

**Iowa Utilities Board  
Residential Customer Statistics  
Totals for: May 2013**

Category	April 2013	May 2013	% Change Apr. - May	May 2012	% Change 2012-2013
Total Accounts	1,839,310	1,837,825	-0.08%	1,825,154	0.69%
Total Accounts Past Due	234,919	256,398	9.14%	233,484	9.81%
E.A. Eligible Accounts	107,577	106,005	-1.46%	105,891	0.11%
E.A. Eligible Accounts w/Past Due Balance	29,464	28,357	-3.76%	23,920	18.55%
Revenue of Past Due Accounts	\$ 31,563,292	\$ 30,948,033	-1.95%	22,788,388	35.81%
Revenue of Past Due E.A. Eligible Accts	\$ 7,189,288	\$ 5,667,203	-21.17%	3,849,498	47.22%
Disconnection Notices Issued	111,474	95,369	-14.45%	78,123	22.08%
Disconnection Notices to E.A. Eligibles	16,298	8,778	-46.14%	6,273	39.93%
Involuntary Disconnections	4,668	5,043	8.03%	5,074	-0.61%
Reconnections	3,302	3,587	8.63%	3,461	3.64%
Accounts Determined Uncollectible	3,781	3,570	-5.58%	3,767	-5.23%
Uncollectible E.A. Eligible Accounts	343	563	64.14%	698	-19.34%

**Iowa Utilities Board  
Residential Customer Statistics  
Breakdown by Company for: May 2013**

Category	Amana (Electric Only)	Linn County REC (Electric Only)	Black Hills Energy f/k/a Aquila (Gas Only)	Liberty Energy f/k/a Atmos (Gas Only)
Total Accounts	708	27,110	136,874	3,947
Total Accounts Past Due	87	1,190	16,758	0
E.A. Eligible Accounts	11	240	10,027	438
E.A. Eligible Accounts w/Past Due Balance	6	85	2,343	0
Revenue of Past Due Accounts	\$ 64,828	\$ 601,051	\$ 4,420,209	\$ -
Revenue of Past Due E.A. Eligible Accts	\$ 3,303	\$ 28,022	\$ 595,698	\$ -
Disconnection Notices Issued	80	813	6,329	0
Disconnection Notices to E.A. Eligibles	3	66	778	0
Involuntary Disconnections	0	77	535	0
Reconnections	0	65	135	0
Accounts Determined Uncollectible	4	16	347	0
Uncollectible E.A. Eligible Accounts	0	3	205	0

Company Note: Liberty Utilities transferred all customer data from Atmos Energy on March 1, 2013. Data went into a different CIS system than what Atmos used and Liberty is not sending late notices, termination notices or doing collections for the next two months. The company is not considering anyone delinquent during this time in order to be completely fair with the customers as it changes billing systems and customer information systems.

**Iowa Utilities Board  
Residential Customer Statistics  
Breakdown by Company for: May 2013**

Category	IP&L (Electric)	IP&L (Gas)	MidAmerican (Electric)	MidAmerican (Gas)
Total Accounts	406,763	198,174	555,146	509,103
Total Accounts Past Due	66,229	31,723	71,650	68,761
E.A. Eligible Accounts	19,067	14,554	32,732	28,936
E.A. Eligible Accounts w/Past Due Balance	6,165	4,445	7,741	7,572
Revenue of Past Due Accounts	\$ 12,051,126	\$ 3,622,932	\$ 5,135,253	\$ 5,052,634
Revenue of Past Due E.A. Eligible Accts	\$ 1,974,214	\$ 1,650,293	\$ 695,421	\$ 720,252
Disconnection Notices Issued	38,243	20,162	15,378	14,364
Disconnection Notices to E.A. Eligibles	2,157	1,550	2,141	2,083
Involuntary Disconnections	486	39	3,022	884
Reconnections	440	70	2,394	483
Accounts Determined Uncollectible	575	452	1,233	943
Uncollectible E.A. Eligible Accounts	99	82	96	78