

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

Category	July 2013	August 2013	% Change July - August	August 2012	% Change 2012-2013
Total Accounts	1,835,624	1,836,431	0.04%	1,825,108	0.62%
Total Accounts Past Due	246,948	264,177	6.98%	253,338	4.28%
E.A. Eligible Accounts	100,803	98,127	-2.65%	97,791	0.34%
E.A. Eligible Accounts w/Past Due Balance	28,386	29,242	3.02%	26,512	10.30%
Revenue of Past Due Accounts	\$ 30,557,741	\$ 30,672,804	0.38%	\$ 26,621,966	15.22%
Revenue of Past Due E.A. Eligible Accts	\$ 4,671,971	\$ 4,755,689	1.79%	\$ 3,540,029	34.34%
Disconnection Notices Issued	90,867	92,957	2.30%	95,273	-2.43%
Disconnection Notices to E.A. Eligibles	7,288	7,521	3.20%	7,624	-1.35%
Involuntary Disconnections	5,839	4,061	-30.45%	4,430	-8.33%
Reconnections	3,245	2,907	-10.42%	3,045	-4.53%
Accounts Determined Uncollectible	4,782	4,519	-5.50%	4,829	-6.42%
Uncollectible E.A. Eligible Accounts	1,003	837	-16.55%	1,285	-34.86%

**Iowa Utilities Board
Residential Customer Statistics
Breakdown by Company for: August 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	27,303	135,321	4,050
Total Accounts Past Due	82	1,218	16,508	287
E.A. Eligible Accounts	11	231	10,089	438
E.A. Eligible Accounts w/Past Due Balance	6	81	4,800	0
Revenue of Past Due Accounts	\$ 87,415	\$ 694,045	\$ 2,685,556	\$ -
Revenue of Past Due E.A. Eligible Accts	\$ 5,043	\$ 19,225	\$ 547,807	\$ -
Disconnection Notices Issued	76	836	3,702	287
Disconnection Notices to E.A. Eligibles	4	55	674	0
Involuntary Disconnections	1	61	407	38
Reconnections	0	52	102	12
Accounts Determined Uncollectible	0	31	705	0
Uncollectible E.A. Eligible Accounts	1	0	153	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: August 2013**

Category	IP&L (Electric)	IP&L (Gas)	MidAmerican (Electric)	MidAmerican (Gas)
Total Accounts	406,568	197,621	556,552	508,308
Total Accounts Past Due	71,449	34,587	72,122	67,924
E.A. Eligible Accounts	17,433	13,480	30,001	26,444
E.A. Eligible Accounts w/Past Due Balance	5,788	4,371	7,247	6,949
Revenue of Past Due Accounts	\$ 13,422,802	\$ 3,702,101	\$ 8,096,290	\$ 1,984,595
Revenue of Past Due E.A. Eligible Accts	\$ 1,626,750	\$ 1,343,811	\$ 946,527	\$ 266,526
Disconnection Notices Issued	42,712	18,758	14,186	12,400
Disconnection Notices to E.A. Eligibles	2,025	1,442	1,768	1,553
Involuntary Disconnections	753	72	2,144	585
Reconnections	659	75	1,711	296
Accounts Determined Uncollectible	534	417	1,515	1,317
Uncollectible E.A. Eligible Accounts	179	149	207	148