

**Iowa Utilities Board
Residential Customer Statistics
Totals for: September 2023**

Category	August 2023	September 2023	% Change Aug-Sept	September 2022	% Change 2022-2023
Total Accounts	1,923,856	1,924,686	0.04%	1,912,597	0.63%
Total Accounts Past Due	166,900	176,933	6.01%	168,894	4.76%
E.A. Eligible Accounts	114,184	113,049	-0.99%	115,281	-1.94%
E.A. Eligible Accounts w/Past Due Balance	27,954	27,340	-2.20%	18,155	50.59%
Revenue of Past Due Accounts	\$ 23,910,583	\$ 24,266,661	1.49%	\$ 23,274,362	4.26%
Revenue of Past Due E.A. Eligible Accts	\$ 5,818,011	\$ 5,372,561	-7.66%	\$ 3,729,454	44.06%
Disconnection Notices Issued	69,107	65,377	-5.40%	67,813	-3.59%
Disconnection Notices to E.A. Eligibles	12,863	11,605	-9.78%	13,329	-12.93%
Involuntary Disconnections	4,879	4,302	-11.83%	4,632	-7.12%
Reconnections	3,522	3,357	-4.68%	3,490	-3.81%
Accounts Determined Uncollectible	6,622	5,226	-21.08%	5,238	-0.23%
Uncollectible E.A. Eligible Accounts	1,265	1,163	-8.06%	893	30.24%

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Category	Linn County REC* (Electric Only)	Black Hills Energy f/k/a Aquila (Gas Only)	Liberty Energy f/k/a Atmos (Gas Only)
Total Accounts		144,243	3,415
Total Accounts Past Due		12,342	261
E.A. Eligible Accounts		6,829	983
E.A. Eligible Accounts w/Past Due Balance		1,665	71
Revenue of Past Due Accounts		\$ 1,593,484	\$ 53,831
Revenue of Past Due E.A. Eligible Accts		\$ 314,098	\$ 14,417
Disconnection Notices Issued		2,961	154
Disconnection Notices to E.A. Eligibles		405	69
Involuntary Disconnections		249	0
Reconnections		79	0
Accounts Determined Uncollectible		426	177
Uncollectible E.A. Eligible Accounts		0	0

* Effective July 1, 2018, Linn County REC is no longer required to file this report.

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Category	IP&L (Electric)	IP&L (Gas)	MidAmerican (Electric)	MidAmerican (Gas)
Total Accounts	398,452	194,073	624,604	559,899
Total Accounts Past Due	18,175	9,081	72,979	64,095
E.A. Eligible Accounts	30,269	15,253	32,225	27,490
E.A. Eligible Accounts w/Past Due Balance	3,705	1,757	10,644	9,498
Revenue of Past Due Accounts	\$ 6,878,622	\$ 1,720,297	\$ 12,055,343	1,965,084
Revenue of Past Due E.A. Eligible Accts	\$ 1,941,558	\$ 459,972	\$ 2,300,398	342,118
Disconnection Notices Issued	19,225	7,399	20,279	15,359
Disconnection Notices to E.A. Eligibles	3,152	1,305	3,779	2,895
Involuntary Disconnections	2,469	184	1,186	214
Reconnections	2,168	76	927	107
Accounts Determined Uncollectible	1,181	647	1,585	1,210
Uncollectible E.A. Eligible Accounts	292	167	391	313