

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

Category	September 2013	October 2013	% Change Sept. - Oct.	October 2012	% Change 2012-2013
Total Accounts	1,837,807	1,842,151	0.24%	1,829,125	0.71%
Total Accounts Past Due	269,831	260,756	-3.36%	248,893	4.77%
E.A. Eligible Accounts	95,726	49,059	-48.75%	49,568	-1.03%
E.A. Eligible Accounts w/Past Due Balance	29,175	13,815	-52.65%	14,176	-2.55%
Revenue of Past Due Accounts	\$ 30,735,740	28,971,851	-5.74%	\$ 22,451,172	29.04%
Revenue of Past Due E.A. Eligible Accts	\$ 4,376,163	3,147,479	-28.08%	\$ 2,521,080	24.85%
Disconnection Notices Issued	95,604	99,111	3.67%	92,080	7.64%
Disconnection Notices to E.A. Eligibles	6,451	4,182	-35.17%	4,336	-3.55%
Involuntary Disconnections	3,781	4,178	10.50%	4,446	-6.03%
Reconnections	2,827	3,339	18.11%	3,538	-5.62%
Accounts Determined Uncollectible	5,346	6,686	25.07%	5,846	14.37%
Uncollectible E.A. Eligible Accounts	1,346	940	-30.16%	1,311	-28.30%

**Iowa Utilities Board
Residential Customer Statistics
Breakdown by Company for: October 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	27,382	135,416	4,457
Total Accounts Past Due	93	1,422	14,696	141
E.A. Eligible Accounts	4	226	3,188	119
E.A. Eligible Accounts w/Past Due Balance	0	80	179	0
Revenue of Past Due Accounts	\$ 8,241	\$ 748,674	\$ 156,023	\$ 20,258
Revenue of Past Due E.A. Eligible Accts	\$ -	\$ 19,118	\$ 8,647	\$ -
Disconnection Notices Issued	88	896	3,584	141
Disconnection Notices to E.A. Eligibles	0	46	179	0
Involuntary Disconnections	0	83	267	18
Reconnections	0	78	105	36
Accounts Determined Uncollectible	0	59	558	0
Uncollectible E.A. Eligible Accounts	0	0	49	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: October 2013**

Category	IP&L (Electric)	IP&L (Gas)	MidAmerican (Electric)	MidAmerican (Gas)
Total Accounts	407,141	198,153	557,564	511,330
Total Accounts Past Due	74,066	35,152	70,220	64,966
E.A. Eligible Accounts	16,300	12,650	8,860	7,712
E.A. Eligible Accounts w/Past Due Balance	5,552	4,356	1,885	1,763
Revenue of Past Due Accounts	\$ 14,698,650	\$ 3,568,406	\$ 8,031,566	\$ 1,740,033
Revenue of Past Due E.A. Eligible Accts	\$ 1,518,843	\$ 1,266,379	\$ 273,023	\$ 61,469
Disconnection Notices Issued	44,750	18,873	16,899	13,880
Disconnection Notices to E.A. Eligibles	1,943	1,222	397	395
Involuntary Disconnections	414	26	2,983	387
Reconnections	335	149	2,389	247
Accounts Determined Uncollectible	1,112	904	2,133	1,920
Uncollectible E.A. Eligible Accounts	0	0	448	443