



Welcome

to Alliant Energy



**Alliant
Energy**[®]

Powering Beyond

Our mission is to deliver the energy solutions and exceptional service our customers and communities count on – safely, efficiently and responsibly.

Helpful resources

alliantenergy.com

- Pay your bill.
- Enroll in My Account.
- Find tips for saving energy.
- Sign up for payment options.
- View and report a power outage.

1-800-ALLIANT (800-255-4268)

- Report an electric or gas emergency.

Language assistance

Interpreters are available.

Call 1-800-255-4268 for assistance.

Asistencia lingüística

Hay intérpretes disponibles.

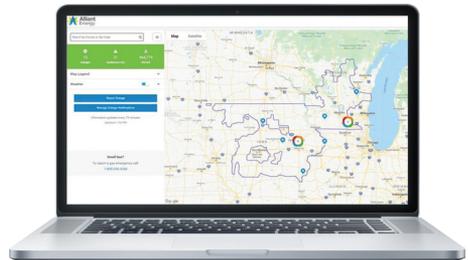
Llame al 1-800-255-4268 para obtener ayuda.

Interactive power outage map

alliantenergy.com/outage

We work hard to provide safe, reliable power – and in case of outages, to restore service as soon as possible. If you ever experience an outage, our outage map can keep you informed. It displays:

- Outages by ZIP code and county.
- Estimated restoration times.
- The number of affected customers.
- The status of our crews.
- The cause of the outage.
- A weather overlay, so you can see how weather affects outages and restoration efforts.

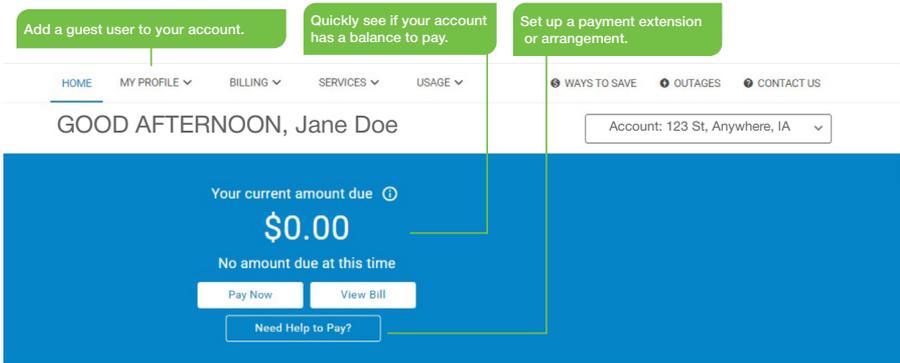




Unlock your online account

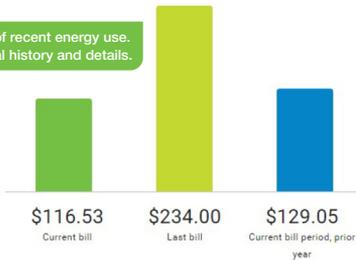
Thanks for signing up for services. Now it's time to enroll in My Account. My Account is your online portal to access your information anywhere, anytime.

- alliantenergy.com/myaccount. 
- Download the mobile app.



How you're doing so far

See an overview of recent energy use. Click for additional history and details.

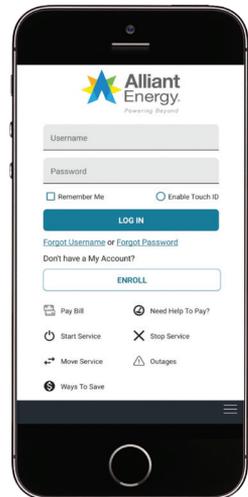


Enroll in My Account.

For step-by-step instructions, visit alliantenergy.com/myaccountinfo.

What you get with My Account

- Pay your bill quickly and conveniently.
- Track and compare 13 months of energy use by month, day or hour. This includes renewable usage if you generate wind or solar energy.
- Report power outages.
- Turn on email or text account notifications.
- Enroll in Automatic Payment and Paperless Billing.
- Sign up for Budget Billing.
- Store up to 36 months of billing and payment history.





Ways to pay

Most customers find it easiest to pay bills online in My Account, but we offer a variety of payment methods. For a comprehensive list, visit alliantenergy.com/paymentoptions.

If you misplace the envelope provided with your bill, mail your payment to the appropriate address by state.

■ Wisconsin customers:

Alliant Energy
P.O. Box 3062
Cedar Rapids, IA 52406-3062

■ Iowa customers:

Alliant Energy
P.O. Box 3060
Cedar Rapids, IA 52406-3060

If for any reason you cannot pay your bill by the due date, call 1-800-ALLIANT (800-255-4268) to notify us of your situation and make a payment arrangement.

Disconnection for nonpayment of bill

To avoid service disconnection, it's very important to make a payment arrangement on past-due bills immediately. If we must disconnect your service for nonpayment, we cannot guarantee same-day reconnection, and we will charge you an additional reconnection fee.

If you receive a disconnection notice, you can check your eligibility for a payment arrangement in My Account at alliantenergy.com/myaccount.

We're also available by phone at 1-800-ALLIANT, Monday through Friday from 7 a.m. to 7 p.m., and Saturday from 8 a.m. to 4 p.m.

Payment assistance

If you're having difficulty paying your utility bills, let us know. We'll work with you to make payment arrangements. We may direct you to an agency that can provide financial assistance. Learn more about energy assistance options at alliantenergy.com/energyassistance.

Privacy Policy

We gather information about you to provide your energy services and customer support. Our Privacy Policy explains how we collect, use and disclose this information. Learn more at alliantenergy.com/privacy.

Help your neighbors in need

People fall behind on energy bills for many reasons, from unexpected debts to unemployment.

Through the Hometown Care Energy Fund, Alliant Energy shareholders, employees, retirees and customers contribute funds that directly help neighbors in need with their energy bills. It's one way we work together to build stronger communities. Visit alliantenergy.com/hometowncare to learn more.

You can contribute by calling 1-800-ALLIANT or sending a check to:

Hometown Care Energy Fund

Alliant Energy
P.O. Box 3003
Cedar Rapids, IA 52406-3003

Ways to save energy

Energy efficiency helps save money, conserve energy resources and protect the environment. Plus, managing and saving energy can lead to lower energy bills. Here are three ways you can start saving today.

1	2	3
 <p>Unplug electronic devices when not in use or use advanced power strips to cut power automatically.</p>	 <p>Adjust the thermostat a few degrees lower in the winter and higher in the summer. The optimal temperature for energy comfort is 78 degrees in the summer and 68 degrees in the winter.</p>	 <p>Find and seal air leaks in walls, doors, ceilings and windows with caulk or weatherstripping.</p>

Take a free online home energy assessment to find personalized tips to save at alliantenergy.com/homeassessment today.

Visit alliantenergy.com/energyefficiency to find:

- More ways to save energy.
- Energy-saving programs and offers.
- Rebates on qualified energy-efficient equipment and products.

Energy Efficiency Hotline (Iowa only)



alliantenergy.com/energyefficiency



energyefficiency@alliantenergy.com



Customers should call 1-800-ALLIANT (800-255-4268)

Focus on Energy (Wisconsin only)



alliantenergy.com/energyefficiency



focusonenergy.com



1-800-762-7077

NOTE: Due to state regulations, program guidelines and eligibility vary by state.

Trees and power lines

To help limit weather-related interruptions and outages, we regularly trim trees that interfere with power lines.

Visit our website for additional tree trimming information.



alliantenergy.com/treetrimming

How to identify Alliant Energy representatives

All our employees carry an Alliant Energy photo ID card. The safety of our customers and employees is of great importance to us. Don't let anyone enter your home or business if they cannot show proper identification. If you have a concern, call our Customer Support Center at 1-800-ALLIANT (800-255-4268).

Employees will not come on your property if a potentially dangerous animal is not clearly restrained by a leash, cage or corral. Simply holding onto your animal is not sufficient restraint.



Electric safety

Electricity is a powerful form of energy, and we want to ensure you stay safe around it.

Visit alliantenergy.com/safety for the most current information on electric safety. Keep these tips in mind:

- Your body, tools and equipment should stay at least 10 feet away from overhead power lines.
- Stay away from downed or low lines, and do not drive or walk over them.
- Assume all power lines and substations are always energized. Don't touch anything that touches a line, like fences or branches. If an object or animal goes inside the fence of a substation, call us to retrieve it safely.
- Power lines are also located underground. ALWAYS visit call811.com or call 811 before you dig.
- Pad-mount transformers and pedestals contain electrical equipment, are green and are located in yards. Don't sit on or play near these units. Don't block access to, or plant a tree or dig a hole near the unit. Report damaged or open equipment to us.
- Never tamper with an electric meter or power line. It is dangerous and illegal.



Natural gas pipelines run throughout your community in residential, commercial and even rural areas. The National Transportation Safety Board says pipelines are the safest method of transportation for natural gas.

Knowing and preventing hazards

We constantly evaluate new pipeline design, construction and inspection methods to keep natural gas safe and reliable. Our crews train and plan for hazards to pipelines, such as third-party excavation damage, corrosion, material defects and natural events.

We work with emergency responders and public officials to help them understand the risks of natural gas and the best ways to prepare, prevent and react to emergencies.

Finding pipelines

Utility companies use markers to show approximately where transmission pipelines run underground. Pipeline markers are typically placed at public road crossings, fence lines and street intersections.

Color and format vary, but all markers provide the pipeline content, operator name and contact phone number. In most cases, pipeline markers are not located on a natural gas distribution system inside urban service territories.

Visit the National Pipeline Mapping System at npms.phmsa.dot.gov to learn who operates pipelines in your area.





Natural gas leak warning signs

Smell: A rotten egg odor. If you don't know the smell, visit alliantenergy.com/gas to request a free scratch-and-sniff card.

Hear: An unusual hissing, whistling or roaring sound near a gas appliance, meter or pipeline.

See: Dead or dying vegetation where the surrounding area is green, or blowing dirt or bubbling water in a puddle, river, pond or creek.

Steps to staying safe during a gas leak

Anytime you suspect a natural gas leak, you should react like it's an emergency.

- Leave the area immediately and evacuate everyone from the home or building.
- Go to a remote location and call Alliant Energy at 1-800-ALLIANT (800-255-4268).
- We'll investigate the leak for free. Do not return until we confirm it is safe.
- If gas lines or equipment are severed, resulting in blowing gas, call 911.
- Don't stop to look for the leak or open windows.

For more information visit alliantenergy.com/gas.



Be prepared for a disaster

Natural disasters can occur anytime, anywhere. To minimize risks to people and damage to property, know what to do.

Before a disaster:

- Prepare and practice a disaster plan.
- Have a professional inspect and repair any gas connections.

After a disaster:

- Never turn gas service back on by yourself. Call us at 1-800-ALLIANT (800-255-4268).
- Check for gas leaks when returning. Evacuate and call us if you suspect a leak.
- Replace any appliance that has been submerged in water.

You play a role in safe and reliable service

For safe, reliable service, pipelines and gas meters must be accessible.

To perform required safety inspections on our pipelines, we must have clear access to the pipeline right-of-way, the area on either side of our pipelines. Keep this area clear of trees, fences, buildings and other structures.

Check the temperature of your hot water

Do not set your water heater temperature above 120 degrees. Always check the water temperature before placing a child in the bathtub.

Call 811 before you dig

If you plan a project that involves digging, trenching, drilling or grading, state law requires you to visit call811.com or call 811 at least three days before you dig. This is a free service. There are penalties if you dig and hit a line but did not request to have utility lines marked. Homeowners and contractors who don't have lines marked before digging are the leading cause of pipeline incidents.

Be aware of any privately buried fuel lines on your property such as lines that run to a detached building, garage, grill or pool heater, as utility personnel will not mark these. Have the piping located and marked prior to digging. Digging performed near the pipe should be by hand. Keep trees, shrubs, fences and any structures away from the markings.

Dialing 811 works from any location. For state-specific numbers, call:

Iowa

Iowa One Call
1-800-292-8989
iowaonecall.com

Wisconsin

Diggers Hotline
1-800-242-8511
diggershotline.com

For additional information on pipeline safety, visit alliantenergy.com/gas.

Para solicitar una versión en español de este folleto, llame al 1-800-257-3645 o visite alliantenergy.com/gas.

Dig with care

When you start to dig, stay at least 18 inches away from the marked lines. When digging within the 18-inch tolerance zone, be extremely cautious. Call us if your digging equipment or tools contact our natural gas pipelines or electric lines. Even minor damage such as nicks, scratches, dents or gouges can result in property damage, explosion, injury, electric shock or death. If you smell or hear blowing gas, go to a safe, remote location and call 911 immediately.

Sewer lines can be damaged when new power lines or natural gas pipes are installed underground. Sometimes the two lines can intersect. This is called a cross bore.

The problem can go undetected for years. You could be injured trying to clear a clog from a cross bore. If you discover a cross bore:

- Do not operate any equipment.
- Evacuate yourself and others.
- Call 911 and Alliant Energy from a remote location.
- Eliminate any ignition sources.
- Visit call811.com.



Know the warning signs of CO poisoning

When a natural gas appliance malfunctions, it can produce carbon monoxide (CO). CO is a deadly odorless, colorless and tasteless gas. That makes it hard to detect. Warning signs of CO poisoning include dizziness, shortness of breath, headache, confusion, nausea and fainting. If you think you may be experiencing CO poisoning, leave your home and seek medical attention immediately.

For additional safety information on CO poisoning, flammable liquid safety, space heater safety and inspection of gas appliances, please visit alliantenergy.com/gas.

Keep your meter clear

Snow and ice can damage or block natural gas meters and exhaust vents for appliances, especially following a major storm. Chimneys and vents on the roof or side of a building must be clear to allow proper venting.

Carefully remove snow or debris using your hands or a broom. Kicking the snow or using a shovel could cause damage. Safely remove icicles from overhead eaves and gutters so dripping water does not splash and freeze on the meter or vent pipe.



Know the kind of gas piping in your home or building

If your home or business was built after 1990, or you've had work done to the natural gas system, it is likely that corrugated stainless steel tubing (CSST) was installed. If lightning strikes a structure containing improperly installed CSST, the lightning will travel along the structure's natural gas piping and could cause a leak or fire. Have a professional inspect your building or home for CSST. If you find CSST, have a licensed electrician ensure it's bonded and grounded properly.



Fire pit placement

Never place a fire pit above a buried gas or electrical line. Before you dig, visit call811.com or call 811 to have the underground lines located on your property.

Ways to manage your account

What would you like to do?					
	My Account alliantenergy.com/myaccount	Mobile app	alliantenergy.com	Automated phone system (1-800-255-4268)	Customer support representative (1-800-255-4268)
Make a payment	●	●	●	●	●
View billing and payment history	●	●			
Report a power outage	●	●	●	●	●
Receive outage notifications	●	●		●	
View and compare energy usage	●	●			
Enroll in My Account	●	●	●		●
Enroll in Automatic Payment	●	●			
Enroll in Budget Billing	●	●			●
Register for account notifications*	●	●			●
Start, stop or move service	●	●	●		●
Ask an account question	●	●			●
Set up a payment extension	●	●	●	●	●
Set up a payment arrangement	●	●			●
Report an emergency, like a fallen power line or a natural gas leak					●

*Account notifications by text message or email include: Outage alerts; billing and payment notifications; high usage alerts.



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