

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

Category	September 2011	October 2011	% Change Sep. - Oct.	October 2010	% Change 2010 - 2011
Total Accounts	1,816,611	1,819,752	0.17%	1,811,985	0.43%
Total Accounts Past Due	254,156	255,964	0.71%	250,739	2.08%
E.A. Eligible Accounts	103,995	57,273	-44.93%	53,123	7.81%
E.A. Eligible Accounts w/Past Due Balance	28,571	14,913	-47.80%	14,375	3.74%
Revenue of Past Due Accounts	\$ 26,709,723	\$ 23,976,723	-10.23%	\$ 22,793,065	5.19%
Revenue of Past Due E.A. Eligible Accts	\$ 3,767,692	\$ 2,663,612	-29.30%	\$ 2,488,703	7.03%
Disconnection Notices Issued	95,517	88,019	-7.85%	92,229	-4.56%
Disconnection Notices to E.A. Eligibles	7,569	18,193	140.36%	4,214	331.73%
Involuntary Disconnections	4,419	4,434	0.34%	3,903	13.60%
Reconnections	3,162	3,425	8.32%	2,995	14.36%
Accounts Determined Uncollectible	5,227	5,841	11.75%	5,452	7.13%
Uncollectible E.A. Eligible Accounts	1,583	1,388	-12.32%	2,103	-34.00%

**Iowa Utilities Board
Residential Customer Statistics
Breakdown by Company for: October 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	26,179	133,214	3,823
Total Accounts Past Due	77	1,689	13,201	904
E.A. Eligible Accounts	2	276	3,185	195
E.A. Eligible Accounts w/Past Due Balance	2	106	77	116
Revenue of Past Due Accounts	\$ 7,992	\$ 684,595	\$ 97,193	7,584
Revenue of Past Due E.A. Eligible Accts	\$ 297	\$ 26,073	\$ 2,354	-4,819 *
Disconnection Notices Issued	71	1,216	2,971	46
Disconnection Notices to E.A. Eligibles	0	94	77	2
Involuntary Disconnections	0	131	260	7
Reconnections	0	121	104	16
Accounts Determined Uncollectible	0	77	604	3
Uncollectible E.A. Eligible Accounts	0	0	51	0

* 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.

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

Category	IP&L (Electric)	IP&L (Gas)	MidAmerican (Electric)	MidAmerican (Gas)
Total Accounts	406,288	197,249	548,872	503,420
Total Accounts Past Due	66,033	31,399	73,721	68,940
E.A. Eligible Accounts	18,287	14,393	11,417	9,518
E.A. Eligible Accounts w/Past Due Balance	5,414	4,070	2,672	2,456
Revenue of Past Due Accounts	\$ 10,194,662	\$ 2,613,786	8,554,542	1,816,369
Revenue of Past Due E.A. Eligible Accts	\$ 1,144,498	\$ 956,634	448,331	90,244
Disconnection Notices Issued	40,404	16,847	14,469	11,995
Disconnection Notices to E.A. Eligibles	12,121	4,885	536	478
Involuntary Disconnections	978	50	2,741	267
Reconnections	751	98	2,152	183
Accounts Determined Uncollectible	785	632	2,035	1,705
Uncollectible E.A. Eligible Accounts	266	227	423	421