

Obsessively, Relentlessly

**At Your
Service**



SOUTH DAKOTA

WELCOME BOOKLET



CONTACT INFORMATION

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



Residential service
888-427-5632



Gas leak
911 and 800-595-5325



Business customers
800-329-6261



Planning to dig
811



Power out
800-799-4443



Automated phone
payment line
800-432-4524



Website
MidAmericanEnergy.com



Email us
info@midamerican.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.



KIOSK PAYMENT LOCATIONS

Self-serve payment kiosks are located in major cities across our service area. Visit **MidAmericanEnergy.com/kiosks** to find one near you!

At our payment kiosks, you can pay and manage your bills. Kiosks accept cash, checks, and credit or debit cards for a small fee. If you need assistance while using a kiosk, call us at 888-427-5632.





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

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

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

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

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



YOUR UTILITIES

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

Electricity is generated and put onto a grid connected to all buildings in the region, including your home or business. Electricity powers nearly everything in our lives, from air conditioners to video game consoles, because it is affordable and safe. Your electricity use is measured in kilowatt-hours – kWh – by your electric meter.

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

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 regular access to your property to read meters, we may occasionally require access to ensure safe and reliable service. Situations for which we need meter access include emergencies, required maintenance, meter inspections, or turning meters on or off.

To help us access meters:

- Keep meters free from obstructions, like shrubs, trees, gardens or fences.
- If you need to clean off the meter, especially in winter weather, use a broom to dust off snow. If you notice ice build-up on the meter, call MidAmerican 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 near electric meters could result in serious injury, including explosion or death.
- Keep animals away from the meter when service work is scheduled.



ABOUT YOUR SERVICE

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

CARD OR APP

We accept Visa, MasterCard, Discover or American Express credit and debit card payments through Paymentus. Paymentus also accepts payments through various applications including PayPal, Amazon Pay, Venmo and more – with new applications added regularly. To make a card payment log in to your MidAmerican My Account or call the Paymentus phone payment line at 877-253-0147.

KIOSK LOCATIONS

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

WALK-IN LOCATIONS

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

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



MY ACCOUNT

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

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

GET STARTED

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

PAYMENT AND BILLING PROGRAMS

GO PAPERLESS

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





SAMPLE BILL

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

Page 1

Your Account Information



Date Billed: 02/17/20
Account Number: 01234-56789

Page 1 of 3

Total Amount Due by 03/10/20 \$164.80

A late payment charge of \$2.47 will be assessed if payment is received after 03/10/20.

Service For:
JOHN DOE
999 MAIN ST
SD 12345

Current Charges Summary Last Bill: \$184.31 Payments and Credits: \$184.31 New Charges: \$164.80

Payments and Credits Applied to Your Account	
02/07/20 Check	\$184.31

New Charges This Month	
Electric Charges	\$28.93
Gas Charges	\$135.87

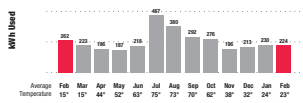
See details about this bill on Page 3

Summary of Monthly Charges

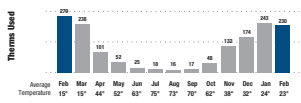
Your Energy Usage

You Used

Electric Usage		Last Year	Current
Monthly kWh Usage	262	279	230
Number of Days	30	31	31
Average Temperature	15°	23°	23°
Average Cost per Day	\$1.05	\$0.93	\$0.74
Average Usage per Day	9	9	7



Gas Usage		Last Year	Current
Monthly Therm Usage	279	279	230
Number of Days	30	31	31
Average Temperature	15°	23°	23°
Average Cost per Day	\$6.48	\$0.93	\$0.74
Average Usage per Day	9	9	7



(Keep)

(Send)



Account Number: 01234-56789

Total Amount Due by 03/10/20 \$164.80

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



My Contribution ☐ Monthly ☐ One Time
I want to contribute to the I CARE program

MidAmerican Energy Company
PO Box 8020
Davenport IA 52808-8020



24598 1 AV 0.389
*****SCH 5-DIGIT 57004
JOHN DOE
PO BOX 123
NORTH SIOUX CITY SD 57049-0604



010067140000117000000016704000000167550000000000003

Message Center

Page 2



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



To make a payment online, please visit
MidAmericanEnergy.com



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



To find the closest walk-in payment location or office, 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



Date Billed: 02/17/20
Account Number: 01234-56789

Page 3 of 3

Total Amount Due by 03/10/20 \$164.80

A late payment charge of \$2.47 will be assessed if payment is received after 03/10/20.



Electric Charges Detail

Meter No: Z01345678

31 Billing Days	02/17/20	65689
Company Reading	01/17/20	65485
Company Reading		
Total kWh		224

Rate: RS Residential Winter

Supply and Delivery		\$27.17
Basic Service Charge		\$8.00
Energy Charge	224 X 0.08172	\$18.31
Transmission Cost Recovery	224 X 0.00180	\$0.40
Energy Cost Adjustment	224 X 0.00206	\$0.46

Taxes and Fees		\$1.76
2.00% Municipal Tax		\$0.54
4.50% State Sales Tax		\$1.22

Total \$28.93



Gas Charges Detail

Meter No: P76543210

31 Billing Days	02/17/20	6677
Company Reading	01/17/20	6455
Company Reading		
Total ccf		222

Rate: SVS Residential

Supply		\$77.71
Gas Supply Charge	230 X 0.33789	\$77.71
Delivery		\$49.87
Basic Service Charge		\$5.00
Meter Class 1 Charge		\$3.00
Delivery Charge	230 X 0.18203	\$41.87

Taxes and Fees		\$8.29
2.00% Municipal Tax		\$2.55
4.50% State Sales Tax		\$5.74

Total \$135.87



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.

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

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.

RATES

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

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 Average daily usage < 500 therms	SVS	Service Charge \$ 5.00 Distribution Charge: First 250 therms \$ 0.18203 Balance per therm \$ 0.13448
Medium Volume Service Average daily usage < 2,000 therms	MVS	Service Charge per meter \$ 40.00 Distribution Charge per therm \$ 0.07465
Large Volume Service Average daily usage of 2,000 therms ≥	LVS	Service Charge per meter \$ 80.00 Distribution Demand Charges: Per therm of maximum daily requirement \$ 0.04300 Per therm of contract maximum hourly quantity \$ 0.04300 Distribution Charge per therm \$ 0.03761
Small Volume Interruptible Average daily usage < 2,000 therms	SVI	Service Charge per meter \$ 40.00 Distribution Charge per therm \$ 0.06980
Large Volume Interruptible Average daily usage of 2,000 therms ≥	LVI	Service Charge per meter \$ 80.00 Distribution Charge per therm \$ 0.03761
Small Seasonal Service Commercial and industrial: Total annual consumption < 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 \$ 0.05491 Applicable to the three monthly billing periods of December through February \$ 0.10237
Large Seasonal Service Commercial and Industrial: Total annual consumption 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 \$ 0.03618 Applicable to the three monthly billing periods of December through February \$ 0.06856



RESIDENTIAL GAS RATES

Description of Service	Price Schedule	Charges
Small Volume Service Peak day less than 500 therms	SVS	Service Charge per meter \$5.00 Distribution Charge: First 250 therms at \$0.18203 Balance per therm over 250 \$0.13448

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
 - Transportation Administration Charge \$25.00
 - Transportation Meter Charge of \$42.00 is applied if the customer's telemetry equipment was installed on or after July 1, 2015
- Monthly Metered Transportation Service available to nonresidential small volume customers purchasing their own gas supply
 - Administrative Fee \$13.50 per meter per month
- 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/rates-tariffs**.

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	\$ 0.10694	\$ 0.10174
		Additional kWh	\$ 0.07613	\$ 0.06693
General Service, Electric Space Heating	GEH	Service Charge	\$ 10.00	\$ 10.00
		All kWh	\$ 0.10264	\$ 0.06124
General Service, Base Demand Metered	GD	Service Charge	\$ 80.00	\$ 80.00
		First 250 kWh per kW of demand	\$ 0.08503	\$ 0.07269
		Next 150 kWh per kW of demand	\$ 0.03017	\$ 0.02880
		Additional kWh	\$ 0.01440	\$ 0.01440
General Service, Electric Heat-Demand Metered	GDH	Service Charge	\$ 80.00	\$ 80.00
		First 250 kWh per kW of demand	\$ 0.09674	\$ 0.04914
		Next 150 kWh per kW of demand	\$ 0.03378	\$ 0.02487
		Additional kWh	\$ 0.01612	\$ 0.01612
General Service, Time-of-Use (On-Peak Periods)	GET	Service Charge	\$ 14.50	\$ 14.50
		On-Peak All kWh	\$ 0.19339	\$ 0.06397
		Off-Peak All kWh	\$ 0.05261	\$ 0.05221
		All Other	\$ 0.09001	\$ 0.06397
General Service, Separately Metered Electric Space Heating	GSH	Service Charge	\$ 8.50	\$ 8.50
		All kWh	\$ 0.10463	\$ 0.03088
General Service, Separately Metered Electric Water Heating	GSW	Service Charge	\$ 6.50	\$ 6.50
		All kWh	\$ 0.04719	\$ 0.04719

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.

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	\$ 0.08463	\$ 0.08172
		Additional kWh	\$ 0.08143	\$ 0.06540
Residential, Electric Base Use with Electric Water Heating	RSW	Service Charge	\$ 8.00	\$ 8.00
		First 1000 kWh	\$ 0.08463	\$ 0.06782
		Additional kWh	\$ 0.08143	\$ 0.06540
Residential, Electric Space Heating	RSH	Service Charge	\$ 8.00	\$ 8.00
		First 1000 kWh	\$ 0.08463	\$ 0.08172
		Additional kWh	\$ 0.08143	\$ 0.03926
Residential, All Electric Use	RSE	Service Charge	\$ 8.00	\$ 8.00
		First 1000 kWh	\$ 0.08463	\$ 0.06782
		Additional kWh	\$ 0.08143	\$ 0.03926
Residential, Base Time-of-Use	RST	Service Charge	\$ 8.00	\$ 8.00
		On-Peak	\$ 0.20592	\$ 0.06209
		Off-Peak	\$ 0.05641	\$ 0.05195
		All Other	\$ 0.09391	\$ 0.06209

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

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

*Clauses/riders are subject to change. For the most current information, check **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

SEASONAL RATES:

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

See **MidAmericanEnergy.com/rates-tariffs** for detailed information on all rates.

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.

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

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

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

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

CONDITIONS OF SERVICE

MidAmerican 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.

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.



PROGRAMS AND SERVICES

HOMECHECK ONLINE

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

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

Need assistance using the tool? Call 877-932-0616.

10 ENERGY EFFICIENCY TIPS

TO HELP YOU SAVE ENERGY AND SAVE MONEY



GET IT ONLINE

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



SEAL IT UP

Use weather stripping and caulk to seal air leaks and block drafts around windows 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% less energy and last up to 25 times longer than standard incandescent bulbs.



WRAP IT UP

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



LET IT SHINE

Keep drapes, shades and blinds open on sunny winter days 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.



LIFE SUPPORT PROGRAM

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

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

I CARE

Donate to I CARE to help a neighbor in need pay their heating bills or make energy efficiency improvements to their home. I CARE donations go to local community action agencies in 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**.

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 us and request an interpreter at 888-427-5632. Our representatives have access to services for many languages.

CONVERSACIONES QUE NO SON EN INGLÉS

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



SAFETY INFORMATION

STAR SAFETY THROUGH ASSET RELIABILITY

Safety Through Asset Reliability, our STAR program, is how we are obsessively, relentlessly at your service. Our teams analyze and invest in energy delivery systems and equipment to deliver the power you need, whenever you need it, and to ensure our systems run safely, reliably and cost-effectively.

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



DIGGING SAFETY

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

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



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

CUSTOMER-OWNED LINES

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

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 to locate customer-owned facilities.

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.

DETECTING NATURAL GAS USING YOUR SENSES



SMELL

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



SIGHT

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



SOUND

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

Si desea copia de un folleto de este importante mensaje de la seguridad del gas natural en español, o si usted tiene alguna pregunta, por favor llame a MidAmerican 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.

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 business, 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.

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

OUTSIDE YOUR HOME OR BUSINESS

GAS METER SAFETY

If you notice obstructions on or around the meter – like ice 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.



MIDAMERICAN
ENERGY COMPANY

WARNING

GAS PIPELINE
BEFORE DIGGING CALL 811
IN CASE OF EMERGENCY CALL
1-800-595-LEAK [5325]
STATION NUMBER: 1136



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, 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.



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