

Automated Voice Response System tips:

The system will try to locate your account based on the phone number you are calling from. If the system cannot find your account, you will be asked for your account number or phone number of the address you are calling about.

Navigation Tips

- When you hear the choice you want, you can interrupt the system and speak your choice at any time.
- Say **REPEAT** to hear what was just said.
- Say **HELP** if you need additional information regarding the question you were asked by the system and more detail will be provided.
- Say **BACK** to go to the previous step.
- Say **MAIN MENU** to start over from the beginning.

System Tips

- All numbers such as phone numbers, social security numbers and account numbers can be entered by using your touch tone phone.
- Noise in the background can be picked up by the system so making calls from a quiet area will help.
- Cell phones, speaker phones and static lines can cause the system to not understand what you are saying; using the touch tone when offered will help in these cases.
- Anytime YES and NO are options, pressing 1 or 2 on your telephone keypad can also be used.
- If the system does not understand your request, raising your voice does not help. Using the touch tone option when offered would be the best choice.

Feedback

To continually improve interaction with our customers, your feedback is very important to help us determine what is working and what is not. Please provide your feedback in one of the following ways:

- E-mail us at customercare@alliantenergy.com. To assist you quicker, please put "IVR Feedback" in the subject line.
- Call our customer feedback phone number at **1-800-252-6366** and leave a detailed message.

Did you know you can find the same information and do many of the same transactions on our online customer service?

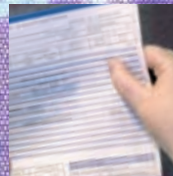
Go to alliantenergy.com/youraccount to get started today with online customer service. It's quick, easy and available anytime, anywhere!



We're on for you.

A handy reference guide for

1-800-ALLIANT Customer Service



- Check your account balance
- Make a payment
- Report an outage
- Talk to a customer service representative



We're on for you.™

When calling 1-800-Alliant (1-800-255-4268), follow these simple steps

The first thing you'll hear is a welcome to Alliant Energy. The system will then walk through various prompts to help you get the information you need. Next, you'll hear...

Is this a life threatening emergency such as: downed wire, gas odor or gas outage?

- *Say YES or Press 1 if you have any gas system problems or an immediate safety issue*
- *Say NO or Press 2 if this is an electric outage or customer service question*

Self service options

Outage

Select this option to report an electric outage. However, if you have a street light or security light out or dimming lights, you will be transferred to a representative to assist you.

Billing

With this option you can check your account balance or average bill amount, or request to have your usage or payment history mailed to you. You can also arrange for payment of a past due bill,

Ways to pay

This option allows you to make a payment using your bank account or a credit or debit card. There is also information about Western Union® services, online payment methods, a monthly automatic withdrawal program or our mailing address.

If you know the phone number of the person you would like to speak to

The system will ask you to enter the seven digit phone number of the person you would like to speak to and then automatically transfer you to that person.

Additional options

The system will also give you options to transfer for help with our Web site or energy efficiency rebates.

Customer service

You have the option of saying **CUSTOMER SERVICE** or pressing 0 at anytime to talk to a Customer Service Representative. Your call will be answered as soon as there is an available representative.

Automatic call back option

During heavy call volume periods, our call back system may automatically be offered. This feature gives you the following choices:

- Rather than wait on hold, we can call you back when it's your turn. You will not lose your place in line if you choose to use this option,

OR

- You can schedule a return call at a time that is convenient for you.

(Please note: This option will not be used for outages or life threatening emergencies.)

