

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

Category	August 2013	September 2013	% Change Aug. - Sept.	September 2012	% Change 2012-2013
Total Accounts	1,836,431	1,837,807	0.07%	1,826,349	0.63%
Total Accounts Past Due	264,177	269,831	2.14%	254,628	5.97%
E.A. Eligible Accounts	98,127	95,726	-2.45%	97,209	-1.53%
E.A. Eligible Accounts w/Past Due Balance	29,242	29,175	-0.23%	24,640	18.41%
Revenue of Past Due Accounts	\$ 30,672,804	\$ 30,735,740	0.21%	\$ 25,422,531	20.90%
Revenue of Past Due E.A. Eligible Accts	\$ 4,755,689	\$ 4,376,163	-7.98%	\$ 2,962,587	47.71%
Disconnection Notices Issued	92,957	95,604	2.85%	94,427	1.25%
Disconnection Notices to E.A. Eligibles	7,521	6,451	-14.23%	6,938	-7.02%
Involuntary Disconnections	4,061	3,781	-6.89%	3,921	-3.57%
Reconnections	2,907	2,827	-2.75%	2,870	-1.50%
Accounts Determined Uncollectible	4,519	5,346	18.30%	4,737	12.86%
Uncollectible E.A. Eligible Accounts	837	1,346	60.81%	1,377	-2.25%

**Iowa Utilities Board
Residential Customer Statistics
Breakdown by Company for: September 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	27,336	135,077	4,395
Total Accounts Past Due	100	1,548	14,298	168
E.A. Eligible Accounts	11	228	10,099	438
E.A. Eligible Accounts w/Past Due Balance	6	80	5,291	0
Revenue of Past Due Accounts	\$ 100,788	\$ 617,162	\$ 2,160,060	\$ 7,884
Revenue of Past Due E.A. Eligible Accts	\$ 5,817	\$ 20,012	\$ 402,485	\$ -
Disconnection Notices Issued	95	1,114	2,915	168
Disconnection Notices to E.A. Eligibles	5	66	491	0
Involuntary Disconnections	0	83	276	35
Reconnections	0	67	63	20
Accounts Determined Uncollectible	1	34	727	0
Uncollectible E.A. Eligible Accounts	1	7	130	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: September 2013**

Category	IP&L (Electric)	IP&L (Gas)	MidAmerican (Electric)	MidAmerican (Gas)
Total Accounts	406,785	197,760	556,966	508,780
Total Accounts Past Due	70,318	34,962	76,281	72,156
E.A. Eligible Accounts	16,916	13,068	29,212	25,754
E.A. Eligible Accounts w/Past Due Balance	5,305	4,074	7,309	7,110
Revenue of Past Due Accounts	\$ 13,518,134	\$ 3,635,152	\$ 8,718,613	\$ 1,977,947
Revenue of Past Due E.A. Eligible Accts	\$ 1,502,093	\$ 1,224,788	\$ 980,327	\$ 240,641
Disconnection Notices Issued	45,403	19,926	14,290	11,693
Disconnection Notices to E.A. Eligibles	1,750	1,222	1,591	1,326
Involuntary Disconnections	269	35	2,575	508
Reconnections	387	70	1,956	264
Accounts Determined Uncollectible	783	551	1,718	1,532
Uncollectible E.A. Eligible Accounts	241	176	403	388