

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

Category	October 2018	November 2018	% Change Oct - Nov	November 2017*	% Change 2017-2018
Total Accounts	1,861,417	1,866,939	0.30%	1,853,974	0.70%
Total Accounts Past Due	195,650	229,828	17.47%	387,366	-40.67%
E.A. Eligible Accounts	70,654	66,450	-5.95%	66,921	-0.70%
E.A. Eligible Accounts w/Past Due Balance	17,298	29,244	69.06%	22,152	32.02%
Revenue of Past Due Accounts	29,052,657	\$ 35,221,482	21.23%	\$ 61,413,427	-42.65%
Revenue of Past Due E.A. Eligible Accts	4,770,514	\$ 5,755,630	20.65%	\$ 4,375,719	31.54%
Disconnection Notices Issued	62,981	50,281	-20.16%	26,355	90.78%
Disconnection Notices to E.A. Eligibles	5,588	816	-85.40%	751	8.66%
Involuntary Disconnections	8,322	936	-88.75%	721	29.82%
Reconnections	6,930	978	-85.89%	879	11.26%
Accounts Determined Uncollectible	8,263	6,508	-21.24%	6,514	-0.09%
Uncollectible E.A. Eligible Accounts	1,943	712	-63.36%	709	0.42%

* 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: November 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		141,427	3,632
Total Accounts Past Due		13,243	442
E.A. Eligible Accounts		5,056	133
E.A. Eligible Accounts w/Past Due Balance		3,933	49
Revenue of Past Due Accounts		\$ 310,642	\$ 42,100
Revenue of Past Due E.A. Eligible Accts		\$ 15,937	\$ 7,458
Disconnection Notices Issued		2,811	442
Disconnection Notices to E.A. Eligibles		127	0
Involuntary Disconnections		235	0
Reconnections		20	34
Accounts Determined Uncollectible		318	14
Uncollectible E.A. Eligible Accounts		92	2

* Effective July 1, 2018, Linn County REC is no longer required to file this report.

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

Category	IP&L (Electric)	IP&L (Gas)	MidAmerican (Electric)	MidAmerican (Gas)
Total Accounts	392,823	195,582	592,565	540,910
Total Accounts Past Due	38,273	17,812	83,780	76,278
E.A. Eligible Accounts	17,355	8,313	19,358	16,235
E.A. Eligible Accounts w/Past Due Balance	4,282	2,004	9,730	9,246
Revenue of Past Due Accounts	\$ 16,969,903	\$ 2,742,006	\$ 11,465,389	3,691,442
Revenue of Past Due E.A. Eligible Accts	\$ 2,214,475	\$ 257,709	\$ 2,510,914	749,137
Disconnection Notices Issued	13,289	5,629	15,574	12,536
Disconnection Notices to E.A. Eligibles	2	1	382	304
Involuntary Disconnections	94	34	509	64
Reconnections	293	198	378	55
Accounts Determined Uncollectible	2,013	984	1,718	1,461
Uncollectible E.A. Eligible Accounts	12	6	331	269