

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

Category	June 2013	July 2013	% Change June - July	July 2012	% Change 2012-2013
Total Accounts	1,836,837	1,835,624	-0.07%	1,824,122	0.63%
Total Accounts Past Due	245,310	246,948	0.67%	238,696	3.46%
E.A. Eligible Accounts	103,617	100,803	-2.72%	100,731	0.07%
E.A. Eligible Accounts w/Past Due Balance	27,826	28,386	2.01%	26,340	7.77%
Revenue of Past Due Accounts	\$ 29,451,116	\$ 30,557,741	3.76%	\$ 21,723,973	40.66%
Revenue of Past Due E.A. Eligible Accts	\$ 5,387,589	\$ 4,671,971	-13.28%	\$ 3,374,951	38.43%
Disconnection Notices Issued	93,137	90,867	-2.44%	76,790	18.33%
Disconnection Notices to E.A. Eligibles	8,784	7,288	-17.03%	6,324	15.24%
Involuntary Disconnections	5,308	5,839	10.00%	3,803	53.54%
Reconnections	3,336	3,245	-2.73%	2,350	38.09%
Accounts Determined Uncollectible	3,546	4,782	34.86%	4,492	6.46%
Uncollectible E.A. Eligible Accounts	545	1,003	84.04%	1,165	-13.91%

**Iowa Utilities Board
Residential Customer Statistics
Breakdown by Company for: July 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	27,239	135,971	3,718
Total Accounts Past Due	84	977	15,611	0
E.A. Eligible Accounts	11	234	10,069	438
E.A. Eligible Accounts w/Past Due Balance	6	88	4,126	0
Revenue of Past Due Accounts	\$ 80,166	\$ 451,863	\$ 3,337,869	\$ -
Revenue of Past Due E.A. Eligible Accts	\$ 4,404	\$ 22,991	\$ 600,857	\$ -
Disconnection Notices Issued	78	682	4,610	288
Disconnection Notices to E.A. Eligibles	2	58	753	0
Involuntary Disconnections	0	62	772	111
Reconnections	0	49	127	18
Accounts Determined Uncollectible	0	31	628	0
Uncollectible E.A. Eligible Accounts	0	3	177	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 has started a manual process on sending delinquent notices to those that owe the most. Reporting is not in place as Liberty is doing a slow manual rampup to collections.

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

Category	IP&L (Electric)	IP&L (Gas)	MidAmerican (Electric)	MidAmerican (Gas)
Total Accounts	406,568	197,688	555,770	507,962
Total Accounts Past Due	64,868	31,917	68,202	65,289
E.A. Eligible Accounts	18,026	13,880	30,901	27,244
E.A. Eligible Accounts w/Past Due Balance	5,698	4,249	7,195	7,024
Revenue of Past Due Accounts	\$ 13,963,561	\$ 3,328,857	\$ 5,904,259	\$ 3,491,166
Revenue of Past Due E.A. Eligible Accts	\$ 1,538,506	\$ 1,293,399	\$ 733,725	\$ 478,089
Disconnection Notices Issued	39,584	19,176	14,119	12,330
Disconnection Notices to E.A. Eligibles	1,880	1,274	1,768	1,553
Involuntary Disconnections	1,692	218	2,350	634
Reconnections	885	64	1,795	307
Accounts Determined Uncollectible	771	599	1,473	1,280
Uncollectible E.A. Eligible Accounts	267	215	198	143