

**Iowa Utilities Board  
Residential Customer Statistics  
Totals for: October 2014**

Category	September 2014*	October 2014	% Change Sep - Oct	October 2013*	% Change 2013-2014
Total Accounts	1,846,958	1,851,351	0.24%	1,841,443	0.54%
Total Accounts Past Due	260,736	262,505	0.68%	260,663	0.71%
E.A. Eligible Accounts	95,153	48,598	-48.93%	49,055	-0.93%
E.A. Eligible Accounts w/Past Due Balance	32,693	13,718	-58.04%	13,815	-0.70%
Revenue of Past Due Accounts	\$ 30,730,685	26,834,552	-12.68%	\$ 28,963,610	-7.35%
Revenue of Past Due E.A. Eligible Accts	\$ 4,649,167	2,950,173	-36.54%	\$ 3,147,479	-6.27%
Disconnection Notices Issued	92,990	95,643	2.85%	99,023	-3.41%
Disconnection Notices to E.A. Eligibles	8,267	4,409	-46.67%	4,182	5.43%
Involuntary Disconnections	6,628	5,988	-9.66%	4,178	43.32%
Reconnections	4,669	4,930	5.59%	3,339	47.65%
Accounts Determined Uncollectible	6,113	6,368	4.17%	6,686	-4.76%
Uncollectible E.A. Eligible Accounts	1,414	749	-47.03%	940	-20.32%

\* Beginning in October 2014, Amana elected to cease filing monthly residential customer statistics. As a non-rate-regulated electric utility, Amana is not subject to mandatory reporting under 199 IAC 20.2(5)"j", but had been filing reports on a voluntary basis. To allow for a more useful comparison going forward, monthly totals for October 2013 and September 2014 have been adjusted to remove Amana's reported figures.

**Iowa Utilities Board  
Residential Customer Statistics  
Breakdown by Company for: October 2014**

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	Please see footnote on page 1	27,839	136,154	3,924
Total Accounts Past Due		1,189	15,363	104
E.A. Eligible Accounts		271	3,293	114
E.A. Eligible Accounts w/Past Due Balance		97	212	24
Revenue of Past Due Accounts		\$ 524,238	\$ 178,963	\$ 17,836
Revenue of Past Due E.A. Eligible Accts		\$ 25,298	\$ 10,024	\$ 5,386
Disconnection Notices Issued		774	4,053	104
Disconnection Notices to E.A. Eligibles**		72	212	0
Involuntary Disconnections		56	797	16
Reconnections		47	419	58
Accounts Determined Uncollectible		57	634	0
Uncollectible E.A. Eligible Accounts		0	71	0

\*\*Companies received notice from agency that customers were eligible for energy assistance after disconnect notice prepared and sent.

**Iowa Utilities Board  
Residential Customer Statistics  
Breakdown by Company for: October 2014**

Category	IP&L (Electric)	IP&L (Gas)	MidAmerican (Electric)	MidAmerican (Gas)
Total Accounts	407,472	197,931	562,159	515,872
Total Accounts Past Due	72,370	33,689	72,648	67,142
E.A. Eligible Accounts	16,165	12,218	8,963	7,574
E.A. Eligible Accounts w/Past Due Balance	5,339	4,045	2,048	1,953
Revenue of Past Due Accounts	\$ 12,489,046	\$ 3,078,900	\$ 8,569,063	\$ 1,976,506
Revenue of Past Due E.A. Eligible Accts	\$ 1,399,447	\$ 1,159,036	\$ 284,513	\$ 66,469
Disconnection Notices Issued	41,403	16,428	17,739	15,142
Disconnection Notices to E.A. Eligibles**	1,780	1,348	528	469
Involuntary Disconnections	1,209	96	3,137	677
Reconnections	968	191	2,710	537
Accounts Determined Uncollectible	1,082	845	1,989	1,761
Uncollectible E.A. Eligible Accounts	0	0	359	319

\*\*Companies received notice from agency that customers were eligible for energy assistance after disconnect notice prepared and sent.