply each year.

**Non-English Conversations**

If you prefer to communicate through an interpreter, please call, or have a friend or relative call, our customer service line, 888-427-5632. Our associates have access to interpreter services for various languages. We also have Spanish-speaking customer service associates available; you may choose this option when you call our customer service line.

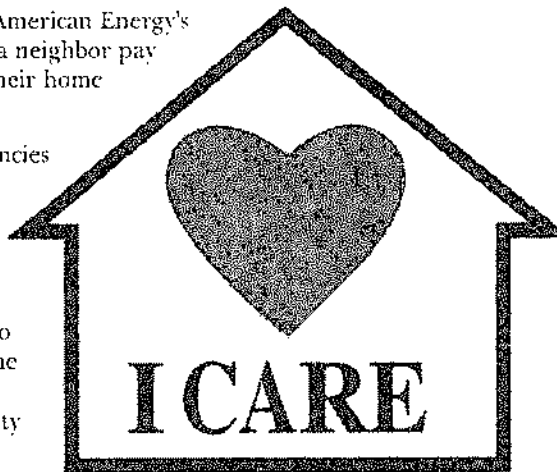
**TDD (Telecommunications Device for the Deaf)**

Customers with access to a TDD can contact us at any time at 800-747-0593.



Make a contribution to MidAmerican Energy's I CARE program, and help a neighbor pay their heating bills or make their home more energy efficient.

Local community action agencies share your tax-deductible donations (and MidAmerican Energy's corporate contribution of 25 cents for every dollar donated) with customers who meet their state's Low Income Home Energy Assistance Program guidelines. Eligibility requirements are available from local community action agencies. To find an agency near you, call 888-427-5632.



**WARMING HEARTS & HOMES**

You can make a contribution to I CARE using the checkboxes that appear on our bill stubs each month. If you wish to make a donation of more than \$5, please call 888-427-5632. Or, you may visit [www.midamericanenergy.com](http://www.midamericanenergy.com) and select *Customer Service*, then *Help Your Neighbor*.

(please cut on dotted lines)



- I authorize MidAmerican to add the pledge amount of \$\_\_\_\_\_ per month (*whole-dollar amount only, please*) to my monthly bill. If I choose to discontinue participation, I may simply not pay the pledge amount and my pledge will be cancelled. I am returning this signed pledge form with the requested customer information.
- Rather than make a monthly pledge, I wish to make a one-time contribution of more than \$5. I will add a whole-dollar amount greater than \$5 to one of my energy bill payments, or I will send a check payable to MidAmerican Energy. I am returning this signed pledge form with the requested customer information.

You may enclose your pledge form with your bill payment or mail it to I CARE, MidAmerican Energy, P.O. Box 4350, Davenport, IA 52808-4350.

Name \_\_\_\_\_

Acct. No. \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_ Signature \_\_\_\_\_



### **Community Relations**

MidAmerican Energy Company is more than just your electric and natural gas provider...we are also your friends and neighbors. Our employees live and work in the communities we serve. They are your friends, neighbors, little league or soccer coaches, scout leaders, or the person next to you in your place of worship. They are members of Rotary and Lions clubs and serve as volunteer firefighters. They serve on city planning committees, schools boards and commissions. MidAmerican Energy and its employees are dedicated to supporting these local organizations, community events, and other activities through donation of time, talent and monetary resources.

To strengthen our commitment, we have developed a network of employees, known as Community Contact Volunteers. These volunteers are the local conduit to community leaders and keep the company up to date on things going on in their cities and towns, large and small. They also assist in implementation of company programs, providing information on the company's commitment to the environment, renewable energy and energy efficiency, as well as various other opportunities to support the community.

For more information, please call us at 888-427-5632.



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