

**Iowa Utilities Board
Residential Customer Statistics
Totals for: April 2024**

Category	March 2024	April 2024	% Change Mar-Apr	April 2023	% Change 2023-2024
Total Accounts	1,938,668	1,938,735	0.00%	1,923,972	0.77%
Total Accounts Past Due	159,611	157,751	-1.17%	168,969	-6.64%
E.A. Eligible Accounts	113,094	115,506	2.13%	117,226	-1.47%
E.A. Eligible Accounts w/Past Due Balance	37,371	26,354	-29.48%	31,469	-16.25%
Revenue of Past Due Accounts	\$ 29,979,255	\$ 23,997,510	-19.95%	\$ 31,718,713	-24.34%
Revenue of Past Due E.A. Eligible Accts	\$ 13,264,314	\$ 7,706,289	-41.90%	\$ 10,737,785	-28.23%
Disconnection Notices Issued	55,635	63,675	14.45%	58,935	8.04%
Disconnection Notices to E.A. Eligibles	4,673	23,090	394.12%	19,385	19.11%
Involuntary Disconnections	2,154	5,699	164.58%	6,220	-8.38%
Reconnections	1,432	3,935	174.79%	4,050	-2.84%
Accounts Determined Uncollectible	4,170	4,775	14.51%	3,916	21.94%
Uncollectible E.A. Eligible Accounts	100	218	118.00%	186	17.20%

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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		146,319	3,669
Total Accounts Past Due		9,395	535
E.A. Eligible Accounts		7,006	368
E.A. Eligible Accounts w/Past Due Balance		719	2
Revenue of Past Due Accounts		\$ 1,510,623	\$ 86,148
Revenue of Past Due E.A. Eligible Accts		\$ 185,211	\$ 130
Disconnection Notices Issued		4,316	0
Disconnection Notices to E.A. Eligibles		437	0
Involuntary Disconnections		321	0
Reconnections		33	0
Accounts Determined Uncollectible		206	0
Uncollectible E.A. Eligible Accounts		5	0

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

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Totals for: March 2024**

Category	IP&L (Electric)	IP&L (Gas)	MidAmerican (Electric)	MidAmerican (Gas)
Total Accounts	399,980	195,309	629,395	564,063
Total Accounts Past Due	16,730	7,173	65,729	58,189
E.A. Eligible Accounts	29,271	14,379	35,297	29,185
E.A. Eligible Accounts w/Past Due Balance	3,973	1,580	10,657	9,423
Revenue of Past Due Accounts	\$ 6,822,094	\$ 1,737,601	\$ 7,812,986	6,028,058
Revenue of Past Due E.A. Eligible Accts	\$ 2,775,390	\$ 542,103	\$ 2,443,257	1,760,198
Disconnection Notices Issued	10,769	5,306	24,137	19,147
Disconnection Notices to E.A. Eligibles	4,393	1,937	9,270	7,053
Involuntary Disconnections	2,832	454	1,707	385
Reconnections	2,223	144	1,337	198
Accounts Determined Uncollectible	1,324	502	1,616	1,127
Uncollectible E.A. Eligible Accounts	83	31	60	39