

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

Category	February 2016	March 2016	% Change Feb. - Mar.	March 2015	% Change 2015-2016
Total Accounts	1,867,486	1,871,622	0.22%	1,863,511	0.44%
Total Accounts Past Due	185,994	213,743	14.92%	224,479	-4.78%
E.A. Eligible Accounts ²	65,087	68,438	5.15%	100,859	-32.14%
E.A. Eligible Accounts w/Past Due Balance ²	22,025	22,620	2.70%	36,595	-38.19%
Revenue of Past Due Accounts	\$ 31,394,268	\$ 33,147,451	5.58%	\$ 39,229,563	-15.50%
Revenue of Past Due E.A. Eligible Accts ²	\$ 4,217,026	\$ 4,604,464	9.19%	\$ 11,592,427	-60.28%
Disconnection Notices Issued ²	31,598	32,017	1.33%	94,232	-66.02%
Disconnection Notices to E.A. Eligibles ^{1 2}	663	1,612	143.14%	2,288	-29.55%
Involuntary Disconnections ²	1,197	1,587	32.58%	2,608	-39.15%
Reconnections	745	834	11.95%	1,441	-42.12%
Accounts Determined Uncollectible	3,958	3,080	-22.18%	4,557	-32.41%
Uncollectible E.A. Eligible Accounts	320	211	-34.06%	225	-6.22%

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, some previously-collected data was not available for March. A revised filing for March was made on May 16, 2016. Prior periods have not been adjusted for comparison purposes.

**Iowa Utilities Board
Residential Customer Statistics
Breakdown by Company for: March 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	28,677	139,697	3,947
Total Accounts Past Due	1,166	10,407	604
E.A. Eligible Accounts	242	8,356	377
E.A. Eligible Accounts w/Past Due Balance	90	594	9
Revenue of Past Due Accounts	\$ 476,722	\$ 2,751,941	\$ 109,477
Revenue of Past Due E.A. Eligible Accts	\$ 33,664	\$ 46,668	\$ 5,347
Disconnection Notices Issued	765	6,436	595
Disconnection Notices to E.A. Eligibles ¹	70	105	0
Involuntary Disconnections	48	404	56
Reconnections	39	114	26
Accounts Determined Uncollectible	19	229	0
Uncollectible E.A. Eligible Accounts	0	152	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: March 2016**

Category	IP&L ² (Electric)	IP&L ² (Gas)	MidAmerican (Electric)	MidAmerican (Gas)
Total Accounts	402,626	199,203	571,558	525,914
Total Accounts Past Due	48,424	35,312	61,268	56,562
E.A. Eligible Accounts	0	0	31,715	27,748
E.A. Eligible Accounts w/Past Due Balance	0	0	11,362	10,565
Revenue of Past Due Accounts	\$ 15,568,387	\$ 1,739,703	\$ 6,649,590	\$ 5,851,631
Revenue of Past Due E.A. Eligible Accts	\$ -	\$ -	\$ 2,470,050	\$ 2,048,735
Disconnection Notices Issued	0	0	12,854	11,367
Disconnection Notices to E.A. Eligibles ¹	0	0	837	600
Involuntary Disconnections	0	0	814	265
Reconnections	0	0	532	123
Accounts Determined Uncollectible	0	0	1,609	1,223
Uncollectible E.A. Eligible Accounts	0	0	31	28

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

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