

# PUTTING THE **POWER** IN YOUR HANDS

Graphic  
updated



OBSESSIVELY, RELENTLESSLY **AT YOUR SERVICE®**

www.**MIDAMERICAN**ENERGY.com

SD

# Contact Information

Residential Service	888-427-5632
Business Service*	800-329-6261
Phone Payments	800-432-4524
Power Out?	800-799-4443
Smell Gas?	800-595-5325
TDD Line	800-747-0593
Planning to dig?	Dial 811

\*A specialized team, Business Advantage, is dedicated to serving our small to midsize business customers. Hours: Monday through Friday, 7 a.m. to 6 p.m.



## Customer Office Locations













### Updated address

<b>Cedar Rapids</b>	4110 Center Point Road NE, Suite C	Cedar Rapids, IA 52402
<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 Road	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

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

Email: [info@midamerican.com](mailto:info@midamerican.com)


MidAmerican Energy Company welcomes you to the neighborhood! We are pleased to be your energy service provider. To help you settle in, this booklet is provided to put the power in your hands – to stay safe around electricity and natural gas, to learn how to save energy, and to benefit from the many programs and services we offer.

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Stay Connected With MidAmerican Energy

New


**Email and Text Alerts** – MidAmerican Energy offers email notifications and text alerts based on your preferred method of communication. To see available notifications and alerts, visit us at [www.midamericanenergy.com](http://www.midamericanenergy.com) and log in to your My Account or create one as a new user. Once logged in, select Email | Text Alerts to make your choices.




**MidAmerican Energy** – Follow us for timely safety messages, energy efficiency tips and resources, and facts about the company’s renewable energy efforts.



**EconomicAdvantage** – Follow our economic development team to receive information about special events and economic activities in MidAmerican Energy’s service territory.



**MidAmerican Energy** – Like us for timely information about renewable energy, special company and customer announcements, energy efficiency programs, and safety tips.



**MidAmerican Energy** – Watch MidAmerican Energy’s latest videos and find out how energy is created through virtual tours of generation facilities.

## If You Smell Natural Gas or Think You Hear Blowing Gas

Escaping or uncontrolled natural gas may ignite when it comes in contact with a spark or flame. It also can displace oxygen, creating an environment that can be fatal.

- Leave the premises immediately, and don't touch anything that could spark.
- From another location at a safe distance, call MidAmerican Energy toll-free at **800-595-5325** and/or call **911**. MidAmerican Energy will investigate the situation at no cost to you.
- Do not re-enter the area until you have been advised that it is safe.

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

## Gas Detectors

New

Gas detectors are available for residential and commercial use to alert the presence of a potentially hazardous natural gas leak. The device sounds an alarm to warn people in the area that a leak is occurring, providing the opportunity to evacuate. From a safe location call MidAmerican Energy at **800-595-5325** to report the leak.

## Natural Gas Appliances

Common gas appliances include a furnace, water heater, gas fireplace and range. Stay safe around natural gas by following these safety tips:

- Have regular inspections and maintenance performed on your gas appliances.
- Keep the area around gas appliances, including the piping to the appliances, free from obstructions and combustible materials.
- Provide MidAmerican Energy access to the meter and equipment when necessary.
- Never store flammable liquids in your home or near fuel-burning appliances.
- Have your gas appliance connectors checked for possible defects.

Always place approved end caps on pipes after removing gas dryers or similar appliances. Relying on a valve alone to stop the flow of natural gas on open ended pipe is not compliant with codes.

## Guard Against CO Poisoning

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Any fuel that is incompletely burned produces carbon monoxide – a colorless, odorless gas. Symptoms of CO poisoning are similar to flu-like illnesses and include dizziness, fatigue, headaches, nausea and irregular breathing.

To guard against CO poisoning, have your home-heating systems, including chimneys and flues, inspected each year for proper operation and potential leakage. In addition, every home should have at least one CO detector on every level. A properly working CO detector can provide an early warning before the deadly gas builds up to a dangerous level.

If the alarm in your CO detector sounds or if you suspect CO poisoning, leave your home immediately. Seek medical attention if you or a family member is ill. Contact a qualified plumbing and heating dealer to make necessary repairs.

## Customer-Owned Facilities

You may not be aware of it, but you own gas piping on your property, such as the pipe that connects the meter to your furnace, water heater or other appliances. You also may own underground piping that runs to a natural gas grill or other appliance.

For your safety, remember:

- ▼ MidAmerican Energy does not maintain customer-owned piping, whether above ground or buried.
- ▼ Buried piping should be inspected periodically for leaks – metal piping also should be inspected for corrosion. If any unsafe condition is found, the piping should be repaired.

## Landscaping Around Transformers

New

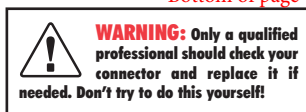
Those green metal utility boxes you see around your neighborhood, or possibly in your own yard, mounted on a small concrete or fiberglass pad, are known as a junction box or transformer. Utility crews need to access the boxes to repair and maintain underground electric, cable television and telephone facilities, so keep shrubs, trees, rock gardens, fences and structures at least 10 feet away from the access door, which will be padlocked and typically labeled, and three feet from the other sides.

Remember that underground lines run into each transformer, so don't dig until the underground lines have been located and marked. You may need to plant much farther away from the transformer to allow space as your foliage matures. As your plantings grow, trim them to maintain minimum clearance. If your plants grow too close, they may need to be trimmed or removed to make the situation safe.

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## Uncoated Brass Appliance Connectors

Flexible gas appliance connectors join piping in the wall 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 and lead to a fire or explosion, with the potential for injuries or death. Although these connectors are no longer used in new installations, they may be attached to appliances in homes or other locations more than 25 years old. MidAmerican Energy recommends that customers have a qualified plumbing and heating dealer replace uncoated brass connectors with approved connectors certified by the Canadian Standards Association. Approved connectors are made of stainless steel or plastic-coated metal that conforms to American National Standard Institute Z21.24.



## Gas Meter Safety

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The area around your gas meter needs to be kept free of debris, snow, ice and obstructions at all times.

- ▼ Do not build permanent structures over or around the meter set.
- ▼ Notify MidAmerican Energy at **888-427-5632** if you:
  - Have ice buildup on the gas meter. This may cause a gas regulator, which is next to the meter, to malfunction and create a safety hazard.
  - Will be completing work that may require relocation of MidAmerican Energy's facilities, such as building additions, decks, garages or landscaping.

## Natural Gas Pipeline Safety

If you observe any signs of a natural gas pipeline leak:

- ▼ Extinguish smoking materials and all flames.
- ▼ Do not attempt to extinguish a burning gas leak.
- ▼ Contractors: Turn off and abandon equipment. Do not attempt to move machinery.
- ▼ Eliminate other sources of ignition, e.g., a nearby car with the engine running or a cellphone.
- ▼ Leave the area immediately.
- ▼ From a safe distance, call MidAmerican Energy at **800-595-5325** and/or call **911**.
- ▼ Do not re-enter the area until you have been advised that it is safe.

For more information about pipeline operators located within a specified geographic area, visit the National Pipeline Mapping System website at <https://www.npms.phmsa.dot.gov> and complete a search through the Public Map Viewer tab.

### Using Your Senses

Natural gas pipelines are designed to provide safe and reliable natural gas service. However, at times a pipeline may leak. MidAmerican Energy adds an odorant to its natural gas so the general public can detect the leak. The odorant is called mercaptan and smells like rotting eggs or an unpleasant skunk smell. Even if you only detect a slight odor of natural gas, take action and leave your home or area immediately.

**DO NOT rely on your sense of smell alone to detect the presence of natural gas.** For some people sense of smell alone may not be enough to forewarn the presence of natural gas. Some people cannot detect the odorant because they have a diminished sense of smell, or have smelled the same odor for a long time. Sometimes the odor is masked by other smells in the area. Also, if a natural gas leak occurs underground the surrounding soil can cause the odor to fade so you will not be able to rely on your sense of smell to detect the leak.

Knowing how to recognize and respond to a possible gas leak is an important part of natural gas safety. Trust and use all of your senses. You may recognize a natural gas pipeline leak by:

Sight:

- ▼ Discolored or abnormally dry soil or vegetation
- ▼ Continuous bubbling in wet or flooded areas
- ▼ Blowing dirt
- ▼ Dead or discolored plants in an otherwise healthy area of vegetation
- ▼ Frozen ground in warm weather

Sound:

- ▼ Quiet hissing to a loud roaring sound



## How to Tell Where a Pipeline Is Located

Have you ever driven down a highway or country road and noticed gas pipeline warning signs along the way? As part of a comprehensive safety plan, these signs have been placed to warn you of the presence of underground natural gas transmission pipelines.



- A** Line marker posts with warning decal
- B** Warning sign used on farm tap lines with small diameter piping
- C** Pipeline marker signs used at town border stations, town regulator stations and fenced district regulator stations
- D** Warning sign used at waterway crossing

## Call 811 Before You Dig

Page 2

Any time you plan to dig, whether as part of a construction job or homeowner project, such as putting up a fence, planting trees, or installing a deck, dial 811 at least two full business days before excavation – it's a free service and it's the law. One Call will contact all utilities that operate in the area. Locators will mark MidAmerican Energy-owned underground utility locations within two full business days of your call. To prevent excavator injury, preserve the locate marks and flags until the project is complete. Customer-owned facilities, such as wires and piping, including those running to grills, yard lights or outbuildings, will not be marked. Contact a plumbing and heating dealer or qualified private contractor to locate customer-owned facilities. After the location of any buried facilities are marked, only use hand tools when digging near the locate marks or flags.

## If You Hit a Gas Pipeline

New

- ▶ Leave the area immediately! Go to a safe area upwind of the hit pipeline.
- ▶ DO NOT light a match, start an engine, turn a light on or off, or do anything that could create a spark.
- ▶ DO NOT try to extinguish a natural gas fire. Remain available to tell emergency responders what happened.

Even if the hit gas line is not leaking or has only minor damage or the leak seems to be small, gas can accumulate in other places, increasing the risk of explosion or fire. A hit line also can weaken the pipe, causing it to fail without warning or result in a gas leak somewhere else on the pipeline, creating a hazardous condition.

All damage to pipelines must be reported so inspections and necessary repairs can be made.

## Power Line Safety

Power lines and electrical equipment function safely as long as you keep your distance. Always assume all lines, including underground lines, are energized. Stay away from downed wires. Power lines are not safe to touch.

If you see a fallen power line:

- ▼ Call **911**, and then call MidAmerican Energy at **800-799-4443**.

Si usted ve un cable de energía eléctrica caído:

- ▼ Llame al **911** y a MidAmerican al **888-427-5632**.

## Power Outages

MidAmerican Energy works hard to provide reliable electric service. However, electric service can be interrupted because of weather, animal contact, tree branch contact or equipment failure.

If you are the only one in your neighborhood without power, you may want to consider first checking your breakers, surge protectors, fuse box or any individual appliances that may have triggered the outage. If you are still without power, then report the outage. To report an outage:

- ▼ **Call 800-799-4443.** MidAmerican Energy has an easy-to-use automated outage reporting system that allows you to place your order into the system for immediate processing. You also have the option to hear available updates on the extent of the outage and how long it may be before your power is restored.
- ▼ **Visit [www.midamericanenergy.com](http://www.midamericanenergy.com).** To report your outage from a computer or mobile device not affected by the outage.

It is important to report outages. Your information helps us determine the source of the outage and speeds up the restoration process.

## Información Sobre Apagones

New

MidAmerican Energy 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 Energy 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.



## Automated Meter Reading

Most MidAmerican Energy customer homes and businesses have automated meter reading technology. Automated meter reading allows us to obtain actual meter readings remotely from a company vehicle, eliminating the need to enter properties each month.

### How Does Automated Meter Reading Work?



#### Your Meter

Automated meter reading technology has been installed at most properties. The meter(s) 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.

GAS CHARGES	
Meter No: 47222222	Rate: \$1.16 Residential
Company Reading: 1214000	238
Company Reading: 1210000	78
Total cost	160
160 cu ft x 0.874 pressure = 1.014 \$/cu ft factor = 160 therms	
Read type: company, customer or estimated	

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

While MidAmerican Energy no longer needs monthly access to automated meters, we will continue to manually read some meters and need periodic access to all meters for emergency situations, required service work and inspections, or to turn meters on or off when requested.

- ▶ Whether the meter is inside or outside, make sure it's visible, accessible and free from obstructions. Do not lock a bike or tie a pet to a meter, hang items from it, or plant a bush in front of it. Servicing a blocked meter is difficult and can pose a safety hazard in an emergency.
- ▶ During winter weather, be sure meters do not become buried in snow. Use a broom – not a shovel – to clear snow from a meter. If a meter becomes encased in ice, do not try to melt or chip the ice. Call MidAmerican Energy at **888-427-5632** for service orders.
- ▶ Do not use metal objects and tools near an electric meter or tamper with the meter in any way. Electric service wires to homes and businesses deliver enough current to be deadly. Tampering with a natural gas meter could result in an explosion.
- ▶ Keep animals restrained and away from the meter when service work is scheduled.



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

ACCOUNT NUMBER	DUE DATE	AMOUNT DUE
01234 - 56789	September 7, 20XX	\$125.99

Invoice Number: 567890815  
Service Address: JOHN DOE  
999 MAIN ST  
CITY SD 12345

Date: 08/16/XX

## ACCOUNT SUMMARY

Your account number

Your service address

Amount due

## Contact information

LAST BILL AMOUNT	PAYMENTS RECEIVED	AMOUNT DUE
\$150.62	\$150.62	\$125.99

If payment is received after September 7, 20XX, a late payment charge of \$1.89 will be assessed on your next bill.

## ELECTRIC CHARGES

Rate: RS Residential		Summer		07/15/XX to 08/15/XX 31 billing days		Billing p	
Meter No: S98989898	Company Reading	08/15/XX	38000	Basic Service Charge		8.00	
	Company Reading	07/15/XX	36883	Energy Charge		1,000 x 0.08710	87.10
	Total kWh		1,117	Energy Charge		117 x 0.08380	9.80
				Energy Cost Adjustment		1,117 x -0.00602	-6.72
				Transmission Cost Recovery		1,117 x 0.00173	1.93
				Energy Efficiency Charge		1,117 x 0.00167	1.87
				4,00% State Sales Tax			4.08
Total electric usage				Total		\$106.06	

## Billing period

## Your rate(s)

## Total electric usage

## GAS CHARGES

Rate: SVS Residential				07/15/XX to 08/15/XX, 31 billing days		Billing p	
Meter No: AY8484848	Company Reading	08/15/XX	3170	Basic Service Charge		5.00	
	Company Reading	07/15/XX	3148	Meter Class 1 Charge		3.00	
	Total ccf		22	Delivery Charge	22 x 0.1956	4.30	
22 ccf x 0.974 pressure x 1.042 BTU factor = 22 therms				Gas Supply Charge	22 x 0.3251	7.15	
				Energy Efficiency Charge	22 x -0.01321	-0.29	
				4.00% State Sales Tax		0.77	
Rate: company, customer or estimated				Total		\$19.93	

## Billing period

## Read type: company, customer or estimated

## Total gas usage

## MESSAGE CENTER

## Important messages

If you have a question regarding your bill, service or another issue, please call us toll free at 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 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.

Keep

Page 1 of 2

Send If payment is received after September 7, 20XX, a late payment charge of \$1.89 will be assessed on your next bill.



ACCOUNT NUMBER	DUE DATE	AMOUNT DUE
01234 - 56789	September 7, 20XX	\$125.99

## I want to contribute to the I CARE program

☐ Monthly ☐ One Time

\$      
My Contribution \$1 \$5 \$10

## Your payment stub

IDF101970000010101000JB



JOHN DOE  
999 MAIN ST  
CITY SD 12345

## Your mailing address

MidAmerican Energy Company  
PO Box 8020  
Davenport IA 52808-8020  
15 BG 1

010001234567899000000125990000001278&amp;0000000000004

**Questions? Call us at 888-427-5632.**

## Terms You May See on Your Bill

**Basic Service Charge:** Includes fixed costs incurred to serve each customer, regardless of use.

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

**Delivery Charge:** Covers the costs associated with distributing natural gas through our system to you.

**Demand Charge:** Reflects a portion of the cost of generating, transmitting and distributing electrical energy and is based on peak usage.

**Energy Charge:** Reflects the cost of generating, transmitting and distributing electricity to you.

**Energy Cost Adjustment:** MidAmerican Energy continually experiences increases and decreases in the cost of fuel and purchased power used to supply electricity to its customers. This clause allows MidAmerican Energy to make quarterly adjustments to recover the forecast fuel and power costs, subject to an annual reconciliation to actual expenditures.

**Energy Efficiency Charge:** A charge that allows MidAmerican Energy to recover the costs of energy efficiency programs.

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

**Gas Supply Charge:** Reflects the cost of purchased natural gas and is passed directly to customers.

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

**Meter Class Charge:** A charge added to gas customers' bills to better match the price a customer pays to the cost of the meter required to serve their load.

**Pressure Factor:** Adjusts metered gas usage to compensate for variations in metering and local atmospheric pressure.

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

**Therms and BTU Factor:** One therm equals 100,000 British Thermal Units, or BTU. The BTU factor converts the volume of gas from cubic feet to therms, a constant heating value.

**Transmission Cost Recovery:** MidAmerican Energy supports continual improvements to the national electric grid to benefit regional and local reliability. This cost adjustment allows MidAmerican Energy to make annual adjustments to recover the forecast transmission improvement costs, subject to an annual reconciliation to actual expenditures.

## Paperless Billing

MidAmerican Energy offers the convenience of paperless billing through our secure website. Once enrolled, you will receive an email each month when your bill is ready. To enroll, log in to your web account at [www.midamericanenergy.com](http://www.midamericanenergy.com), or register as a new user. You may also call **888-427-5632** for further assistance.

## 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 in to your web account, or register as a new user.



## Phone Payments

Make convenient electronic payments using your checking or savings account without a fee. Call MidAmerican Energy at **800-432-4524** to use our automated phone payment system, or call **888-427-5632** and one of our representatives will process your payment.

## Recurring Payment Plan

By selecting this option, you have no checks to write and you don't have to remember to make your monthly payment. You still receive a bill each month for your records, and the total amount due will automatically be deducted from your checking or savings account on the due date of your bill. To sign up, visit [www.midamericanenergy.com](http://www.midamericanenergy.com) or call **888-427-5632**.

## Budget Billing

Our Budget Billing Plan can help you manage your household budget. Your total annual cost for electricity and/or natural 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, and 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 in to your Web account at [www.midamericanenergy.com](http://www.midamericanenergy.com). If you do not have a Web account, you can set up an account as a new user. You also may call **888-427-5632**.

## Credit or Debit Card Payments

MidAmerican Energy accepts payments through Western Union® Speedpay®, a utility bill payment center. You can make a one-time payment or set up a Recurring Payment Plan. Western Union Speedpay accepts ATM or debit cards using the STAR, PULSE, NYCE and ACCEL networks and accepts the following debit and credit cards:

- ▼ American Express
- ▼ Discover
- ▼ MasterCard
- ▼ Visa

There are two ways to make a payment using Western Union Speedpay:

- ▼ Call customer service at 866-579-1409 to make a payment by phone.
- ▼ Pay online at **[www.midamericanenergy.com](http://www.midamericanenergy.com)**.

**Western Union Speedpay adds a processing fee to all debit and credit card payments. MidAmerican Energy does not receive any portion of this fee.**

## Customer Offices and Walk-In Payment Locations

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MidAmerican Energy customer office locations accept payments, and personnel can assist with questions about your account. Cash payments are also accepted at any participating Western Union location. Your payment will appear on your account within minutes after it has been processed. Visit **[www.midamericanenergy.com](http://www.midamericanenergy.com)** or call **888-427-5632** to find the nearest payment location.

## Summary Billing

New

MidAmerican Energy's summary billing plan allows customers who have three or more accounts to receive one easy-to-read monthly statement. It's the most convenient way to manage multiple accounts. Call Business Advantage at **800-329-6261** to arrange for summary billing with one bill, one due date and one monthly payment.

## Payment and Credit Policies

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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.

## Deposits

Customers may be required to pay a deposit when they apply for service. After 12 months, deposits will be refunded to the customer's account or by check if the customer has:

- ▼ Made at least nine timely payments
- ▼ Not been disconnected for nonpayment during that period
- ▼ Has no past-due balance

While the deposit is held, interest will accrue and will be applied annually to the customer's account.

## Conditions of Service

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

- ❑ Has an outstanding debt for MidAmerican Energy service at a previous address and has not made arrangements to pay that debt for the same class of service.
- ❑ Will not provide MidAmerican Energy 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 pay a deposit when requested.
- ❑ Violates state statutes, regulations or MidAmerican Energy tariffs on file with the Public Utilities Commission.

## Disconnection

We will not disconnect service for nonpayment of a residential customer account under the following circumstances:

- ❑ The customer has contacted MidAmerican Energy and established a payment agreement.
- ❑ We have received written certification from a doctor or health care provider, good for 30 days and renewable, that disconnecting service would aggravate a serious illness of a permanent member of the household. However, the customer must contact MidAmerican Energy to negotiate a payment agreement during this period.

### ***Residential Customers Only:***

- ❑ 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. During the time period of Nov. 1 to March 31, an additional 30 days will be given before disconnecting service. The utility shall notify the customer before the normal disconnection date that the customer has an additional 30 days until disconnection.

## Contact Us

New

If you have a question regarding your bill, service or another issue, please call us at **888-427-5632** and listen carefully for the option that best fits your need. See page 16 for additional tips on using the automated phone system. Customer service associates are available 24 hours a day, seven days a week to help you. If you prefer to conduct business electronically, various customer services are available online at [www.midamericanenergy.com](http://www.midamericanenergy.com). Customers using a TDD can reach us at **800-747-0593**. If you have a complaint that MidAmerican Energy is unable to resolve, you may request assistance from the South Dakota Public Utilities Commission by calling 800-332-1782 or writing to them at 500 E. Capitol Ave., State Capitol Building, Pierre, SD 57501.

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

Pages 12 and 13

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
Small Volume Service	SVS	Service Charge per meter	\$ 5.00
Peak day less than 500 therms		Distribution Charge: First 250 therms @	\$ 0.19560
		Balance per therm	\$ 0.14450

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

- Purchased Gas Adjustment (PGA) per therm\*
- Energy Efficiency Charge (per therm)\*

A Meter Class Charge depends on the size of the meter:

- Size 1 (Up to 675 cubic feet/hour) \$3.00
- Size 2 (Over 675 to 3,000 cubic feet/hour) \$10.00
- Size 3 (over 3,000 to 11,000 cubic feet/hour) \$40.00
- Size 4 (over 11,000 cubic feet/hour) \$75.00

State and local taxes

### Residential Electric Rates

Description of service	Price schedule		Summer charges	Winter charges
Residential, Base Use	RS	Service Charge	\$ 8.00	\$ 8.00
		First 1000 kWh @	\$ 0.08710	\$ 0.08410
		Additional kWh @	\$ 0.08380	\$ 0.06730
Residential, Electric Base Use with Electric Water Heating	RSW	Service Charge	\$ 8.00	\$ 8.00
		First 1000 kWh @	\$ 0.08710	\$ 0.06980
		Additional kWh @	\$ 0.08380	\$ 0.06730
Residential, Electric Space Heating	RSH	Service Charge	\$ 8.00	\$ 8.00
		First 1000 kWh @	\$ 0.08710	\$ 0.08410
		Additional kWh @	\$ 0.08380	\$ 0.04040
Residential, All Electric Use	RSE	Service Charge	\$ 8.00	\$ 8.00
		First 1000 kWh @	\$ 0.08710	\$ 0.06980
		Additional kWh @	\$ 0.08380	\$ 0.04040
Residential, Base Time-of-Use	RST	Service Charge	\$ 8.00	\$ 8.00
		On-Peak kWh @	\$ 0.21192	\$ 0.06390
Residential, Base Use with Electric Water Heating Time-of-Use		Off-Peak kWh @	\$ 0.05805	\$ 0.05346
		All Other kWh @	\$ 0.09665	\$ 0.06390
Residential, Electric Space Heating Time-of-Use				
Residential, All Electric Time-of-Use				

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

- Energy Cost Adjustment (per kWh) ECA\*
- Energy Efficiency Cost Recovery (per kWh)\*
- Transmission Cost Recovery (per kWh) TCR\*

State and local taxes

\*Clauses/riders are subject to change. For the most current information, check [www.midamericanenergy.com](http://www.midamericanenergy.com).

## 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
Small Volume Service Average daily usage less than 500 therms	SVS	Service Charge per meter Distribution Charge: First 250 therms @ Balance per therm	\$ 5.00 \$ 0.19560 \$ 0.14450
Medium Volume Service Average daily usage less than 2,000 therms	MVS	Service Charge per meter Distribution Charge per therm	\$ 40.00 \$ 0.07920
Large Volume Service Average daily usage of 2,000 therms and higher	LVS	Service Charge per meter Distribution Charge per therm	\$ 80.00 \$ 0.03950
Small Volume Interruptible Average daily usage less than 2,000 therms	SVI	Service Charge per meter Distribution Charge per therm	\$ 40.00 \$ 0.07500
Large Volume Interruptible Average daily usage of 2,000 therms and higher	LVI	Service Charge per meter Distribution Charge per therm	\$ 80.00 \$ 0.03950
Small Seasonal Service Commercial and Industrial: Total annual consumption <200,000 therms	SSS	Service Charge per meter Distribution Charge per therm: Applicable to the nine monthly billing periods of March through November Applicable to the three monthly billing periods of December through February	\$ 40.00 \$ 0.05900 \$ 0.11000
Large Seasonal Service Commercial and Industrial: Total annual consumption >200,000 therms	LSS	Service Charge per meter Distribution Charge per therm: Applicable to the nine monthly billing periods of March through November Applicable to the three monthly billing periods of December through February	\$ 80.00 \$ 0.03800 \$ 0.07200

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

- Purchased Gas Adjustment (PGA)\*
- Transportation Service available for customers purchasing their own gas supply
- Monthly Metered Transportation Service available to nonresidential small volume customers purchasing their own gas supply
- Energy Efficiency Charge (per therm)\*

A Meter Class Charge depends on the size of the meter:

- Size 1 (Up to 675 cubic feet/hour) \$3.00
- Size 2 (Over 675 to 3,000 cubic feet/hour) \$10.00
- Size 3 (over 3,000 to 11,000 cubic feet/hour) \$40.00
- Size 4 (over 11,000 cubic feet/hour) \$75.00

State and local taxes

\*Clauses/riders are subject to change. For the most current information, check [www.midamericanenergy.com](http://www.midamericanenergy.com).



## Commercial Electric Rates

Description of service	Price schedule		Summer charges	Winter charges
General Service, Base Use	GE	Service Charge	\$ 10.00	\$ 10.00
		First 4000 kWh @	\$ 0.11006	\$ 0.10471
		Additional kWh @	\$ 0.07835	\$ 0.06889
General Service, Electric Space Heating	GEH	Service Charge	\$ 10.00	\$ 10.00
		All kWh @	\$ 0.10564	\$ 0.06303
General Service, Base Demand Metered	GD	Service Charge	\$ 80.00	\$ 80.00
		First 250 kWh per kW of demand @	\$ 0.08751	\$ 0.07481
		Next 150 kWh per kW of demand @	\$ 0.03105	\$ 0.02964
		Additional kWh @	\$ 0.01482	\$ 0.01482
General Service, Electric Heat-Demand Metered	GDH	Service Charge	\$ 80.00	\$ 80.00
		First 250 kWh per kW of demand @	\$ 0.09957	\$ 0.05058
		Next 150 kWh per kW of demand @	\$ 0.03477	\$ 0.02560
		Additional kWh @	\$ 0.01659	\$ 0.01659
General Service, Time-of-Use (On-Peak Periods)	GET	Service Charge	\$ 14.50	\$ 14.50
		On-Peak All kWh @	\$ 0.19904	\$ 0.06584
		Off-Peak All kWh @	\$ 0.05415	\$ 0.05374
		All Other @	\$ 0.09264	\$ 0.06584
General Service, Separately Metered Electric Space Heating	GSH	Service Charge	\$ 8.50	\$ 8.50
		All kWh @	\$ 0.10769	\$ 0.03178
General Service, Separately Metered Electric Water Heating	GSW	Service Charge	\$ 6.50	\$ 6.50
		All kWh @	\$ 0.04857	\$ 0.04857

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

- Energy Cost Adjustment (per kWh) ECA\*
- Transmission Cost Recovery (per kWh) TCR\*
- Energy Efficiency Charge (per kWh)\*

State and local taxes

\*Clauses/riders are subject to change. For the most current information, check [www.midamericanenergy.com](http://www.midamericanenergy.com).

**Peak Hours:**

On-Peak: M – F 1 p.m. – 6 p.m.\*\*

Off-Peak: Every day 10 p.m. – 8 a.m.

All Other: All other hours

\*\*Except holidays

**Holidays:**

New Year's Day

Memorial Day

Independence Day

Labor Day

Thanksgiving Day

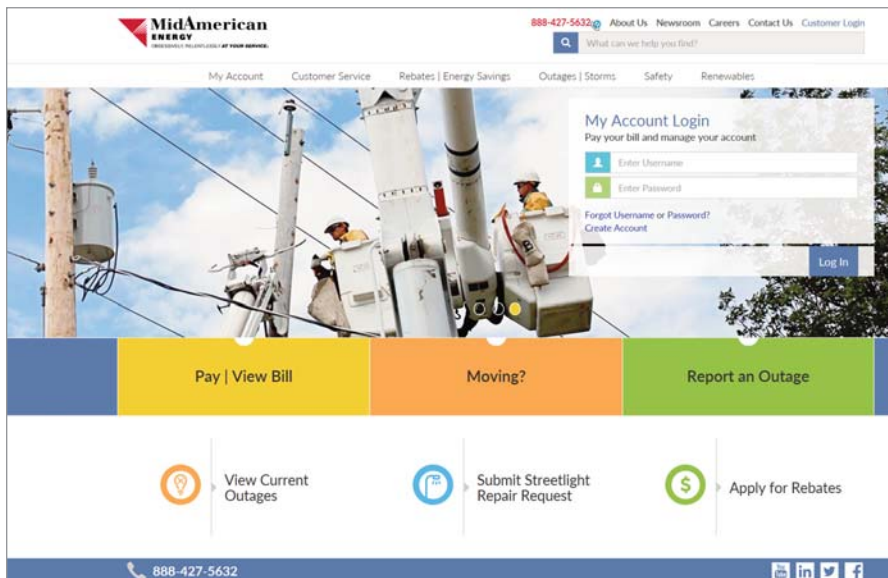
Christmas Day

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

See [www.midamericanenergy.com/rates](http://www.midamericanenergy.com/rates) for detailed information on all rates.

Visit [www.midamericanenergy.com](http://www.midamericanenergy.com) to find information about:

- ▼ Staying safe around electricity and natural gas
- ▼ Wind energy
- ▼ Rebates and energy efficiency programs
- ▼ Electric and natural gas rates
- ▼ Business and community development
- ▼ Career opportunities
- ▼ News updates
- ▼ Submitting a streetlight repair request
- ▼ Outage information and the number of customers affected



When you log in to My Account, or create a My Account as a new user, you can perform online transactions, such as:

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- ▼ View and Pay Bills
- ▼ Start, transfer and stop service
- ▼ Enroll in I CARE (see Page 20)
- ▼ Log in to your Web account or register as a new user and:
  - View account information
  - Receive paperless billing
  - Enroll in Budget Billing
  - Set up recurring payments
  - Monitor your payment, outage and usage history

In addition to the services listed above, business customers can perform online transactions, such as:

- ▼ Manage energy accounts 24 hours a day, seven days a week
- ▼ Pay single or multiple accounts online

## Automated Phone System

After dialing **888-427-5632**, listen carefully for the option that best fits your need. Wait for the automated system to begin speaking before entering your selection. You can speak your responses or respond by using your telephone keypad.



Using the phone system, you will be able to hear information about your account, such as balance due, due date and last payment received; make or schedule a payment; report a power outage; and hear information on many other payment options and energy efficiency programs. To ensure full access to your account information, please have your MidAmerican Energy account number.

**Direct dial numbers that may be more convenient are as follows:**

- ▼ To report a gas leak, call **800-595-5325**.
- ▼ To report a power outage, call **800-799-4443**.
- ▼ To make a phone payment using your checking or savings account, call **800-432-4524** (MidAmerican Energy account number required).
- ▼ To make a phone payment using a debit, credit or ATM card, call **866-579-1409** (MidAmerican Energy account number required). Western Union Speedpay adds a processing fee to all debit, credit and ATM card payments. MidAmerican Energy does not receive any portion of this fee. See page 10 for details.

## Start Saving Today With Energy Efficiency Programs

MidAmerican Energy is committed to helping you save money on your energy bills and conserve energy for your home or business. Our EnergyAdvantage® programs offer incentive and rebate programs to help you save money now and for years to come, while adding comfort to your environment.

### For Your Home



Start with a **HomeCheck**®. This is a free in-home energy assessment in which our energy expert will check your home's insulation levels, building construction, heating and cooling systems and other home features. They will recommend ways to make your home more energy efficient and may install free energy-saving items, such as a programmable

thermostat, smart power strip, ENERGY STAR® CFLs and LEDs and more. Call **800-545-0762** to schedule an on-site HomeCheck assessment.

Your home may have participated in our **SummerSaver**® program in the past. SummerSaver is a voluntary program which allows MidAmerican Energy to cycle your air conditioner compressor off and on during peak usage on certain days of the summer season. For all the information and to continue this program, or sign up for the first time, call **800-437-2976** or visit [www.midamericanenergy.com/ee](http://www.midamericanenergy.com/ee).

For information on all of our incentive and rebate programs, visit [www.midamericanenergy.com/ee](http://www.midamericanenergy.com/ee), then click **For Your Home**.

### For Your Business



Find ways to lower your monthly energy bills and offset equipment costs with **EnergyAdvantage**® programs for businesses of all sizes. An energy assessment begins the process for analyzing your facility and finding ways to be more energy efficient. There are energy assessments customized to the size and purpose of your business facility. After

the assessment, the energy advisor will make recommendations to make your facility more energy efficient.

For information on all of the business programs, visit [www.midamericanenergy.com/ee](http://www.midamericanenergy.com/ee), then click **For Your Business**, or call **800-292-6448** to discuss the right path to energy efficiency for your business.

Additionally, MidAmerican Energy provides a Trade Ally Partner Search Tool that will assist you in connecting to contractors, suppliers and design professionals, known as Trade Ally Partners, who can help with your energy efficiency projects. Find the right professional with our easy, online search tool. Go to [midamericanenergy.com/ee](http://midamericanenergy.com/ee) and click on **Find a Trade Ally Partner** and get started on your home or business projects today.

## Braille Bills

We offer braille bills free of charge to our vision-impaired customers. To inquire about this option, call MidAmerican Energy at **888-427-5632**.

## Large-Print Bills

For those who find our regular bills hard to read, we offer a large-print bill that summarizes your charges. Call us at **888-427-5632** to request a large-print bill. You will continue to receive the regular bill, which includes billing details and the return payment stub.

## Life Support Program

Do you or a family member depend on electrically powered, life-sustaining equipment? If you do, 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 Program. Once you are enrolled, we will:

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

To be eligible for this free service, MidAmerican Energy must be your electric service provider. To enroll, visit **[www.midamericanenergy.com](http://www.midamericanenergy.com)** or call us at **888-427-5632**. You and your physician must complete the necessary form and mail or fax it back to us. To remain active in our program, you must reapply each year.

## Non-English Conversations

If you prefer to communicate through an interpreter, call or have a friend or relative call our customer service line at **888-427-5632**. Our associates have access to interpreter services for various languages. A Spanish-language outage reporting system and Spanish-speaking customer service associates also are available; you can choose this option when you call our customer service line.

## 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.

## Telecommunications Device for the Deaf

Customers with access to a telecommunications device for the deaf can contact us at any time at **800-747-0593**.

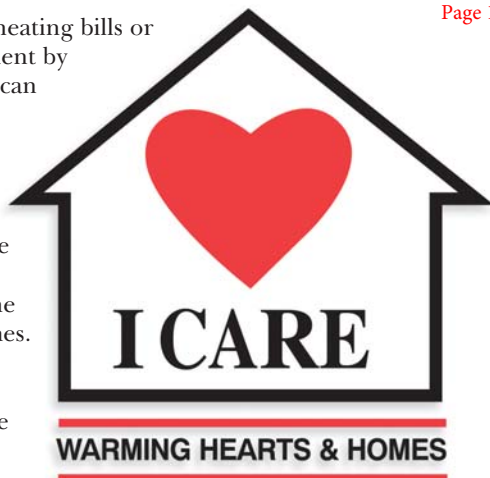
## Community Relations

MidAmerican Energy is more than 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 and soccer coaches, scout leaders, or the person next to you in your place of worship. They are members of local civic organizations and service 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 local organizations, community events and other activities through donations 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 happenings in their cities and towns, large and small. They also assist in implementation of company programs; provide information on the company's commitment to the environment, renewable energy and energy efficiency; and participate in a variety of opportunities to support the community.

Help a neighbor in need pay their heating bills or make their home more energy efficient by making a contribution to MidAmerican Energy's I CARE program.

MidAmerican Energy's I CARE program helps local community action agencies provide financial assistance for heating bills and home weatherization to customers who meet their state's Low Income Home Energy Assistance Program guidelines. MidAmerican Energy contributes 25 cents for every \$1 donated. Eligibility requirements are available from local community action agencies. To find an agency near you, call **888-427-5632**.



You can make a contribution to I CARE several ways:

- ▼ Use the checkboxes that appear on your bill stubs each month.
- ▼ Call **888-427-5632**.
- ▼ Visit **www.midamericanenergy.com**, and select Help Your Neighbor in the customer service section to submit a pledge form.
- ▼ Paying online, by phone or through our automated system, and directing your overpayment to the I CARE program.

If you wish to participate each month, increase your donation or make a one-time donation, complete this pledge form and enclose it with your next bill payment.

(please cut on dotted line)



- ☐ I authorize MidAmerican Energy to add a monthly pledge amount of \$\_\_\_\_\_ to my bill.
- ☐ I would like to make a one-time contribution of \$\_\_\_\_\_. I will add this amount to my energy bill payment, or I will send a check payable to MidAmerican Energy.

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 \_\_\_\_\_



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