

Obsessively, Relentlessly

**At Your  
Service**



**SOUTH DAKOTA**

**WELCOME** BOOKLET

 **MIDAMERICAN**  
ENERGY COMPANY™

# CONTACT INFORMATION

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



Residential service  
**888-427-5632**



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



Business customers  
**800-329-6261**



Planning to dig  
**811**



Telecommunications  
Device for the Deaf  
**800-747-0593**



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



Power out  
**800-799-4443**



Email us  
**info@midamerican.com**



Website  
**MidAmericanEnergy.com**



## EMAIL AND TEXT MESSAGE ALERTS

Sign up to receive outage updates, bill reminders and more! Select the notices you want to receive when you create a My Account profile at **MidAmericanEnergy.com** or call 888-427-5632.



## CUSTOMER OFFICE LOCATIONS IOWA

**CEDAR RAPIDS** 4110 Center Point Road NE, Suite C

**CHEROKEE** 418 W. Cedar St.

**COUNCIL BLUFFS** 3003 S. 11th St.

**DES MOINES** 500 E. Court Ave.

**EAGLE GROVE** 2759 Country Lane Circle

**FORT DODGE** 4000 1st Avenue S.

**IOWA CITY** 1630 Lower Muscatine Road

**SIoux CITY** 401 Douglas St.

**STORM LAKE** 1016 N. Vestal St.

**WATERLOO** 260 Fairview Ave.

## ILLINOIS

**MOLINE** 716 17th St.

## SOUTH DAKOTA

**SIoux FALLS** 1914 S. Sycamore Ave., Suite 110



## KIOSK PAYMENT LOCATIONS

**DAVENPORT** 106 E. 2nd St.

**DES MOINES** 500 E. Court Ave.

**OSKALOOSA** Penn Central Mall, 200 High Ave. W

**SIoux FALLS** Suite 110, 1914 S. Sycamore Ave.





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

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## WHO WE ARE

At MidAmerican Energy, we are more than just your utility provider – we are also your friends and neighbors. We are proud to live, work and volunteer in the communities we serve as part of our commitment to be obsessively, relentlessly at your service.

As members of the communities we serve, it's important to us to constantly invest in local organizations that support arts and culture, community enhancement, education, safety and wellness, and environmental responsibility. From donations of time, talents and dollars, MidAmerican Energy and its employees are proud to support organizations and events in our hometowns.

We are also proud to partner with states, regional development groups, counties and cities to drive economic development projects that attract and retain job-creating businesses. New economic opportunities help to strengthen our communities and that's good for us all. Learn more about our commitment to the communities we serve at [MidAmericanEnergy.com](http://MidAmericanEnergy.com).

# PROGRAMS AND SERVICES

## LIFE SUPPORT PROGRAM

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

Visit [MidAmericanEnergy.com](http://MidAmericanEnergy.com) or call 888-427-5632 for enrollment forms and eligibility requirements. To enroll, you and your physician must complete the required forms and mail or fax it to us. We will remind you when your annual enrollment update is due.

## I CARE HELPS NEIGHBORS IN NEED

Donate to I CARE to help a neighbor in need pay their heating bills or make energy efficiency improvements to their home. I CARE donations go to local community action agencies in the donor's area to provide financial assistance to eligible low-income customers for heating bills and home weatherization projects.

Learn more about the program and how to make a donation at [MidAmericanEnergy.com/help-your-neighbor](http://MidAmericanEnergy.com/help-your-neighbor).

## BRAILLE OR LARGE-PRINT BILLS ON REQUEST

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

## TELECOMMUNICATION DEVICES AVAILABLE FOR HEARING IMPAIRED

Customers with hearing impairments and access to a telecommunications device can contact us at 800-747-0593.

## NON-ENGLISH SPEAKING INTERPRETER SERVICES AVAILABLE

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

## CONVERSACIONES QUE NO SON EN INGLÉS

Si prefiere comunicarse por medio de un intérprete, llame o pídale a un amigo o familiar que llame a nuestra línea de servicio al cliente al 888-427-5632. Nuestros asociados tienen acceso a servicios de intérpretes para varios idiomas. También tenemos disponibles asociados de servicio al cliente que hablan español; usted puede elegir esta opción cuando llame a nuestra línea de servicio al cliente.



# ABOUT YOUR SERVICE

## CHOOSE THE PAYMENT METHOD THAT WORKS BEST FOR YOU

Our goal is to make it easy for you to choose a payment option that fits your lifestyle. Payment options include:

### ONLINE

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

### PHONE

Pay your bill through our automated phone service by calling 800-432-4524, or speak to a representative to process your payment by calling 888-427-5632.

### CUSTOMER OFFICES

Customer office locations are listed on the Contact Us page at the beginning of this booklet. Representatives can assist with questions about your account and process your payment.

### KIOSK PAYMENT LOCATIONS

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

### WESTERN UNION LOCATIONS

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

### CREDIT OR DEBIT CARD PAYMENTS

We accept credit and debit card payments through Speedpay®\*. To learn more, visit **MidAmericanEnergy.com** or call 866-579-1409.

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



## PAYMENT AND CREDIT POLICIES

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

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

## CONDITIONS OF SERVICE

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

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

## BILLING PROGRAMS

### GO PAPERLESS

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

### RECURRING PAYMENTS

Recurring payments offer a no-hassle way for you to pay your bill each month. You can set up recurring payments online through My Account or by printing and mailing the enrollment form. Payment is automatically deducted from your checking or savings account on the due date of the bill. You will continue to receive a bill each month for your records.

### SUMMARY BILLING

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

### BUDGET BILLING

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

### MANAGE YOUR BILL BY SAVING ENERGY

Visit [MidAmericanEnergy.com/ee](https://www.MidAmericanEnergy.com/ee) to get energy-saving tips, information about rebates and recommendations to make your home or business more energy efficient.

Are you looking for a contractor to help with your energy efficiency projects? We offer a Trade Ally Partner Search Tool to assist you in finding contractors, suppliers and design professionals for your next project.

Go to [MidAmericanEnergy.com/ee](https://www.MidAmericanEnergy.com/ee) to get started.





## DEPOSITS

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

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

While the deposit is held, simple interest of seven percent is applied to your account. The security deposit, including interest, is refunded in the form of an account credit or by check, after 12 months, if you have:

- > Made at least nine timely payments
- > Not been disconnected for nonpayment during that period

## DISCONNECTION

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

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

### RESIDENTIAL CUSTOMERS ONLY:

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

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



# SAMPLE BILL

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

**Your Account information**
Page 1

**888-427-5632**  
MidAmericanEnergy.com

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

Date Billed: 10/26/18  
Account Number: 01234-56789

Page 1 of 3

**Total Amount Due by 11/19/18 \$96.23**

A late payment charge of \$1.44 will be assessed if payment is received after 11/19/18.

**Current Charges Summary**
Last Bill
Payments and Credits
New Charges

**Payments and Credits Applied to Your Account**

|          |       |         |
|----------|-------|---------|
| 10/11/18 | Check | \$74.73 |
|----------|-------|---------|

**New Charges This Month**

|                  |         |
|------------------|---------|
| Electric Charges | \$83.35 |
| Gas Charges      | \$12.88 |

See details about this bill on Page 3

\$74.73      \$74.73      \$96.23

**You Used**

**Electric Usage**

|                       | Last Year | Current |
|-----------------------|-----------|---------|
| Monthly kWh Usage     | 752       | 1,120   |
| Number of Days        | 29        | 29      |
| Average Temperature   | 55°       | 47°     |
| Average Cost per Day  | \$2.11    | \$2.87  |
| Average Usage per Day | 26        | 39      |

**Gas Usage**

|                       | Last Year | Current |
|-----------------------|-----------|---------|
| Monthly Therms Usage  | 0         | 8       |
| Number of Days        | 29        | 29      |
| Average Temperature   | 55°       | 47°     |
| Average Cost per Day  | \$0.28    | \$0.44  |
| Average Usage per Day | 0.00      | 0.28    |

Payment Stub
Account Number: 01234-56789

**Total Amount Due by 11/19/18 \$96.23**

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

19468 1 AB 0.408  
\*\*\*\*\*ALL FOR AADC 570  
JOHN DOE  
999 MAIN ST  
%JOE DOAKS  
P O BOX 123  
SIOUX CITY IA 51101-1100

01000123456789000000009623000000097670000000000006

## Message Center

Page 2 of 3

**Were you unable to resolve a complaint with MidAmerican Energy?** If you are unable to resolve a complaint with MidAmerican Energy, you may request assistance from the South Dakota Public Utilities Commission by calling 605-773-3201 or writing to them at 500 E. Capitol Avenue, State Capitol Building, Pierre, South Dakota 57501.

To make a payment online, please visit  
MidAmericanEnergy.com

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

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

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

## Charge Details

Page 3 of 3

Date Billed: 10/26/18  
Account Number: 01234-56789

**Total Amount Due by 11/19/18 \$96.23**

A late payment charge of \$1.44 will be assessed if payment is received after 11/19/18.

**Electric Charges Detail**

Meter No: S12345678

|                  |                 |          |              |
|------------------|-----------------|----------|--------------|
| 29 Billing Days  | Company Reading | 10/26/18 | 9486         |
|                  | Company Reading | 09/27/18 | 9385         |
| <b>Total kWh</b> |                 |          | <b>1,120</b> |

**Rate: RSE Residential All Electric Winter**

|                            |  |                          |
|----------------------------|--|--------------------------|
| <b>Supply and Delivery</b> |  | <b>\$79.76</b>           |
| Basic Service Charge       |  | \$8.00                   |
| Energy Charge              |  | 1,000 X 0.09980 \$99.80  |
| Energy Charge              |  | 120 X 0.04040 \$4.85     |
| Transmission Cost Recovery |  | 1,120 X 0.00187 \$2.09   |
| Energy Cost Adjustment     |  | 1,120 X -0.00460 -\$5.15 |
| Energy Efficiency Charge   |  | 1,120 X 0.00015 \$0.17   |
| <b>Taxes and Fees</b>      |  | <b>\$3.59</b>            |
| 4.50% State Sales Tax      |  | \$3.59                   |
| <b>Total</b>               |  | <b>\$83.35</b>           |

**Gas Charges Detail**

Meter No: AY1234567

|                     |                 |          |          |
|---------------------|-----------------|----------|----------|
| 29 Billing Days     | Company Reading | 10/26/18 | 100      |
|                     | Company Reading | 09/27/18 | 92       |
| <b>Total ccf</b>    |                 |          | <b>8</b> |
|                     | Pressure        | X 0.974  |          |
|                     | BTU Factor      | X 1.069  |          |
| <b>Total Therms</b> |                 |          | <b>8</b> |

**Rate: SVS Residential**

|                          |  |                      |
|--------------------------|--|----------------------|
| <b>Supply</b>            |  | <b>\$2.86</b>        |
| Gas Supply Charge        |  | 8 X 0.35696 \$2.86   |
| <b>Delivery</b>          |  | <b>\$9.47</b>        |
| Basic Service Charge     |  | \$5.00               |
| Meter Class 1 Charge     |  | \$3.00               |
| Delivery Charge          |  | 8 X 0.19560 \$1.56   |
| Energy Efficiency Charge |  | 8 X -0.01161 -\$0.09 |
| <b>Taxes and Fees</b>    |  | <b>\$0.55</b>        |
| 4.50% State Sales Tax    |  | \$0.55               |
| <b>Total</b>             |  | <b>\$12.88</b>       |





## BILL TERMS

Terms you may see on your bill include:

**BASIC SERVICE CHARGE:** Includes fixed costs incurred to serve each customer regardless of use.

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

**DELIVERY CHARGE:** Covers the costs associated with distributing natural gas through our system to customers.

**DEMAND CHARGE:** Reflects a portion of the cost of generating, transmitting and distributing electricity and is based on peak use.

**ENERGY CHARGE:** Reflects the cost of generating, transmitting and distributing electricity to customers, and includes energy efficiency cost recovery clause.

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

**ENERGY EFFICIENCY CHARGE:** A charge to support the costs of energy efficiency programs available to all customers.

**ESTIMATED:** Indicates that the bill amount will be estimated based on past use, typically because we are unable to obtain a company meter reading.

**GAS SUPPLY CHARGE:** Reflects the cost of purchased natural gas, which is passed directly to customers. This charge changes monthly as it reflects the costs of purchased gas.

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

**METER CLASS CHARGE:** The meter costs incurred to serve natural gas customers' needs which vary based on customer type and size.

**PRESSURE FACTOR:** Adjusts metered gas use 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:** Converts the volume of gas from cubic feet to therms, a constant heating value. One therm equals 100,000 British Thermal Units, or Btu.

**TRANSMISSION COST RECOVERY:** Allows us to make annual adjustments to recover the forecast transmission improvement costs, subject to an annual reconciliation to actual expenditures. We support continuous improvements to the national electric grid to benefit regional and local reliability.

# 10 ENERGY EFFICIENCY TIPS

## TO HELP YOU SAVE ENERGY AND SAVE MONEY



### GET IT ONLINE

Visit [MidAmericanEnergy.com/ee](https://www.midamericaneenergy.com/ee) and complete a free online HomeCheck energy assessment. Log in to your My Account to begin. Compare your energy use to similar homes in your area and see where your home uses the most energy.



### SEAL IT UP

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



### ROLL IT OUT

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



### SET IT SMART

Adjust your thermostat to 68 degrees or lower in the winter and 78 degrees or higher in the summer to save energy and money. A programmable thermostat can be set to automatically adjust the temperature while asleep or away.



### BUY IT RIGHT

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

Save even more with our energy efficiency programs and rebates. These programs offer rebates on high-efficiency equipment which provides real savings on your energy bills for years to come. For more details, visit [MidAmericanEnergy.com/ee](https://www.midamericaneenergy.com/ee).



### WRAP IT UP

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



### LET IT SHINE

Keep drapes, shades and blinds open on sunny winter days to naturally warm your property. Keep them closed on hot summer days to insulate against the sun's heat.



### KEEP IT CLEAR

Make sure air registers, vents and radiators aren't blocked by furniture, rugs, drapes or other objects. Dust or vacuum registers, vents or radiators regularly to improve air flow.



### TURN IT OFF

Electronics, appliances and chargers use electricity when plugged in, even if they're turned off. This drain on energy is known as phantom load. Save money and energy – by as much as one-third – by turning off and unplugging appliances, electronics and chargers not in use.



### KEEP IT UP

Have your heating and cooling system serviced once a year to keep it running properly and efficiently. Change furnace filters regularly because dirty filters make the system work harder and consume more energy.

# SAFETY INFORMATION

## NATURAL GAS SAFETY

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

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

## INSIDE YOUR HOME OR BUSINESS

### NATURAL GAS APPLIANCES

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

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

### GAS DETECTORS

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

### CARBON MONOXIDE

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

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

## DETECTING NATURAL GAS USING YOUR SENSES



### SMELL

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



### SIGHT

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



### SOUND

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

Si desea copia de un folleto de este importante mensaje de la seguridad del gas natural en español, o si usted tiene alguna pregunta, por favor llame a MidAmerican Energy al (888) 427-5632. Tenemos representantes que le pueden asistir en español.

Natural gas is extremely flammable and is easily ignited by heat, sparks or flames. Symptoms of exposure to natural gas include headache, dizziness, loss of coordination, irritation, drowsiness or unconsciousness. If you experience any of these symptoms or suspect a natural gas leak, follow these three steps.

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

- 1 Do not attempt to locate the leak. Leave the area immediately and do not touch anything that could cause a spark.
- 2 Call MidAmerican Energy at 800-595-5325 and 911 from another location at a safe distance. MidAmerican Energy will investigate the situation at no cost.
- 3 Do not re-enter the area until you have been advised that it is safe.

## OUTSIDE YOUR HOME OR BUSINESS GAS METER SAFETY

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

## PIPELINE MARKERS

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

## EXCESS FLOW VALVE

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



## DIGGING SAFETY

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

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

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



Know what's below.  
Call before you dig.

## CUSTOMER-OWNED LINES

You may be responsible for some gas pipelines or electricity service equipment on your property. Common examples of customer-owned facilities include gas piping that connects your meter to your furnace, water heater, other or outdoor natural gas grill, or electric service lines connected to a detached garage or outbuilding.

You are responsible for contacting a qualified private contractor to locate privately-owned underground utilities before digging, even on your own property. Contact a plumbing and heating dealer or qualified private contractor at [www.usicllc.com](http://www.usicllc.com) (select Private Utility Request) to locate customer-owned facilities.



**MIDAMERICAN**  
ENERGY COMPANY.

**WARNING**

GAS PIPELINE  
BEFORE DIGGING CALL 811

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

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



## ELECTRICAL SAFETY

### POWER LINE SAFETY

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

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

### POWER OUTAGES

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

1. Check your breakers, surge protectors, fuse box or individual appliances that may have triggered the outage.
2. If you are still without power, report the outage to MidAmerican Energy from a computer or mobile device not affected by the outage. Call 800-799-4443, visit our website or contact us via social media to report the outage.
3. Outage details and restoration information are available through our outage map, automated phone system, email or text alerts, or customer service agents.

### TRANSFORMER SAFETY

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

### INFORMACIÓN SOBRE APAGONES

MidAmerican 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.

# YOUR UTILITIES

## METERS

### AUTOMATED METER READING (AMR)

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

### METER ACCESS

While we no longer need monthly access to your property to read meters, we may occasionally require access to ensure safe and reliable service. This may include requests for emergencies, required maintenance work, inspections or to turn off meters.

To help us access meters:

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



## RATES

We offer several rate options to our South Dakota customers. You can find your current rate on your bill under “Electric Charges” and “Gas Charges.” To view all available rate options, go to [MidAmericanEnergy.com](http://MidAmericanEnergy.com).

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



## COMMERCIAL GAS RATES

| Description of Service   | Price Schedule |  | Charges    |  |
|--|----------------|--|------------|--|
| Small Volume Service<br>Average daily usage<br>< 500 therms  | SVS            | Service Charge   | \$ 5.00    |  |
|  |                | Distribution Charge: First 250 therms  | \$ 0.19560 |  |
|  |                | Balance per therm  | \$ 0.14450 |  |
| Medium Volume Service<br>Average daily usage<br>< 2,000 therms                                       | MVS            | Service Charge per meter   | \$ 40.00   |  |
|  |                | Distribution Charge per therm  | \$ 0.07920 |  |
| Large Volume Service<br>Average daily usage of<br>2,000 therms ≥                                     | LVS            | Service Charge per meter   | \$ 80.00   |  |
|  |                | Distribution Demand Charges:   |            |  |
|  |                | Per therm of contract monthly maximum demand                                 | \$ 0.04300 |  |
|  |                | Per therm of contract maximum hourly quantity                                | \$ 0.04300 |  |
|  |                | Distribution Charge per therm  | \$ 0.03950 |  |
| Small Volume Interruptible<br>Average daily usage<br>< 2,000 therms                                  | SVI            | Service Charge per meter   | \$ 40.00   |  |
|  |                | Distribution Charge per therm  | \$ 0.07500 |  |
| Large Volume Interruptible<br>Average daily usage of<br>2,000 therms ≥                               | LVI            | Service Charge per meter   | \$ 80.00   |  |
|  |                | Distribution Charge per therm  | \$ 0.03950 |  |
| Small Seasonal Service<br>Commercial and industrial:<br>Total annual consumption<br>< 200,000 therms | SSS            | Service Charge per meter   | \$ 40.00   |  |
|  |                | Distribution Charge per therm:   |            |  |
|  |                | Applicable to the nine monthly billing periods of March through November     | \$ 0.05900 |  |
|  |                | Applicable to the three monthly billing periods of December through February | \$ 0.11000 |  |
| Large Seasonal Service<br>Commercial and Industrial: Total<br>annual consumption<br>200,000 therms ≥ | LSS            | Service Charge per meter   | \$ 80.00   |  |
|  |                | Distribution Charge per therm:   |            |  |
|  |                | Applicable to the nine monthly billing periods of March through November     | \$ 0.03800 |  |
|  |                | Applicable to the three monthly billing periods of December through February | \$ 0.07200 |  |

## RESIDENTIAL GAS RATES

| Description of Service                                | Price Schedule |  | Charges   |
|---|----------------|--|-----------|
| Small Volume Service<br>Peak day less than 500 therms | SVS            | Service Charge per meter                 | \$5.00    |
|   |                | Distribution Charge: First 250 therms at | \$0.19560 |
|   |                | Balance per therm over 250               | \$0.14450 |

In addition to the gas rates listed on these pages, 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 /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
- > An Interval Meter Charge of \$42 is applied to customers taking rates LVS, SVI and LVI whose telemetry equipment was installed on or after July 1, 2015.
- > State and local taxes

\*Clauses/riders are subject to change. For the most current information, check [MidAmericanEnergy.com](http://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 kW                  | \$ 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     | \$ 0.03187     |
| General Service, Separately Metered Electric Water Heating | GSW            | Service Charge                 | \$ 6.50        | \$ 6.50        |
|  |                | All kWh                        | \$ 0.04857     | \$ 0.04857     |

## 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        | \$ 0.21192     | \$ 0.06390     |
|  |                | Off-Peak       | \$ 0.05805     | \$ 0.05346     |
|  |                | All Other      | \$ 0.09665     | \$ 0.06390     |

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

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

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

### PEAK HOURS:

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

\*\*Except holidays

### HOLIDAYS:

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

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

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





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