

**Iowa Utilities Board  
Residential Customer Statistics  
Totals for: October 2018**

Category	September 2018*	October 2018	% Change Sep. - Oct.	October 2017*	% Change 2017-2018
Total Accounts	1,856,878	1,861,417	0.24%	1,846,498	0.81%
Total Accounts Past Due	208,999	195,650	-6.39%	317,600	-38.40%
E.A. Eligible Accounts	111,203	70,654	-36.46%	82,397	-14.25%
E.A. Eligible Accounts w/Past Due Balance	27,340	17,298	-36.73%	24,776	-30.18%
Revenue of Past Due Accounts	\$ 35,275,432	\$ 29,052,657	-17.64%	\$ 48,874,286	-40.56%
Revenue of Past Due E.A. Eligible Accts	\$ 7,277,360	\$ 4,770,514	-34.45%	\$ 5,306,789	-10.11%
Disconnection Notices Issued	55,506	62,981	13.47%	50,807	23.96%
Disconnection Notices to E.A. Eligibles	7,775	5,588	-28.13%	4,012	39.28%
Involuntary Disconnections	7,631	8,322	9.06%	6,865	21.22%
Reconnections	5,391	6,930	28.55%	5,649	22.68%
Accounts Determined Uncollectible	7,042	8,263	17.34%	6,758	22.27%
Uncollectible E.A. Eligible Accounts	1,471	1,943	32.09%	1,290	50.62%

\* Effective July 1, 2018, Linn County REC is no longer required to file this report. Linn County REC's previously reported information has been removed from the October 2017 total to allow for an accurate comparison.

**Iowa Utilities Board  
Residential Customer Statistics  
Breakdown by Company for October 2018**

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		140,426	3,599
Total Accounts Past Due		12,760	239
E.A. Eligible Accounts		3,343	32
E.A. Eligible Accounts w/Past Due Balance		3,933	13
Revenue of Past Due Accounts		\$ 108,480	\$ 31,132
Revenue of Past Due E.A. Eligible Accts		\$ 7,975	\$ 1,909
Disconnection Notices Issued		2,659	239
Disconnection Notices to E.A. Eligibles		172	0
Involuntary Disconnections		234	9
Reconnections		237	55
Accounts Determined Uncollectible		511	17
Uncollectible E.A. Eligible Accounts		54	3

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**Iowa Utilities Board  
Residential Customer Statistics  
Breakdown by Company for October 2018**

Category	IP&L (Electric)	IP&L (Gas)	MidAmerican (Electric)	MidAmerican (Gas)
Total Accounts	392,050	194,648	591,645	539,049
Total Accounts Past Due	32,206	15,764	72,398	62,283
E.A. Eligible Accounts	31,017	15,688	11,168	9,406
E.A. Eligible Accounts w/Past Due Balance	5,584	2,725	2,657	2,386
Revenue of Past Due Accounts	\$ 14,264,614	\$ 3,002,295	\$ 9,992,584	1,653,552
Revenue of Past Due E.A. Eligible Accts	\$ 3,489,775	\$ 698,877	\$ 491,597	80,381
Disconnection Notices Issued	18,621	7,499	18,863	15,100
Disconnection Notices to E.A. Eligibles	2,940	1,328	620	528
Involuntary Disconnections	4,231	518	2,903	427
Reconnections	3,531	482	2,359	266
Accounts Determined Uncollectible	2,844	1,187	1,949	1,755
Uncollectible E.A. Eligible Accounts	753	291	439	403