

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

Category	January 2014	February 2014	% Change Jan. - Feb.	February 2013	% Change 2013-2014
Total Accounts	1,851,075	1,853,467	0.13%	1,838,671	0.80%
Total Accounts Past Due	278,798	243,403	-12.70%	233,814	4.10%
E.A. Eligible Accounts	90,106	99,066	9.94%	101,534	-2.43%
E.A. Eligible Accounts w/Past Due Balance	35,072	38,337	9.31%	35,837	6.98%
Revenue of Past Due Accounts	\$ 41,838,051	46,029,616	10.02%	\$ 32,896,475	39.92%
Revenue of Past Due E.A. Eligible Accts	\$ 9,524,322	11,720,985	23.06%	\$ 9,500,258	23.38%
Disconnection Notices Issued	103,115	98,597	-4.38%	85,582	15.21%
Disconnection Notices to E.A. Eligibles	1,364	606*	-55.57%	549	10.38%
Involuntary Disconnections	396	599	51.26%	1,254	-52.23%
Reconnections	301	412	36.88%	854	-51.76%
Accounts Determined Uncollectible	5,322	4,751	-10.73%	4,277	11.08%
Uncollectible E.A. Eligible Accounts	763	249	-67.37%	324	-23.15%

* 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.

**Iowa Utilities Board
Residential Customer Statistics
Breakdown by Company for: February 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	27,463	137,807	5,201
Total Accounts Past Due	89	1,270	13,104	1,444
E.A. Eligible Accounts	10	237	8,500	413
E.A. Eligible Accounts w/Past Due Balance	6	91	728	100
Revenue of Past Due Accounts	\$ 46,440	\$ 891,928	\$ 5,815,347	\$ 243,309
Revenue of Past Due E.A. Eligible Accts	\$ 1,446	\$ 29,832	\$ 36,099	\$ 22,480
Disconnection Notices Issued	80	0	10,577	1,344
Disconnection Notices to E.A. Eligibles	0	0	72*	0
Involuntary Disconnections	0	0	125	2
Reconnections	0	0	22	1
Accounts Determined Uncollectible	0	22	309	0
Uncollectible E.A. Eligible Accounts	0	1	96	0

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Residential Customer Statistics
Breakdown by Company for: February 2014**

Category	IP&L (Electric)	IP&L (Gas)	MidAmerican (Electric)	MidAmerican (Gas)
Total Accounts	407,803	198,938	560,023	515,524
Total Accounts Past Due	60,220	28,894	70,216	68,166
E.A. Eligible Accounts	18,266	13,630	30,810	27,200
E.A. Eligible Accounts w/Past Due Balance	7,036	4,833	12,875	12,668
Revenue of Past Due Accounts	\$ 18,172,095	\$ 5,323,152	\$ 7,206,840	\$ 8,330,505
Revenue of Past Due E.A. Eligible Accts	\$ 3,706,737	\$ 2,772,157	\$ 2,445,029	\$ 2,707,205
Disconnection Notices Issued	38,151	20,378	14,388	13,679
Disconnection Notices to E.A. Eligibles	0	0	272*	262*
Involuntary Disconnections	79	8	298	87
Reconnections	120	23	186	60
Accounts Determined Uncollectible	712	549	1,791	1,368
Uncollectible E.A. Eligible Accounts	12	7	73	60