

**Iowa Utilities Board
Residential Customer Statistics
Totals for: January 2016**

Category	December 2015	January 2016	% Change Dec. - Jan.	January 2015	% Change 2015-2016
Total Accounts	1,869,666	1,869,247	-0.02%	1,862,445	0.37%
Total Accounts Past Due	255,987	258,407	0.95%	265,163	-2.55%
E.A. Eligible Accounts	74,597	86,884	16.47%	88,319	-1.62%
E.A. Eligible Accounts w/Past Due Balance	23,654	29,221	23.54%	32,306	-9.55%
Revenue of Past Due Accounts	\$ 29,548,640	\$ 35,875,321	21.41%	\$ 39,079,936	-8.20%
Revenue of Past Due E.A. Eligible Accts	\$ 5,715,724	\$ 8,087,178	41.49%	\$ 8,563,674	-5.56%
Disconnection Notices Issued	45,481	79,275	74.30%	87,538	-9.44%
Disconnection Notices to E.A. Eligibles	699	1,675 *	139.63%	2,129	-21.32%
Involuntary Disconnections	622	735	18.17%	1,069	-31.24%
Reconnections	543	515	-5.16%	765	-32.68%
Accounts Determined Uncollectible	6,391	5,721	-10.48%	6,182	-7.46%
Uncollectible E.A. Eligible Accounts	790	709	-10.25%	678	4.57%

*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: January 2016**

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	28,602	139,136	3,947
Total Accounts Past Due	1,296	12,991	638
E.A. Eligible Accounts	192	7,138	318
E.A. Eligible Accounts w/Past Due Balance	75	398	4
Revenue of Past Due Accounts	\$ 567,247	\$ 1,114,955	\$ 81,327
Revenue of Past Due E.A. Eligible Accts	\$ 19,977	\$ 15,684	\$ 792
Disconnection Notices Issued	0	4,460	634
Disconnection Notices to E.A. Eligibles*	0	62	0
Involuntary Disconnections	0	69	0
Reconnections	0	18	10
Accounts Determined Uncollectible	27	317	1
Uncollectible E.A. Eligible Accounts	0	88	0

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Residential Customer Statistics
Breakdown by Company for: January 2016**

Category	IP&L (Electric)	IP&L (Gas)	MidAmerican (Electric)	MidAmerican (Gas)
Total Accounts	402,166	199,605	570,510	525,281
Total Accounts Past Due	70,500	31,678	71,536	69,768
E.A. Eligible Accounts	15,633	11,395	27,792	24,416
E.A. Eligible Accounts w/Past Due Balance	5,802	3,140	10,135	9,667
Revenue of Past Due Accounts	\$ 17,621,199	\$ 3,271,084	\$ 7,868,528	\$ 5,350,981
Revenue of Past Due E.A. Eligible Accts	\$ 2,811,511	\$ 1,603,601	\$ 2,241,574	\$ 1,394,039
Disconnection Notices Issued	36,310	16,883	11,565	9,423
Disconnection Notices to E.A. Eligibles*	0	0	862	751
Involuntary Disconnections	44	1	545	76
Reconnections	61	22	362	42
Accounts Determined Uncollectible	724	547	2,334	1,771
Uncollectible E.A. Eligible Accounts	15	11	311	284

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