

# Programs and services guide

We're proud to be a part of your community. This guide provides an overview of the many programs and services we offer.

## Customer support

### **Easily manage your Alliant Energy account**

We're making it easy for you to connect with us! When you activate *My Account*, you can manage your account online with access to the *Mobile App* and *Text Us* programs. We have *Account Alerts* options so you can choose how and when you want to be contacted through email or text message. Make paying your bill simple, by enrolling in *Paperless Billing*, *Automatic Payment* or *Budget Billing*. For more information, visit [alliantenergy.com](http://alliantenergy.com).

## Community support

### **Community grants**

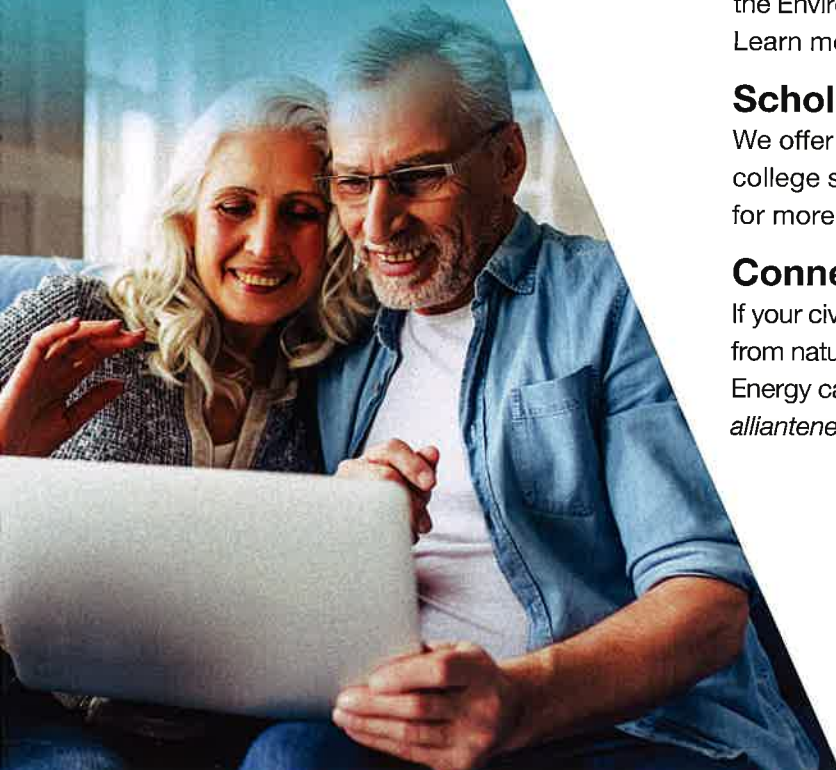
The Alliant Energy Foundation offers community grants to non-profits in three focus areas: Helping Families, Education and the Environment. We also offer grants for safety-related projects. Learn more at [alliantenergy.com/foundation](http://alliantenergy.com/foundation).

### **Scholarships**

We offer various scholarships each year to high school and college students across our service area. Visit [alliantenergy.com](http://alliantenergy.com) for more information.

### **Connecting with our customers**

If your civic group or local organization is interested in topics ranging from natural gas prices to energy efficiency, an employee from Alliant Energy can come to your event. Learn more at [alliantenergy.com/speakersbureau](http://alliantenergy.com/speakersbureau).



## Safety education

Safety is an important part of the work we do. Online training courses and other helpful information is available at [alliantenergy.com/safety](http://alliantenergy.com/safety).

## Sponsoring community events

We are proud to support local community events and activities throughout our service area. Request sponsorship funds at [alliantenergy.com](http://alliantenergy.com).

## Energy efficiency and environment

### Save energy and money

Take advantage of money-saving rebates on energy-smart products for your home or business. Visit [alliantenergy.com/rebates](http://alliantenergy.com/rebates) or call 1-866-ALLIANT (866-255-4268).

### Tree-planting projects for your community

Alliant Energy, Trees Forever and local community leaders work together to fund and implement tree-planting projects. To apply for *Branching Out* funding, visit [alliantenergy.com/branchingout](http://alliantenergy.com/branchingout).

### Supporting renewable energy has never been easier

*Second Nature*™ is a great way for residential and business electric customers to support electricity generated from renewable resources. Learn more at [alliantenergy.com/secondnature](http://alliantenergy.com/secondnature).

## Energy assistance

### Hometown Care Energy Fund

Help neighbors in need by contributing to our energy assistance fund for low-income families. Learn more at [alliantenergy.com/hometowncare](http://alliantenergy.com/hometowncare).

### Weatherization Assistance

Alliant Energy helps the Iowa Department of Human Rights and the US Department of Energy provide free energy efficiency retrofits for limited income customers to help reduce heating and cooling costs. For more information, visit [alliantenergy.com/weatherization](http://alliantenergy.com/weatherization).

### Low-Income Home Energy Assistance Program (LIHEAP)

LIHEAP is a federally funded program that helps low-income households with the costs of energy used for home heating and cooling. Learn more at [alliantenergy.com/liheap](http://alliantenergy.com/liheap).

## Economic Development

We provide site location expertise to companies interested in opening for business, relocating or expanding in our service area. We also offer partnership programs and learning opportunities for community leaders. Learn more at [alliantenergy.com/economicdevelopment](http://alliantenergy.com/economicdevelopment).



# You have choices

We're making it easier for you to connect with us! We've listened to you and we are happy to provide options so you can manage your Alliant Energy account from anywhere at any time.



## **My Account (online account management tool)**

When you activate your *My Account*, you can manage your account online or on the go. *My Account* allows you full access to utilize our new *Mobile App*, *Text Us* and *Account Alerts*.

## **Mobile App**

View and pay your bill, report an outage, check out the outage map, add *Account Alerts* and access *My Account* in our new *Mobile App*.

## **Text Us**

Check your account balance, report an outage, pay your bill, download the *Mobile App* or subscribe to *Account Alerts* – all via text.

## **Account Alerts**

We have new *Account Alerts* options so you can choose how and when you want to be contacted through email, text message or phone call.

## **Interactive power outage map**

### **The updated map gives outage details:**

- Cause of the outage
- Number of customers out
- When we estimate power will be back on

## **Improved experience when you call 1-800-ALLIANT**

- No more menus to navigate
- Easily pay your bill or report an outage
- Say in your own words what you're calling about ("I want to pay my bill.")

*Flip for even more options!*

# The choice is yours.

Choose what works best for you.

What would you like to do?	My Account	Mobile App	Text Us	Account Alerts	alliantenergy.com	Customer support representative (1-800-255-4268)	Automated phone system (1-800-255-4268)
Make a payment	X	X	Text "PAY" to 255255		X	X	X
Check account balance	X	X	Text "BAL" to 255255			X	X
Report a power outage	X	X	Text "OUT" to 255255		X	X	X
Receive outage status update	X	X	Text "STAT" to 255255	X	X	X	X
Sign up for <i>Account Alerts</i> (power outage and payment status)	X	X	Text "SUB" to 255255			X	
Register for <i>Text Us</i>			Text "REG" to 255255				
Download <i>Mobile App</i>			Text "APP" to 255255		X		
Receive payment reminder alerts	X	X		X			
Start, stop or transfer service	X					X	
Activate <i>My Account</i>					X		
Enroll in programs	X				X	X	
View energy use or payment history	X	X					
Ask an account question	X					X	
Setup a payment extension (more time to pay your bill)	X	X				X	X
Setup a payment arrangement (spread balance over several months)						X	
Report an emergency						X	

Convenience at your fingertips starts with *My Account*. Visit [alliantenergy.com/myaccount](http://alliantenergy.com/myaccount) to easily manage your Alliant Energy account.



# EVS are for everyone

It is estimated that by 2040, 54% of all new car sales will be electric.<sup>1</sup>

With extended battery range, low-cost vehicle options and numerous benefits, it's easy to see why so many people are switching to an EV.



Drive up to 238 miles on a full battery<sup>2</sup>



Produce 54% less carbon pollution<sup>3</sup>



Pay \$1 per egallon<sup>4</sup>

## Benefits of driving electric

**Save money.** With less equipment under the hood, EVs don't require the same amount of maintenance, which saves you money.

**"Fuel" up for less than half the cost.** On average, it costs half as much to drive an electric vehicle than it does a gas powered vehicle.<sup>5</sup>

**Have your own personal fueling station.** Not only does an EV cost less to operate, you can "fuel" up in the convenience of your home with your own EV charging station.

**Enjoy better air quality.** When a car runs on electricity, there are no tailpipe emissions. Reducing emissions improves the air you breathe.



Learn more at [alliantenergy.com/ev](http://alliantenergy.com/ev).

## Choose an EV that works for you

You can enjoy a quiet, smooth ride in either a plug-in hybrid vehicle (PHEV) or battery electric vehicle (BEV).

PHEVs are powered by an electric motor and battery, and include a backup gasoline engine generator:

- Drive up to 50 miles in all-electric mode
- Travel long-distance when using both gas- and battery-powered engines
- Go up to 2,000 miles between gasoline fill-ups, if charged every day

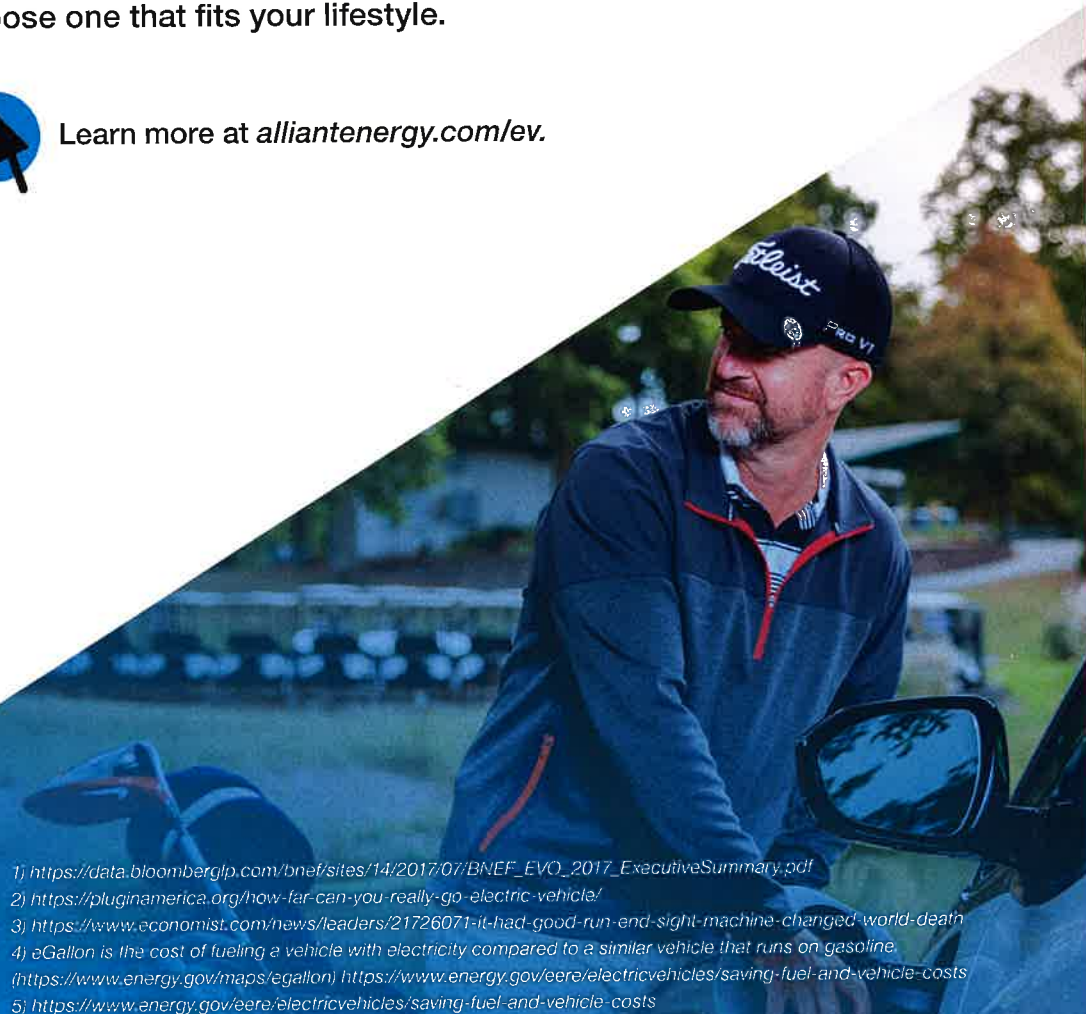
BEVs are powered by an all-electric motor and battery:

- Travel as far as 200 miles on one charge
- Cover typical daily commutes without the need to charge everyday
- Cut out gas station stops, tuneups, transmission repairs or oil changes

**With about 40 different types of EVs available today, you can choose one that fits your lifestyle.**



Learn more at [alliantenergy.com/ev](https://alliantenergy.com/ev).



1) [https://data.bloomberglp.com/bnef/sites/14/2017/07/BNEF\\_EVO\\_2017\\_ExecutiveSummary.pdf](https://data.bloomberglp.com/bnef/sites/14/2017/07/BNEF_EVO_2017_ExecutiveSummary.pdf)  
2) <https://pluginamerica.org/how-far-can-you-really-go-electric-vehicle/>  
3) <https://www.economist.com/news/leaders/21726071-it-had-good-run-end-sight-machine-changed-world-death>  
4) eGallon is the cost of fueling a vehicle with electricity compared to a similar vehicle that runs on gasoline.  
(<https://www.energy.gov/maps/egallon>) (<https://www.energy.gov/eere/electricvehicles/saving-fuel-and-vehicle-costs>)  
5) <https://www.energy.gov/eere/electricvehicles/saving-fuel-and-vehicle-costs>

# KEEP YOUR COMMUNITY SHINING BRIGHT

## Streetlight repair

A well-lit street is safer, which is why it's important to keep streetlights maintained. If you notice a streetlight that needs repair, submit a request at [alliantenergy.com/streetlights](http://alliantenergy.com/streetlights) or call 1-800-ALLIANT (800-255-4268).

**Please have the following information available to assist our team in making repairs:**

- City where the light needs repair
- Street address, nearest landmark or directions to the streetlight
- Intersections
- Brief description of the light problem (completely out, blinks, dims, etc.)
- Contact information of the person submitting the request



**CHARGE UP** YOUR BUSINESS OR COMMUNITY

# Install an electric vehicle charging station and get a rebate

Your community or business can benefit from installing electric vehicle (EV) charging stations.

- **Be seen as a forward-looking green leader.** Adopting EVs can help with corporate sustainability and position you to be a green leader in the community.
- **Create a cleaner environment.** EVs reduce direct emissions, which in turn creates a cleaner workplace.
- **Save money.** With an EV fleet, you can save money by paying less for fuel, maintenance and repair costs.
- **Attract loyal EV drivers.** Installing EV charging stations can make your community a tourist destination, and can attract and retain employees to your business.
- **Add to employee or guest experience.** On-site EV charging stations will add to the list of innovative incentives you provide your guests or employees.

## Rebate details:

- To qualify, you must be an Alliant Energy commercial electric customer who has purchased and installed a Level 2 EV charger for public or employee use.
- Rebates are offered on a first-come, first-serve basis.
- Program participation requires consent for random onsite audits and review of use data.
- There is a limit of two rebates per commercial location.
- Pre-approval is required for more than two rebate charging installation requests.

Visit [alliantenergy.com/evcharger](http://alliantenergy.com/evcharger) to learn more.

Contact your key account manager or the Alliant Energy Renewable Hotline at 1-800-972-5325 or [electrification@alliantenergy.com](mailto:electrification@alliantenergy.com) with questions.

