

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

Category	July 2011	August 2011	% Change July - August	August 2010	% Change 2010 - 2011
Total Accounts	1,815,716	1,815,553	-0.01%	1,808,751	0.38%
Total Accounts Past Due	222,568	237,027	6.50%	239,137	-0.88%
E.A. Eligible Accounts	110,050	106,806	-2.95%	110,878	-3.67%
E.A. Eligible Accounts w/Past Due Balance	22,664	26,588	17.31%	29,388	-9.53%
Revenue of Past Due Accounts	\$ 24,013,549	\$ 24,875,547	3.59%	\$ 24,373,201	2.06%
Revenue of Past Due E.A. Eligible Accts	\$ 3,138,072	\$ 3,557,499	13.37%	\$ 3,774,217	-5.74%
Disconnection Notices Issued	81,839	90,738	10.87%	94,602	-4.08%
Disconnection Notices to E.A. Eligibles	7,039	6,797	-3.44%	7,884	-13.79%
Involuntary Disconnections	3,039	4,702	54.72%	4,401	6.84%
Reconnections	1,804	2,807	55.60%	2,770	1.34%
Accounts Determined Uncollectible	4,545	5,486	20.70%	4,867	12.72%
Uncollectible E.A. Eligible Accounts	1,074	1,575	46.65%	1,593	-1.13%

**Iowa Utilities Board  
Residential Customer Statistics  
Breakdown by Company for: August 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	26,086	133,124	4,339
Total Accounts Past Due	84	1,211	15,055	1,157
E.A. Eligible Accounts	14	282	10,387	472
E.A. Eligible Accounts w/Past Due Balance	3	90	3,901	248
Revenue of Past Due Accounts	\$ 113,448	\$ 689,722	\$ 1,870,546	32,027
Revenue of Past Due E.A. Eligible Accts	\$ 3,716	\$ 22,927	\$ 209,180	9,095
Disconnection Notices Issued	76	939	2,491	538
Disconnection Notices to E.A. Eligibles	3	89	240	78
Involuntary Disconnections	0	68	667	183
Reconnections	0	54	206	88
Accounts Determined Uncollectible	0	34	747	123
Uncollectible E.A. Eligible Accounts	0	4	344	15

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

Category	IP&L (Electric)	IP&L (Gas)	MidAmerican (Electric)	MidAmerican (Gas)
Total Accounts	405,063	196,923	548,451	500,860
Total Accounts Past Due	60,601	29,056	67,387	62,476
E.A. Eligible Accounts	19,659	15,499	32,025	28,468
E.A. Eligible Accounts w/Past Due Balance	5,561	3,712	7,035	6,038
Revenue of Past Due Accounts	\$ 9,455,042	\$ 2,625,425	7,869,635	2,219,702
Revenue of Past Due E.A. Eligible Accts	\$ 1,158,256	\$ 916,345	955,107	282,873
Disconnection Notices Issued	39,324	16,435	17,296	13,639
Disconnection Notices to E.A. Eligibles	1,946	1,225	1,822	1,394
Involuntary Disconnections	1,407	179	1,760	438
Reconnections	894	63	1,304	198
Accounts Determined Uncollectible	750	581	1,766	1,485
Uncollectible E.A. Eligible Accounts	327	267	333	285