

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

Category	October 2013	November 2013	% Change Oct. - Nov.	November 2012	% Change 2012-2013
Total Accounts	1,842,151	1,847,300	0.28%	1,833,211	0.77%
Total Accounts Past Due	260,756	277,363	6.37%	279,706	-0.84%
E.A. Eligible Accounts	49,059	56,300	14.76%	59,814	-5.87%
E.A. Eligible Accounts w/Past Due Balance	13,815	22,380	62.00%	24,118	-7.21%
Revenue of Past Due Accounts	\$ 28,971,851	30,945,909	6.81%	\$ 25,090,788	23.34%
Revenue of Past Due E.A. Eligible Accts	\$ 3,147,479	4,210,897	33.79%	\$ 4,136,797	1.79%
Disconnection Notices Issued	99,111	84,569	-14.67%	72,263	17.03%
Disconnection Notices to E.A. Eligibles	4,182	2,084	-50.17%	645	223.10%
Involuntary Disconnections	4,178	779	-81.35%	1,103	-29.37%
Reconnections	3,339	739	-77.87%	881	-16.12%
Accounts Determined Uncollectible	6,686	6,429	-3.84%	5,033	27.74%
Uncollectible E.A. Eligible Accounts	940	1,046	11.28%	702	49.00%

**Iowa Utilities Board  
Residential Customer Statistics  
Breakdown by Company for: November 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	27,429	136,510	4,771
Total Accounts Past Due	87	1,526	14,943	101
E.A. Eligible Accounts	6	114	5,107	222
E.A. Eligible Accounts w/Past Due Balance	2	35	254	42
Revenue of Past Due Accounts	\$ 15,109	\$ 651,970	\$ 129,647	\$ 9,502
Revenue of Past Due E.A. Eligible Accts	\$ 199	\$ 6,495	\$ 7,208	\$ 5,819
Disconnection Notices Issued	74	938	1,174	59
Disconnection Notices to E.A. Eligibles	0	12	75	0
Involuntary Disconnections	0	18	95	24
Reconnections	0	18	42	22
Accounts Determined Uncollectible	0	44	478	0
Uncollectible E.A. Eligible Accounts	0	0	110	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: November 2013**

Category	IP&L (Electric)	IP&L (Gas)	MidAmerican (Electric)	MidAmerican (Gas)
Total Accounts	407,339	198,543	558,612	513,388
Total Accounts Past Due	74,357	35,081	77,095	74,173
E.A. Eligible Accounts	10,777	7,963	17,461	14,650
E.A. Eligible Accounts w/Past Due Balance	3,837	3,119	7,602	7,489
Revenue of Past Due Accounts	\$ 14,712,289	\$ 3,561,777	\$ 9,092,169	\$ 2,773,446
Revenue of Past Due E.A. Eligible Accts	\$ 1,056,583	\$ 997,849	\$ 1,655,467	\$ 481,277
Disconnection Notices Issued	35,942	15,478	16,963	13,941
Disconnection Notices to E.A. Eligibles	0	0	1,063	934
Involuntary Disconnections	138	7	433	64
Reconnections	148	96	355	58
Accounts Determined Uncollectible	889	717	2,266	2,035
Uncollectible E.A. Eligible Accounts	0	0	472	464