

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

Category	November 2013	December 2013	% Change Nov. - Dec.	December 2012	% Change 2012-2013
Total Accounts	1,847,300	1,849,232	0.10%	1,835,662	0.74%
Total Accounts Past Due	277,363	283,715	2.29%	286,047	-0.82%
E.A. Eligible Accounts	56,300	75,602	34.28%	78,260	-3.40%
E.A. Eligible Accounts w/Past Due Balance	22,380	29,846	33.36%	32,844	-9.13%
Revenue of Past Due Accounts	\$ 30,945,909	34,868,278	12.67%	\$ 28,902,676	20.64%
Revenue of Past Due E.A. Eligible Accts	\$ 4,210,897	7,170,439	70.28%	\$ 6,872,184	4.34%
Disconnection Notices Issued	84,569	86,333	2.09%	68,454	26.12%
Disconnection Notices to E.A. Eligibles	2,084	854	-59.02%	494	72.87%
Involuntary Disconnections	779	757	-2.82%	787	-3.81%
Reconnections	739	556	-24.76%	601	-7.49%
Accounts Determined Uncollectible	6,429	6,601	2.68%	5,794	13.93%
Uncollectible E.A. Eligible Accounts	1,046	846	-19.12%	712	18.82%

**Iowa Utilities Board
Residential Customer Statistics
Breakdown by Company for: December 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	27,449	137,525	3,794
Total Accounts Past Due	88	996	14,330	136
E.A. Eligible Accounts	7	164	6,868	283
E.A. Eligible Accounts w/Past Due Balance	5	58	483	0
Revenue of Past Due Accounts	\$ 23,750	\$ 603,702	\$ 1,094,986	\$ 11,207
Revenue of Past Due E.A. Eligible Accts	\$ 579	\$ 12,237	\$ 54,424	\$ -
Disconnection Notices Issued	83	0	4,438	136
Disconnection Notices to E.A. Eligibles	0	0	229*	0
Involuntary Disconnections	0	0	33	0
Reconnections	0	0	5	14
Accounts Determined Uncollectible	0	27	431	0
Uncollectible E.A. Eligible Accounts	0	0	133	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: December 2013**

Category	IP&L (Electric)	IP&L (Gas)	MidAmerican (Electric)	MidAmerican (Gas)
Total Accounts	407,535	198,737	559,085	514,399
Total Accounts Past Due	69,077	32,839	84,087	82,162
E.A. Eligible Accounts	14,198	10,453	23,478	20,151
E.A. Eligible Accounts w/Past Due Balance	5,289	3,992	10,059	9,960
Revenue of Past Due Accounts	\$ 14,635,308	\$ 3,730,200	\$ 9,327,069	\$ 5,442,056
Revenue of Past Due E.A. Eligible Accts	\$ 1,896,886	\$ 1,649,527	\$ 2,313,899	\$ 1,242,887
Disconnection Notices Issued	39,615	18,078	12,974	11,009
Disconnection Notices to E.A. Eligibles	0	0	335*	290*
Involuntary Disconnections	224	28	398	74
Reconnections	45	166	279	47
Accounts Determined Uncollectible	1,143	902	2,295	1,803
Uncollectible E.A. Eligible Accounts	7	8	365	333

* Company notified that customer eligible for energy assistance after disconnect notice prepared and sent.