

**Iowa Utilities Board
Residential Customer Statistics
Totals for: January 2014**

Category	December 2013	January 2014	% Change Dec. - Jan.	January 2013	% Change 2013-2014
Total Accounts	1,849,232	1,851,075	0.10%	1,837,733	0.73%
Total Accounts Past Due	283,715	278,798	-1.73%	256,601	8.65%
E.A. Eligible Accounts	75,602	90,106	19.18%	92,706	-2.80%
E.A. Eligible Accounts w/Past Due Balance	29,846	35,072	17.51%	34,489	1.69%
Revenue of Past Due Accounts	\$ 34,868,278	41,838,051	19.99%	\$ 30,522,998	37.07%
Revenue of Past Due E.A. Eligible Accts	\$ 7,170,439	9,524,322	32.83%	\$ 8,228,387	15.75%
Disconnection Notices Issued	86,333	103,115	19.44%	85,459	20.66%
Disconnection Notices to E.A. Eligibles	854	1,364	59.72%	1,371	-0.51%
Involuntary Disconnections	757	396	-47.69%	1,069	-62.96%
Reconnections	556	301	-45.86%	758	-60.29%
Accounts Determined Uncollectible	6,601	5,322	-19.38%	5,143	3.48%
Uncollectible E.A. Eligible Accounts	846	763	-9.81%	717	6.42%

Revised 02/18/14 to correct transposed numbers

**Iowa Utilities Board
Residential Customer Statistics
Breakdown by Company for: January 2014**

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	27,459	137,777	3,816
Total Accounts Past Due	87	1,264	14,304	0
E.A. Eligible Accounts	9	187	7,778	376
E.A. Eligible Accounts w/Past Due Balance	5	67	656	0
Revenue of Past Due Accounts	\$ 31,294	\$ 588,421	\$ 3,999,566	\$ -
Revenue of Past Due E.A. Eligible Accts	\$ 821	\$ 19,451	\$ 69,579	\$ -
Disconnection Notices Issued	78	0	9,546	0
Disconnection Notices to E.A. Eligibles	0	0	173*	0
Involuntary Disconnections	0	0	73	0
Reconnections	0	0	9	3
Accounts Determined Uncollectible	0	17	360	0
Uncollectible E.A. Eligible Accounts	0	0	148	0

Company Note: Liberty Utilities experienced a billing issue where some accounts were underbilled in November and corrected in December. Due to this issue, Liberty did not consider any accounts delinquent in January to give customers an opportunity to pay or make arrangements.

**Iowa Utilities Board
Residential Customer Statistics
Breakdown by Company for: January 2014**

Category	IP&L (Electric)	IP&L (Gas)	MidAmerican (Electric)	MidAmerican (Gas)
Total Accounts	407,709	198,876	559,693	515,037
Total Accounts Past Due	69,679	32,619	81,467	79,378
E.A. Eligible Accounts	16,624	12,427	28,075	24,630
E.A. Eligible Accounts w/Past Due Balance	6,745	4,186	11,852	11,561
Revenue of Past Due Accounts	\$ 17,047,709	\$ 4,513,178	\$ 8,149,899	\$ 7,507,984
Revenue of Past Due E.A. Eligible Accts	\$ 2,992,139	\$ 2,018,841	\$ 2,395,334	\$ 2,028,157
Disconnection Notices Issued	39,129	20,012	17,872	16,478
Disconnection Notices to E.A. Eligibles	0	0	593*	598*
Involuntary Disconnections	41	5	243	34
Reconnections	75	30	162	22
Accounts Determined Uncollectible	898	692	1,852	1,503
Uncollectible E.A. Eligible Accounts	16	13	306	280

* Energy assistance eligibility notice(s) received from agency after disconnection notice prepared and sent to customer(s). These customers are moratorium protected and will not be disconnected.