

**Iowa Utilities Board  
Residential Customer Statistics  
Totals for: May 2011**

Category	April 2011	May 2011	% Change Apr. - May	May 2010	% Change 2010 - 2011
Total Accounts	1,819,836	1,817,617	-0.12%	1,811,703	0.33%
Total Accounts Past Due	225,657	240,987	6.79%	229,056	5.21%
E.A. Eligible Accounts	115,154	113,447	-1.48%	120,853	-6.13%
E.A. Eligible Accounts w/Past Due Balance	30,922	29,515	-4.55%	28,202	4.66%
Revenue of Past Due Accounts	\$ 28,703,647	\$ 26,823,878	-6.55%	\$ 23,612,128	13.60%
Revenue of Past Due E.A. Eligible Accts	\$ 7,278,598	\$ 4,907,184	-32.58%	\$ 4,138,237	18.58%
Disconnection Notices Issued	95,022	91,247	-3.97%	93,767	-2.69%
Disconnection Notices to E.A. Eligibles	23,524	7,993	-66.02%	19,288	-58.56%
Involuntary Disconnections	5,065	5,499	8.57%	5,738	-4.17%
Reconnections	3,319	3,457	4.16%	3,661	-5.57%
Accounts Determined Uncollectible	4,270	3,670	-14.05%	3,538	3.73%
Uncollectible E.A. Eligible Accounts	252	516	104.76%	379	36.15%

**Iowa Utilities Board  
Residential Customer Statistics  
Breakdown by Company for: May 2011**

Category	Amana (Electric Only)	Linn County REC (Electric Only)	Black Hills Energy f/k/a Aquila (Gas Only)	Atmos Energy (Gas Only)
Total Accounts	707	25,891	134,495	4,190
Total Accounts Past Due	89	1,044	16,447	1,085
E.A. Eligible Accounts	14	295	10,387	466
E.A. Eligible Accounts w/Past Due Balance	3	103	2,600	294
Revenue of Past Due Accounts	\$ 76,366	\$ 606,316	\$ 3,757,699	57,212
Revenue of Past Due E.A. Eligible Accts	\$ 2,180	\$ 29,112	\$ 479,955	1,731
Disconnection Notices Issued	82	784	5,082	459
Disconnection Notices to E.A. Eligibles	3	89	602	68
Involuntary Disconnections	0	57	951	130
Reconnections	0	50	300	72
Accounts Determined Uncollectible	0	22	497	52
Uncollectible E.A. Eligible Accounts	0	1	161	3

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Residential Customer Statistics  
Breakdown by Company for: May 2011**

Category	IP&L (Electric)	IP&L (Gas)	MidAmerican (Electric)	MidAmerican (Gas)
Total Accounts	405,347	197,563	547,742	501,682
Total Accounts Past Due	60,431	28,410	68,511	64,970
E.A. Eligible Accounts	20,615	15,600	35,024	31,046
E.A. Eligible Accounts w/Past Due Balance	6,040	4,110	8,260	8,105
Revenue of Past Due Accounts	\$ 9,029,622	\$ 2,931,924	5,153,978	5,210,761
Revenue of Past Due E.A. Eligible Accts	\$ 1,451,989	\$ 1,227,020	814,057	901,140
Disconnection Notices Issued	38,288	20,266	13,837	12,449
Disconnection Notices to E.A. Eligibles	2,114	1,438	1,927	1,752
Involuntary Disconnections	840	92	2,616	813
Reconnections	594	77	1,984	380
Accounts Determined Uncollectible	598	475	1,132	894
Uncollectible E.A. Eligible Accounts	104	89	90	68