

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

Category	November 2016	December 2016	% Change Nov. - Dec.	December 2015	% Change 2015-2016
Total Accounts	1,869,063	1,873,222	0.22%	1,869,666	0.19%
Total Accounts Past Due	357,056	444,401	24.46%	255,987	73.60%
E.A. Eligible Accounts	85,356	101,945	19.44%	74,597	36.66%
E.A. Eligible Accounts w/Past Due Balance	36,334	40,855	12.44%	23,654	72.72%
Revenue of Past Due Accounts	\$ 49,883,006	\$ 66,192,425	32.70%	\$ 29,548,640	124.01%
Revenue of Past Due E.A. Eligible Accts	\$ 6,487,410	\$ 8,258,801	27.31%	\$ 5,715,724	44.49%
Disconnection Notices Issued	26,853	27,527	2.51%	45,481	-39.48%
Disconnection Notices to E.A. Eligibles	719	1,709	137.69%	699	144.49%
Involuntary Disconnections	842	284	-66.27%	622	-54.34%
Reconnections	593	247	-58.35%	543	-54.51%
Accounts Determined Uncollectible	5,516	5,990	8.59%	6,391	-6.27%
Uncollectible E.A. Eligible Accounts	892	978	9.64%	790	23.80%

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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	29,151	140,007	3,709
Total Accounts Past Due	1,423	12,914	507
E.A. Eligible Accounts	177	6,426	246
E.A. Eligible Accounts w/Past Due Balance	57	284	7
Revenue of Past Due Accounts	485,754	\$ 467,672	\$ 43,401
Revenue of Past Due E.A. Eligible Accts	9,853	\$ 19,744	\$ 797
Disconnection Notices Issued	822	3,106	507
Disconnection Notices to E.A. Eligibles	37	126	0
Involuntary Disconnections	0	20	1
Reconnections	0	5	10
Accounts Determined Uncollectible	39	330	3
Uncollectible E.A. Eligible Accounts	0	117	2

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Category	IP&L (Electric)	IP&L (Gas)	MidAmerican (Electric)	MidAmerican (Gas)
Total Accounts	394,799	197,029	577,494	531,033
Total Accounts Past Due	188,452	89,912	75,712	75,481
E.A. Eligible Accounts	34,304	16,674	23,769	20,349
E.A. Eligible Accounts w/Past Due Balance	17,808	7,107	7,855	7,737
Revenue of Past Due Accounts	\$ 44,314,464	\$ 8,466,147	\$ 8,651,563	\$ 3,763,424
Revenue of Past Due E.A. Eligible Accts	\$ 5,047,754	\$ 583,888	\$ 1,871,698	\$ 725,067
Disconnection Notices Issued	0	0	12,857	10,235
Disconnection Notices to E.A. Eligibles	0	0	849 *	697 *
Involuntary Disconnections	0	0	222	41
Reconnections	20	18	164	30
Accounts Determined Uncollectible	1,927	629	1,690	1,372
Uncollectible E.A. Eligible Accounts	261	82	287	229

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