



Welcome

to Alliant Energy



**Alliant
Energy**

Powering Beyond

Our mission is to deliver the energy solutions and exceptional service that 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.
- Ask questions about your account.

Call 811 before you dig

They'll send someone to flag underground utility lines in your yard, so you won't hit them while digging. There is no charge for this service. Just be sure to call ahead – two business days in Iowa or three in Wisconsin!

Information for saving energy

- **Iowa:** 1-866-ALLIANT (866-255-4268).
- **Wisconsin:** 1-800-762-7077 (Focus on Energy).

Language assistance

If English isn't your primary language, we can provide an interpreter for Spanish or other languages. Please call 1-800-255-4268 for assistance.

Línea telefónica en idiomas extranjeros

Si inglés no es su idioma materno, no se preocupe. Nosotros estamos en posibilidades de proporcionarle un intérprete en español y en otros idiomas. Por favor, llame al 1-800-255-4268.

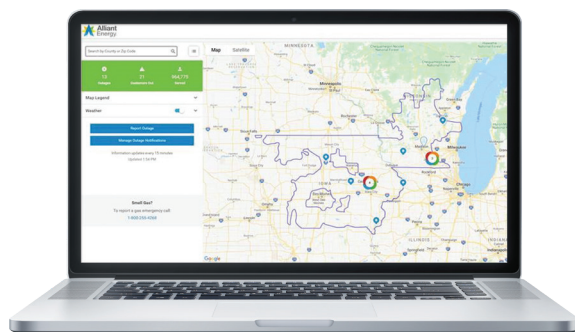
Interactive power outage map

alliantenergy.com/outage

We work hard to bring you perfect power. However, if you ever do find yourself in the dark, our outage map can help.

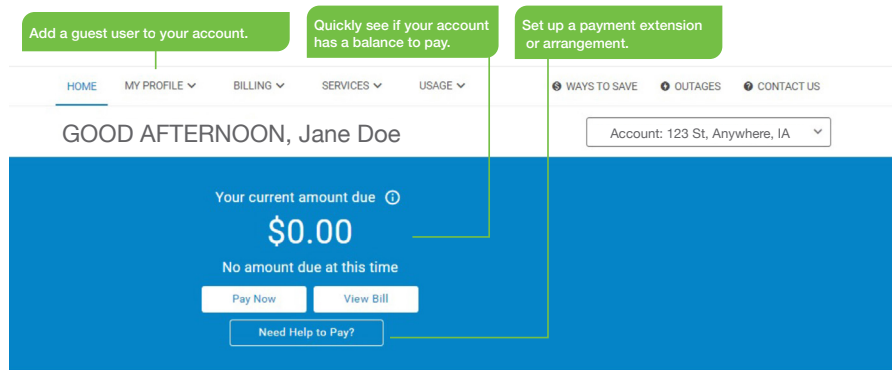
The map shows:

- Outages by ZIP code or county.
- Estimated restoration time, number of customers out, crew status and outage cause.
- Weather overlay, so you can see how weather is impacting outages.



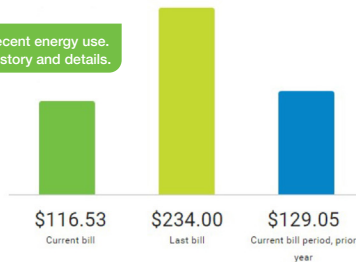
Welcome to Alliant Energy! Your first step? Enroll in My Account.

My Account is your key to manage your account anywhere, anytime. Access My Account online at alliantenergy.com/myaccount or in our mobile app.



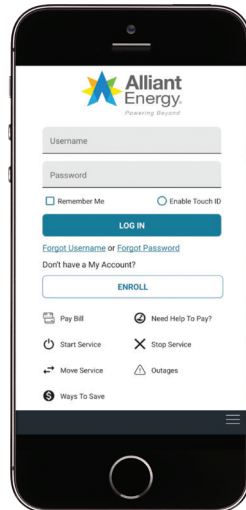
How you're doing so far

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



What you get with My Account:

- Pay your bill quickly and conveniently.
- Track and compare 13 months of energy use, including renewable usage if you generate wind or solar energy.
- Report power outages.
- Receive important account notifications by email or text message.
- Enroll in Automatic Payment and Paperless Billing.
- Sign up for Budget Billing to pay the same amount each month.
- View up to 36 months of billing and payment history.
- Track your energy use by month, day or even by the hour.



Enroll in My Account.

Step 1

- Go to alliantenergy.com. Click “My Account,” then select “Enroll.”
- Enter your Alliant Energy account number and the last four digits of your SSN or Tax ID. Click “Next.”
- You’ll see a page with your contact information. Verify the information is correct. Update if needed.
- Create a username and password.
- Type in your email address.
- Note: When you enroll in My Account, you’ll automatically be signed up for Paperless Billing. If you prefer a paper bill, just uncheck the box.
- Check the box that says, “I agree to Alliant Energy’s Terms of Use.”
- Click “Enroll.”

Step 2

- Now, check your email. Open the email from Alliant Energy with the subject heading, “Complete your Alliant Energy My Account enrollment.”
- Follow the link in the email to the Customer Verification page.
- Click “Log in Now.”

Step 3

- You’ll return to the login page. Type in your new username and password and click “Sign in.”
- You’ll see a message asking how you prefer to receive communications. Select what’s best for you.
- Click “Save.”

Did you know?

You can set up account notifications in My Account!

Get a text or email notification when:

- Your bill is ready to view.
- Your bill is due.
- Your payment has been posted.
- You’ve been impacted by a power outage.
- You’ve reached a certain amount of energy use (high usage alerts).

Bill payment options

alliantenergy.com/paymentoptions

- Pay by debit or credit card, or from a checking or savings account.
- Use My Account to view and pay your bill. You can store your payment information for easy future transactions. Enroll in My Account at alliantenergy.com/myaccount.
- Use our mobile app to view and pay your bill and sign up for account notifications. To download the app, search for Alliant Energy in Google Play or Apple App Store.
- Make an online guest payment, no need to log in, at alliantenergy.com/paymybill.
- Pay by phone. Just call 1-800-ALLIANT (800-255-4268) and say “Pay my bill.”
- To make a payment in person, find a Western Union® Convenience Pay® location near you. Call 1-800-551-8001 to find a location or visit alliantenergy.com/westernunion.
- Set up Automatic Payment. You can choose the date you want to make your payment for ultimate convenience.

Important: Alliant Energy field service personnel **do not** accept payments.

Privacy Policy

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

What would you like to do?	Self-service options				
	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; My bill is ready; My bill is due; Payment has been received or declined.

If you misplace the envelope provided with your bill, mail your payment to:

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 when it is due, please call us at 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 is 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.

If you receive a disconnection notice, you can check your eligibility of 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.

If your service has been disconnected for nonpayment, you will be charged an additional fee for reconnection.

Help your neighbors in need

From unexpected debts to unemployment, there are many reasons people fall behind on their energy bills.

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. 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











For your home

Alliant Energy offers a variety of programs to help you manage your energy costs and make your home more comfortable. You can choose options that fit your needs and lifestyle while taking advantage of rebates on new energy-efficient equipment.

Energy Efficiency Hotline (Iowa only)

-  alliantenergy.com/rebates
-  energyefficiency@alliantenergy.com
-  1-866-ALLIANT (866-255-4268)
Press 2

Focus on Energy (Wisconsin only)

-  alliantenergy.com/rebates
-  focusonenergy.com
-  1-800-762-7077




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



For your business

Alliant Energy staffs its Business Resource Center with consultants trained to answer your energy management questions. They can suggest opportunities to reduce energy costs and take advantage of our money-saving, energy efficiency programs.

Business Resource Center

-  alliantenergy.com/brc
-  businesscenter@alliantenergy.com
-  1-866-ALLIANT (866-255-4268)
Press 2 twice



Trees and power lines

To help limit weather-related interruptions or outages, Alliant Energy regularly trims trees that interfere with power lines. We trim trees along primary lines on a regular schedule. We are granted permission to trim trees under franchise and easement agreements with the communities we serve.

Our crews, which include both Alliant Energy and contract workers, follow standards approved by the National Arbor Day Foundation to preserve the health of the trees.



alliantenergy.com/treetrimming

Electric safety

- Stay at least 10 feet away from overhead power lines.
- Keep ladders, equipment and long-handled tools away from power lines.
- Stay away from, and do not drive or walk over a downed or low line.
- Assume that all power lines are always live, and do not touch anything, like fences or branches, that are also touching a line.
- Substations are fenced areas containing large electrical equipment. Never enter or touch the fence around a substation. If an object or animal goes inside the fence, call Alliant Energy to have it safely retrieved.
- Power lines are also located underground. ALWAYS call 811 before you dig!

- Padmount 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, plant a tree or dig a hole next to the unit. Report damaged or open equipment to Alliant Energy.
- Never tamper with an electric meter or power line. It is dangerous and illegal.

Go to alliantenergy.com/safety for additional safety tips.

How to identify Alliant Energy employees

All Alliant Energy employees carry an Alliant Energy photo ID card. 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. Simply holding onto your animal is not considered sufficient constraint; you may require a leash, cage or corral.



Did you know natural gas pipelines run throughout your community in residential, commercial and even rural areas? The National Transportation Safety Board says pipelines that bring natural gas to homes and businesses are the safest method of transportation for natural gas. Alliant Energy encourages you to share this natural gas safety information with people in your household or business.

Knowing and preventing hazards

Alliant Energy constantly looks at 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.

Alliant Energy works 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.

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.

Be prepared for a disaster

Natural disasters can occur anytime and anywhere. You can minimize risks to people and damage to property by knowing what to do.

Before a disaster:

- Prepare and practice a disaster plan.
- Have a professional inspect and repair any gas connections.
- Know how to turn off gas service at the meter if instructed to do so.

After a disaster:

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

You play a role in safe and reliable service

To assure safe and reliable service, pipelines and gas meters must be accessible. If you plan to do work on your property that will affect the location or accessibility of a gas meter or service line, please call Alliant Energy to arrange for us to evaluate your plans.

In order 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.

How to detect a gas leak

Raw natural gas is colorless and odorless. As a safety precaution, Alliant Energy adds a harmless odorant to the natural gas to give it the distinctive rotten egg smell. Although rare, natural gas leaks can be dangerous and result in fire, explosions, injury or death. Natural gas is lighter than air, so it will rise and disperse if allowed to vent freely.

Gas pipes should be properly maintained and never used for unintended purposes like hanging clothes.

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. We'll investigate the leak for free.
- If gas is blowing, also call 911.
- Don't stop to look for the leak or open windows.
- Don't use anything that might create a spark, such as a cell phone, light switch or garage door opener. These can ignite gases or vapors.

Individuals with a known inability to smell should consider purchasing a natural gas detector. Some people may not be able to smell the natural gas odor because the odor is being masked or hidden by other scents, such as cooking or chemical odors.

Olfactory fatigue is another reason people might not be able to smell a gas leak. This is the temporary inability to distinguish an odor after prolonged exposure to it. In addition, certain conditions in pipes and soil can cause odor fade, the loss of odorant so that it is not detectable by smell.

How natural gas reaches your home

Natural gas comes from the earth and travels to your community through underground transmission pipelines.

Once the natural gas reaches your community, it passes through a gate station. Here, the local distribution company, such as Alliant Energy, reduces the pipeline pressure and distributes the gas to customers. The underground pipelines within your community are called mains and are

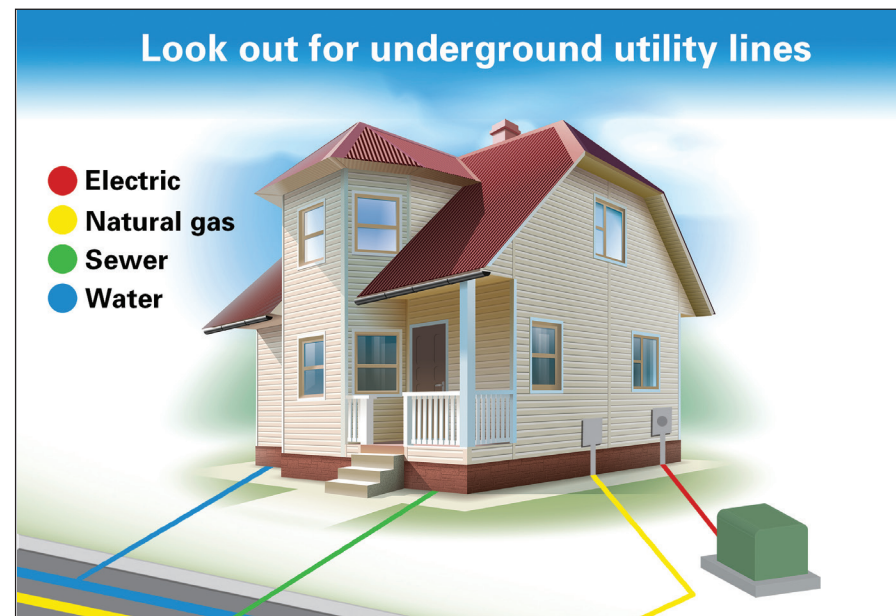
typically buried next to streets.

Service lines approximately one-half to 1 inch in diameter connect to the main and carry gas to homes and businesses.

When the gas passes through a customer's gas meter, it becomes property of the customer. Some homes and businesses have privately buried natural gas or fuel lines that run to an unattached garage, grill or pool. Customers, not Alliant Energy, are responsible for natural gas lines after the meter. Customers must maintain, operate and know the location of buried lines. A qualified technician should regularly inspect them for leaks.

Learn more about our integrity management program or other natural gas safety topics here:

 alliantenergy.com/gas



Call 811 before you dig

If you plan a project that involves digging, trenching, drilling or grading, state law requires you to 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 call. Homeowners and contractors who don't call 811 before digging are the leading cause of pipeline incidents.

The 811 hotline will direct utilities to come mark the location of buried utility lines. Yellow paint markings or flags identify the location of buried natural gas pipelines. Red paint markings or flags identify the location of buried electric lines.

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. The piping should be located and marked prior to digging. Digging performed near the pipe should be done by hand.

Respect the marks

Keep trees, shrubs, fences and any structures away from the red or yellow markings.

Dig with care

When you start digging, stay at least 18 inches away from the marked lines. When digging within the 18-inch tolerance zone, be extremely cautious. Call Alliant Energy 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.

 call811.com

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.



Know what's below.
Call before you dig.

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.

What can you do to avoid CO poisoning?

Install carbon monoxide alarms that meet current standards near each of your home's bedrooms. Before the heating season, have a professional inspection of all fuel-burning appliances and all heating and venting equipment.



Use space heaters safely

Gas space heaters are a safe way to heat a space if used and maintained correctly. Always have your gas heater and venting system professionally installed and inspected according to local codes. Do not install a used space heater. Keep combustible materials or flammable liquids away from appliances or other sources of ignition.

Inspect your gas appliances

Natural gas connectors, like those used on ranges, water heaters and clothes dryers, must be inspected regularly and replaced as needed. Certain flexible connectors manufactured between 1970 and 1980 may fail over time and need to be replaced. Only a qualified professional should check for and replace your connector.

Flammable liquids basics

Do not use gasoline and other flammable liquids indoors or near a gas appliance or other ignition source. Tightly seal gas in an approved container, not plastic jugs or glass containers. Do not use gas for cleaning.

When pouring flammable liquids, allow room for vapor expansion and do not fill to the top. Store gasoline and other flammable liquids safely. Explain to children the dangers of flammable liquid products.



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, and never leave a child alone or with other young children in the bathtub.

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, which prevents accumulation of carbon monoxide or equipment malfunction.

Carefully remove snow or debris using your hands or a broom to enable proper venting. 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 cannot do it yourself. If you find CSST, Alliant Energy recommends having a licensed electrician make sure it's bonded and grounded properly.

Fire pit placement

Never place a fire pit above a buried gas or electrical line. Before installing an in-ground outdoor fire pit, make sure it will be in a safe place. Prior to digging, call 811 to have the underground lines located on your property.

Buried fuel lines

Property owners should be aware of any buried fuel lines on their property, such as lines that run to a detached building, garage, grill or pool heater. Buried piping should be regularly checked for safety and inspected for leaks by a qualified technician. The piping should be located and marked prior to digging. Digging performed near the pipe must be done by hand.





We work to provide new, innovative solutions to add more value and reliability to your energy. See how we're powering beyond for you at alliantenergy.com/poweringwhatsnext.

