

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

Category	August 2017	September 2017	% Change Aug - Sept	September 2016	% Change 2016-2017
Total Accounts	1,873,078	1,874,020	0.05%	1,860,881	0.71%
Total Accounts Past Due	307,889	352,893	14.62%	340,252	3.72%
E.A. Eligible Accounts	122,751	121,612	-0.93%	105,365	15.42%
E.A. Eligible Accounts w/Past Due Balance	33,591	36,964	10.04%	31,694	16.63%
Revenue of Past Due Accounts	\$ 51,319,347	\$ 55,837,690	8.80%	\$ 41,456,163	34.69%
Revenue of Past Due E.A. Eligible Accts	\$ 6,323,111	\$ 6,406,690	1.32%	\$ 3,996,048	60.33%
Disconnection Notices Issued	61,214	57,699	-5.74%	43,653	32.18%
Disconnection Notices to E.A. Eligibles	8,430	7,557	-10.36%	5,581	35.41%
Involuntary Disconnections	8,734	7,203	-17.53%	5,017	43.57%
Reconnections	5,890	5,415	-8.06%	3,671	47.51%
Accounts Determined Uncollectible	6,055	5,803	-4.16%	3,974	46.02%
Uncollectible E.A. Eligible Accounts	1,031	1,347	30.65%	871	54.65%

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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	29,599	138,927	3,491
Total Accounts Past Due	1,242	13,686	409
E.A. Eligible Accounts	238	8,731	565
E.A. Eligible Accounts w/Past Due Balance	78	2,975	36
Revenue of Past Due Accounts	384,757	\$ 1,464,144	\$ 26,147
Revenue of Past Due E.A. Eligible Accts	15,649	\$ 202,789	\$ 2,671
Disconnection Notices Issued	789	2,515	409
Disconnection Notices to E.A. Eligibles	62	283	36
Involuntary Disconnections	44	355	7
Reconnections	34	141	10
Accounts Determined Uncollectible	21	483	44
Uncollectible E.A. Eligible Accounts	3	207	6

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Category	IP&L (Electric)	IP&L (Gas)	MidAmerican (Electric)	MidAmerican (Gas)
Total Accounts	392,370	194,380	583,533	531,720
Total Accounts Past Due	122,656	70,697	74,183	70,020
E.A. Eligible Accounts	39,241	19,226	28,627	24,984
E.A. Eligible Accounts w/Past Due Balance	14,291	6,525	6,854	6,205
Revenue of Past Due Accounts	\$ 37,506,222	\$ 5,615,129	\$ 9,187,934	\$ 1,653,357
Revenue of Past Due E.A. Eligible Accts	\$ 4,431,624	\$ 598,317	\$ 989,075	\$ 166,565
Disconnection Notices Issued	17,490	7,186	16,386	12,924
Disconnection Notices to E.A. Eligibles	3,009	1,297	1,579	1,291
Involuntary Disconnections	3,605	423	2,412	357
Reconnections	2,888	222	1,931	189
Accounts Determined Uncollectible	1,608	481	1,686	1,480
Uncollectible E.A. Eligible Accounts	343	98	376	314