

**Iowa Utilities Board  
Residential Customer Statistics  
Totals for: March 2019**

Category	February 2019	March 2019	% Change Feb. - Mar.	March 2018*	% Change 2018-2019
Total Accounts	1,872,048	1,872,264	0.01%	1,862,284	0.54%
Total Accounts Past Due	199,268	186,428	-6.44%	301,476	-38.16%
E.A. Eligible Accounts	109,489	115,700	5.67%	116,156	-0.39%
E.A. Eligible Accounts w/Past Due Balance	41,767	42,835	2.56%	41,451	3.34%
Revenue of Past Due Accounts	39,737,978	39,668,585	-0.17%	\$ 82,849,222	-52.12%
Revenue of Past Due E.A. Eligible Accts	12,537,976	13,776,452	9.88%	\$ 14,438,737	-4.59%
Disconnection Notices Issued	57,794	60,894	5.36%	47,390	28.50%
Disconnection Notices to E.A. Eligibles	540	3,458	540.37%	3,823	-9.55%
Involuntary Disconnections	380	2,101	452.89%	1,501	39.97%
Reconnections	132	1,119	747.73%	839	33.37%
Accounts Determined Uncollectible	6,237	6,360	1.97%	6,148	3.45%
Uncollectible E.A. Eligible Accounts	289	294	1.73%	204	44.12%

\* 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: March 2019**

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		142,754	3,635
Total Accounts Past Due		11,875	578
E.A. Eligible Accounts		8,195	368
E.A. Eligible Accounts w/Past Due Balance		3,933	91
Revenue of Past Due Accounts		\$ 4,856,556	\$ 214,111
Revenue of Past Due E.A. Eligible Accts		\$ 56,745	\$ 27,533
Disconnection Notices Issued		8,132	578
Disconnection Notices to E.A. Eligibles		103	0
Involuntary Disconnections		110	75
Reconnections		33	22
Accounts Determined Uncollectible		259	18
Uncollectible E.A. Eligible Accounts		139	7

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**Iowa Utilities Board  
Residential Customer Statistics  
Breakdown by Company for: March 2019**

Category	IP&L (Electric)	IP&L (Gas)	MidAmerican (Electric)	MidAmerican (Gas)
Total Accounts	393,446	196,013	594,155	542,261
Total Accounts Past Due	34,080	14,872	66,014	59,009
E.A. Eligible Accounts	30,218	14,993	33,310	28,616
E.A. Eligible Accounts w/Past Due Balance	9,601	4,206	12,968	12,036
Revenue of Past Due Accounts	\$ 15,125,884	\$ 3,558,911	\$ 7,792,988	8,120,135
Revenue of Past Due E.A. Eligible Accts	\$ 6,402,849	\$ 1,301,304	\$ 2,988,029	2,999,992
Disconnection Notices Issued	14,753	8,798	15,067	13,566
Disconnection Notices to E.A. Eligibles	1,221	543	912	679
Involuntary Disconnections	814	167	721	214
Reconnections	484	67	421	92
Accounts Determined Uncollectible	2,168	858	1,711	1,346
Uncollectible E.A. Eligible Accounts	33	12	59	44