

Update: MidAmerican Energy Flood Communication

On Wednesday, the city of Cedar Rapids revised the boundaries of the flood evacuation zone. As a result, MidAmerican Energy crews started restoring natural gas service to customers outside of the zone. A map of the revised evacuation zone can be found on the city's website at cedar-rapids.org.

The full evacuation area will be lifted by the city Friday at noon. Residents cannot re-enter their homes or businesses until this time. The City has provided a list of homes in the evacuation area to MidAmerican Energy and we are dispatching gas crews to restore service quickly and safely. Due to the large number of natural gas restorations, the restore process is expected to take several days.

When residents return to their properties Friday afternoon, they may notice a door hanger with information on how to contact us to set up an appointment for service restoration. Residents will need to provide access to their appliances so we can safely complete the restoration process and relight pilot lights.

If no floodwater or sewer backup overflowed into a property, we can restore service right away. If water damage did occur, customers must hire a licensed mechanical or plumbing contractor to repair any damaged equipment or appliances, including air testing gas piping, before gas service can be restored.

Flood water or sewer backup – even minimal levels – can create safety hazards in a home or business. If your gas furnace, water heater or any appliances were submerged in water for any reason, they are unsafe to use.

As always safety should be the first consideration. Don't start up any heating, cooling or other appliances that came in contact with water. Serious damage or life-threatening injury can occur. Gas appliances or equipment that has water damage must be repaired or replaced by a qualified contractor.

One final reminder, never enter an area if you smell natural gas, which has a pungent rotten egg or skunk-like odor. If you smell natural gas, leave the area immediately. Do not use a cell phone until you have reached a safe location. From the safe location, call MidAmerican Energy at (800) 595-5325 to report the odor.

Customers with questions about restoring their gas service should call MidAmerican Energy at 888-427-5632.