

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

Category	October 2011	November 2011	% Change Oct. - Nov.	November 2010	% Change 2010 - 2011
Total Accounts	1,819,752	1,823,067	0.18%	1,816,839	0.34%
Total Accounts Past Due	255,964	257,273	0.51%	258,987	-0.66%
E.A. Eligible Accounts	57,273	61,927	8.13%	57,949	6.86%
E.A. Eligible Accounts w/Past Due Balance	14,913	20,943	40.43%	21,854	-4.17%
Revenue of Past Due Accounts	\$ 23,976,723	\$ 24,127,988	0.63%	\$ 24,125,699	0.01%
Revenue of Past Due E.A. Eligible Accts	\$ 2,663,612	\$ 3,707,484	39.19%	\$ 3,959,514	-6.37%
Disconnection Notices Issued	88,019	63,603	-27.74%	71,848	-11.48%
Disconnection Notices to E.A. Eligibles	18,193	727	-96.00%	793	-8.32%
Involuntary Disconnections	4,434	1,224	-72.40%	999	22.52%
Reconnections	3,425	990	-71.09%	850	16.47%
Accounts Determined Uncollectible	5,841	5,523	-5.44%	5,395	2.37%
Uncollectible E.A. Eligible Accounts	1,388	1,369	-1.37%	830	64.94%

**Iowa Utilities Board
Residential Customer Statistics
Breakdown by Company for: November 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	706	26,242	134,182	3,919
Total Accounts Past Due	77	1,197	14,744	629
E.A. Eligible Accounts	3	1,524	5,713	308
E.A. Eligible Accounts w/Past Due Balance	3	32	143	48
Revenue of Past Due Accounts	\$ 16,941	\$ 514,107	\$ 121,941	38,079
Revenue of Past Due E.A. Eligible Accts	\$ 573	\$ 6,214	\$ 5,803	3,715
Disconnection Notices Issued	70	1,067	1,126	68
Disconnection Notices to E.A. Eligibles	0	17	66	1
Involuntary Disconnections	0	0	58	10
Reconnections	0	0	25	38
Accounts Determined Uncollectible	0	27	470	7
Uncollectible E.A. Eligible Accounts	0	0	145	1

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

Category	IP&L (Electric)	IP&L (Gas)	MidAmerican (Electric)	MidAmerican (Gas)
Total Accounts	405,752	197,645	549,403	505,218
Total Accounts Past Due	62,922	29,540	75,323	72,841
E.A. Eligible Accounts	10,509	8,529	19,143	16,198
E.A. Eligible Accounts w/Past Due Balance	3,389	2,992	7,239	7,097
Revenue of Past Due Accounts	\$ 9,369,591	\$ 2,411,715	9,111,390	2,544,224
Revenue of Past Due E.A. Eligible Accts	\$ 748,574	\$ 828,163	1,687,053	427,389
Disconnection Notices Issued	28,188	12,186	11,344	9,554
Disconnection Notices to E.A. Eligibles	0	0	338	305
Involuntary Disconnections	415	32	634	75
Reconnections	343	98	432	54
Accounts Determined Uncollectible	1,003	804	1,796	1,416
Uncollectible E.A. Eligible Accounts	330	265	336	292