

# Gas Service Transfers to MidAmerican Energy on October 22

Gas service from Waukee Municipal Gas Utility will transition to MidAmerican Energy on October 22, 2025. City staff have been working closely with MidAmerican Energy staff to match up customer accounts and transfer operations. Your October bill will be the last that includes gas charges from the City of Waukee. On October 22, gas billing will move to your existing MidAmerican Energy account since they already provide electric service to Waukee.

Watch for more communications and direction on how to make account updates if you need to make changes to names on the account, contact information, automatic payments, etc. We'll post information and answers to questions at [Waukee.org/Gas](http://Waukee.org/Gas).

## Notice of Procedure:

**How to request information from or register a complaint with Waukee Municipal Gas**

**As of October 22, 2025, direct concerns about gas service to MidAmerican Energy.**

To register a complaint with the City of Waukee Gas Department (through October 22), contact:

Rudy Koester  
Waukee Public Works  
805 University Avenue  
Waukee, IA 50263  
1-877-978-7388, [rkoester@Waukee.org](mailto:rkoester@Waukee.org)

If the utility is unable to help you with your problem concerning gas service, you may contact the Iowa Utilities Commission:

Iowa Utilities Commission  
1375 E. Court Avenue, Room 69  
Des Moines, IA 50319-0069  
1-877-565-4450, [customer@iuc.iowa.gov](mailto:customer@iuc.iowa.gov)

## Add a P.S. to Help a Neighbor

You can share some warmth with neighbors in need by donating to Project Share, a program that aids local qualifying households with paying their winter energy bills. Add a regular P.S. contribution to your monthly utility payment or make a direct donation to Project Share.

An area social service agency will identify qualifying recipients. A local committee will oversee Project Share to guarantee all contributions will be handled equitably and efficiently. Please call 515-978-5502 with any questions.

Dear Waukee Utilities,

I would like to help a neighbor in need with a tax-deductible contribution to Project Share.

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

City: \_\_\_\_\_

Phone: \_\_\_\_\_

Account #: \_\_\_\_\_

I will contribute \$\_\_\_\_\_ per month to Project Share. I understand this amount will be billed to me monthly on my Waukee Utilities statement.

I have enclosed a \$\_\_\_\_\_ donation.

**RETURN FORM TO:**  
**Waukee Utility Billing**  
**230 W. Hickman Road**  
**Waukee, IA 50263**



# HELP WITH HEATING BILLS

The Low-Income Home Energy Assistance Program (LIHEAP) is a federally funded program that helps qualifying low-income Iowa homeowners and renters pay for a portion of their primary heating costs for the winter season.

## WHO IS ELIGIBLE

The assistance is based on household income, household size, type of fuel and other factors. Priority is given to those aged 60 and over and to those receiving disability payments. These individuals may apply from October 1, 2025, to April 30, 2026. All other households may apply from November 1, 2025, to April 30, 2026.

- Residents who reside in subsidized housing units that are individually metered and responsible for paying their primary heating costs are eligible.
- Subsidized households that are master metered are usually not eligible to receive assistance benefits.
- Residents of any licensed medical facility (hospital, skilled nursing facility or intermediate care facility), publicly operated community residence or emergency shelter are ineligible unless they are paying a vendor directly for their primary heating source.

## HOW TO APPLY

Contact New Opportunities, Inc. at 515-465-5185, Monday-Friday, 9 a.m.-3 p.m. or visit [newopp.org](http://newopp.org) for more information on income qualification and to apply.

Para más información o para aplicar por favor contacto 515-465-5185.

*Find other assistance  
program information at*  
**[Waukee.org/UtilityAssist](http://Waukee.org/UtilityAssist)**.

## WHAT TO TAKE:

- Proof of Income (for all household members ages 8 and older). Depending upon your household income type, income documentation from the past 30 days, the last 12 months, or last calendar year, whichever is easier or more beneficial for you.
- Proof of Social Security Numbers for all household members (documentation required)
- Most recent heat bill
- Most recent electric bill

If you receive alimony or child support, it will be verified.

**WAGE EARNERS:** Bring copies of your check stubs for the 30-day period preceding the date of application or a copy of your most recent federal income tax return.

**FIXED INCOME:** This may include Social Security Benefits, Supplemental Security Income, Veteran's Assistance, Unemployment Insurance, and/or pensions. Bring copies of your check stubs from the previous 30 days.

**SELF-EMPLOYED/FARMERS:** Bring a copy of your most recent federal income tax return.

If you have brought all necessary documentation, you will be told whether you are eligible and if so, for what amount you might qualify. This initial determination is subject to review and dependent on the availability of federal funds. In most cases, benefits will be in the form of a credit applied to your heating bills by your utility company.



## Outdoor Tips for Summer's End

**Reduce or Turn Off Sprinklers:** Without the long hours of hot sun and limited rainfall, your lawn won't need as much water to stay healthy. Save water and money by reducing run days and length or turning off your sprinklers for the season.

**Store Portable Irrigation Meters:** Take your portable meters inside for the winter and report your final meter reading at [Waukeee.org/UtilityBilling](http://Waukeee.org/UtilityBilling).

**Empty Your Pool or Hot Tub with Care:** Chlorine and other chemicals used to keep your pool or spa clean cause BIG problems for fish and other aquatic life. As you prepare to drain your pool or hot tub/spa,

- Allow the pool or spa to sit for at least 7 days without adding chlorine or other chemicals; the chlorine content should be 0.1 milligrams per liter.
- Ensure the pH of the pool or spa water is between 7 and 8.
- Drain water through at least 15 feet of a grassy landscape first (i.e., not directly onto concrete) to allow remaining chemicals to dissipate before reaching the storm drain.
- Keep the flow of water low (aim for 700 gallons per hour = about 12 gallons per minute) to prevent erosion or damage to landscaping.
- If you have a saltwater pool, discharge water into the sanitary sewer, so the water can be treated.

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## Aid for House Repairs

Funding is currently available through the Dallas County Local Housing Trust Fund (DCLHTF) to help low-income residents complete house repairs and fix code violations. Dallas County residents in single-family houses who meet certain income thresholds can apply now for a 5-year forgivable loan for eligible repairs, such as basic structural repairs, building systems, weatherization and handicap accessibility.

This assistance is only available for the applicant's primary residence. Mobile homes, homes being bought on contract, duplexes or rental units are not eligible. For more information, call 515-304-3524 or visit [MidlowaPlanningAlliance.com/DCLHTF](http://MidlowaPlanningAlliance.com/DCLHTF).

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## Halloween Fun

Choose the perfect costume and head out trick-or-treating on October 31 from 6-8 p.m. Note that this is a change from previous years when Waukeee followed the local tradition of Beggars Night. Stop by one of our fire stations before you head out. From 5-6 p.m., Waukeee Fire Department will hand out glow-in-the-dark bracelets or fire hats at 815 NW 20th Street and 1300 SE L.A. Grant Parkway.

Stay safe by traveling in a group and wearing light or reflective clothing, if possible. Drivers should be extra alert, especially when traveling through residential neighborhoods.