

**Iowa Utilities Board
Residential Customer Statistics
Breakdown by Company for: November 2016**

Category	October 2016	November 2016	% Change Oct. - Nov.	November 2015	% Change 2015-2016
Total Accounts	1,863,994	1,869,063	0.27%	1,865,727	0.18%
Total Accounts Past Due	299,686	357,056	19.14%	283,273	26.05%
E.A. Eligible Accounts	60,455	85,356	41.19%	57,555	48.30%
E.A. Eligible Accounts w/Past Due Balance	17,740	36,334	104.81%	23,302	55.93%
Revenue of Past Due Accounts	\$ 40,154,117	\$ 49,883,006	24.23%	\$ 29,259,678	70.48%
Revenue of Past Due E.A. Eligible Accts	\$ 3,113,135	\$ 6,487,410	108.39%	\$ 4,420,943	46.74%
Disconnection Notices Issued	31,971	26,853	-16.01%	68,022	-60.52%
Disconnection Notices to E.A. Eligibles	818	719	-12.10%	671	7.15%
Involuntary Disconnections	3,679	842	-77.11%	716	17.60%
Reconnections	2,992	593	-80.18%	698	-15.04%
Accounts Determined Uncollectible	13,906	5,516	-60.33%	5,615	-1.76%
Uncollectible E.A. Eligible Accounts	1,635	892	-45.44%	702	27.07%

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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	29,093	138,911	3,693
Total Accounts Past Due	1,641	13,518	329
E.A. Eligible Accounts	132	4,934	192
E.A. Eligible Accounts w/Past Due Balance	39	158	6
Revenue of Past Due Accounts	659,281	\$ 176,239	\$ 22,355
Revenue of Past Due E.A. Eligible Accts	7,080	\$ 9,165	\$ 2,765
Disconnection Notices Issued	979	2,520	329
Disconnection Notices to E.A. Eligibles	12	118	0
Involuntary Disconnections	56	156	5
Reconnections	53	41	35
Accounts Determined Uncollectible	39	470	5
Uncollectible E.A. Eligible Accounts	0	98	1

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Category	IP&L (Electric)	IP&L (Gas)	MidAmerican (Electric)	MidAmerican (Gas)
Total Accounts	394,874	196,798	576,076	529,618
Total Accounts Past Due	116,244	73,427	76,952	74,945
E.A. Eligible Accounts	31,892	15,479	17,714	15,013
E.A. Eligible Accounts w/Past Due Balance	14,010	6,846	7,681	7,594
Revenue of Past Due Accounts	\$ 32,021,401	\$ 4,632,142	\$ 10,267,558	\$ 2,104,030
Revenue of Past Due E.A. Eligible Accts	\$ 3,718,862	\$ 412,009	\$ 2,002,515	\$ 335,014
Disconnection Notices Issued	0	0	12,819	10,206
Disconnection Notices to E.A. Eligibles	0	0	324 *	265 *
Involuntary Disconnections	0	0	567	58
Reconnections	20	18	382	44
Accounts Determined Uncollectible	1,596	489	1,606	1,311
Uncollectible E.A. Eligible Accounts	221	70	280	222

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