

**Iowa Utilities Board
Residential Customer Statistics
Breakdown by Company for: January 2017**

Category	December 2016	January 2017	% Change Dec. - Jan.	January 2016	% Change 2016-2017
Total Accounts	1,873,222	1,874,703	0.08%	1,869,666	0.27%
Total Accounts Past Due	363,401	402,966	10.89%	255,987	57.42%
E.A. Eligible Accounts	101,945	112,397	10.25%	74,597	50.67%
E.A. Eligible Accounts w/Past Due Balance	40,855	41,754	2.20%	23,654	76.52%
Revenue of Past Due Accounts	\$ 66,192,425	\$ 67,858,226	2.52%	\$ 29,548,640	129.65%
Revenue of Past Due E.A. Eligible Accts	\$ 8,258,801	\$ 9,252,232	12.03%	\$ 5,715,724	61.87%
Disconnection Notices Issued	27,527	36,215	31.56%	45,481	-20.37%
Disconnection Notices to E.A. Eligibles	1,709	1,087	-36.40%	699	55.51%
Involuntary Disconnections	284	948	233.80%	622	52.41%
Reconnections	247	611	147.37%	543	12.52%
Accounts Determined Uncollectible	5,990	6,637	10.80%	6,391	3.85%
Uncollectible E.A. Eligible Accounts	978	1,014	3.68%	790	28.35%

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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	29,173	140,423	3,698
Total Accounts Past Due	1,211	12,319	714
E.A. Eligible Accounts	203	7,225	280
E.A. Eligible Accounts w/Past Due Balance	72	396	15
Revenue of Past Due Accounts	460,678	\$ 1,610,681	\$ 120,201
Revenue of Past Due E.A. Eligible Accts	16,685	\$ 32,616	\$ 3,136
Disconnection Notices Issued	854	5,659	714
Disconnection Notices to E.A. Eligibles	51	112	0
Involuntary Disconnections	46	114	21
Reconnections	40	40	17
Accounts Determined Uncollectible	32	325	4
Uncollectible E.A. Eligible Accounts	0	96	1

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Category	IP&L (Electric)	IP&L (Gas)	MidAmerican (Electric)	MidAmerican (Gas)
Total Accounts	394,612	196,989	578,284	531,524
Total Accounts Past Due	160,111	81,259	74,586	72,766
E.A. Eligible Accounts	35,734	17,373	27,716	23,866
E.A. Eligible Accounts w/Past Due Balance	16,861	6,544	9,209	8,657
Revenue of Past Due Accounts	\$ 44,044,397	\$ 7,617,123	\$ 9,015,712	\$ 4,989,434
Revenue of Past Due E.A. Eligible Accts	\$ 5,460,988	\$ 636,725	\$ 2,165,549	\$ 936,533
Disconnection Notices Issued	12	9	15,455	13,512
Disconnection Notices to E.A. Eligibles	0	0	490 *	434 *
Involuntary Disconnections	0	0	667	100
Reconnections	7	2	454	51
Accounts Determined Uncollectible	2,193	856	1,836	1,391
Uncollectible E.A. Eligible Accounts	311	80	293	233

*MidAmerican notes that notice regarding eligibility for energy assistance received from agency after disconnection notice prepared and sent.