

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

Category	January 2016	February 2016	% Change Jan. - Feb.	February 2015	% Change 2015-2016
Total Accounts	1,869,247	1,868,710	-0.03%	1,863,704	0.27%
Total Accounts Past Due	258,407	243,560	-5.75%	233,798	4.18%
E.A. Eligible Accounts	86,884	92,953	6.99%	96,493	-3.67%
E.A. Eligible Accounts w/Past Due Balance	29,221	31,049	6.26%	36,368	-14.63%
Revenue of Past Due Accounts	\$ 35,875,321	\$ 39,061,239	8.88%	\$ 40,567,067	-3.71%
Revenue of Past Due E.A. Eligible Accts	\$ 8,087,178	\$ 9,070,993	12.17%	\$ 10,787,231	-15.91%
Disconnection Notices Issued	79,275	31,598	-60.14%	94,699	-66.63%
Disconnection Notices to E.A. Eligibles ¹	1,675	663	-60.42%	2,241	-70.41%
Involuntary Disconnections	735	1,197	62.86%	292	309.93%
Reconnections	515	745	44.66%	263	183.27%
Accounts Determined Uncollectible	5,721	3,958	-30.82%	4,519	-12.41%
Uncollectible E.A. Eligible Accounts	709	320	-54.87%	584	-45.21%

¹Companies 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: February 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	28,627	139,364	3,882
Total Accounts Past Due	1,172	10,527	508
E.A. Eligible Accounts	227	7,868	364
E.A. Eligible Accounts w/Past Due Balance	80	489	8
Revenue of Past Due Accounts	\$ 703,217	\$ 2,040,744	\$ 84,361
Revenue of Past Due E.A. Eligible Accts	\$ 27,966	\$ 28,230	\$ 5,068
Disconnection Notices Issued	1,019	6,128	11
Disconnection Notices to E.A. Eligibles ¹	75	91	0
Involuntary Disconnections	62	247	11
Reconnections	50	86	6
Accounts Determined Uncollectible	14	333	22
Uncollectible E.A. Eligible Accounts	0	142	0

¹Companies 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: February 2016**

Category	IP&L ² (Electric)	IP&L ² (Gas)	MidAmerican (Electric)	MidAmerican (Gas)
Total Accounts	400,606	199,506	570,948	525,777
Total Accounts Past Due	66,400	30,517	68,566	65,870
E.A. Eligible Accounts	16,099	11,767	30,155	26,473
E.A. Eligible Accounts w/Past Due Balance	5,698	3,326	11,064	10,384
Revenue of Past Due Accounts	\$ 18,735,972	\$ 3,665,360	\$ 7,874,794	\$ 5,956,791
Revenue of Past Due E.A. Eligible Accts	\$ 3,022,941	\$ 1,831,026	\$ 2,487,270	\$ 1,668,492
Disconnection Notices Issued	0	0	12,827	11,613
Disconnection Notices to E.A. Eligibles ¹	0	0	258	239
Involuntary Disconnections	0	0	721	156
Reconnections	15	3	492	93
Accounts Determined Uncollectible	374	322	1,653	1,240
Uncollectible E.A. Eligible Accounts	3	3	92	80

¹Companies received notice from agency that customers were eligible for energy assistance after disconnect notice prepared and sent.

² Due to IPL's conversion to a new billing system, the February report includes data for February 1-10, 2016, only. Data for the remainder of February will be filed at a later date and this report will be revised.