

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

Category	August 2011	September 2011	% Change Aug. - Sep.	September 2010	% Change 2010 - 2011
Total Accounts	1,815,553	1,816,611	0.06%	1,809,717	0.38%
Total Accounts Past Due	237,027	254,156	7.23%	242,631	4.75%
E.A. Eligible Accounts	106,806	103,995	-2.63%	107,853	-3.58%
E.A. Eligible Accounts w/Past Due Balance	26,588	28,571	7.46%	29,140	-1.95%
Revenue of Past Due Accounts	\$ 24,875,547	\$ 26,709,723	7.37%	\$ 25,481,333	4.82%
Revenue of Past Due E.A. Eligible Accts	\$ 3,557,499	\$ 3,767,692	5.91%	\$ 3,765,523	0.06%
Disconnection Notices Issued	90,738	95,517	5.27%	90,098	6.01%
Disconnection Notices to E.A. Eligibles	6,797	7,569	11.36%	7,760	-2.46%
Involuntary Disconnections	4,702	4,419	-6.02%	4,126	7.10%
Reconnections	2,807	3,162	12.65%	2,819	12.17%
Accounts Determined Uncollectible	5,486	5,227	-4.72%	5,283	-1.06%
Uncollectible E.A. Eligible Accounts	1,575	1,583	0.51%	1,886	-16.07%

**Iowa Utilities Board  
Residential Customer Statistics  
Breakdown by Company for: September 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	26,158	132,792	4,339
Total Accounts Past Due	84	1,446	14,815	1,157
E.A. Eligible Accounts	14	279	10,387	472
E.A. Eligible Accounts w/Past Due Balance	3	93	4,247	248
Revenue of Past Due Accounts	\$ 126,290	\$ 833,299	\$ 2,202,782	32,027
Revenue of Past Due E.A. Eligible Accts	\$ 4,163	\$ 21,793	\$ 321,448	-9,095 *
Disconnection Notices Issued	78	1,058	2,811	538
Disconnection Notices to E.A. Eligibles	2	90	346	78
Involuntary Disconnections	0	103	395	31
Reconnections	0	94	211	88
Accounts Determined Uncollectible	6	32	564	123
Uncollectible E.A. Eligible Accounts	1	0	270	15

\* Atmos Energy reports that they have received pledges from energy assistance agencies that are greater than the original delinquent amount reported. Therefore, they are reporting a credit balance.

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

Category	IP&L (Electric)	IP&L (Gas)	MidAmerican (Electric)	MidAmerican (Gas)
Total Accounts	405,036	196,962	548,772	501,845
Total Accounts Past Due	64,285	30,890	73,637	67,842
E.A. Eligible Accounts	19,001	15,004	31,110	27,728
E.A. Eligible Accounts w/Past Due Balance	5,521	4,020	7,719	6,720
Revenue of Past Due Accounts	\$ 10,158,101	\$ 2,635,634	8,957,438	1,764,152
Revenue of Past Due E.A. Eligible Accts	\$ 1,159,538	\$ 943,682	1,110,296	215,867
Disconnection Notices Issued	42,624	17,163	17,608	13,637
Disconnection Notices to E.A. Eligibles	1,821	1,407	2,142	1,683
Involuntary Disconnections	1,484	146	1,957	303
Reconnections	982	138	1,457	192
Accounts Determined Uncollectible	599	474	1,792	1,637
Uncollectible E.A. Eligible Accounts	207	173	458	459

\* Atmos Energy reports that they have received pledges they are reporting a credit balance.