

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

Category	August 2019	September 2019	% Change August-Sept	September 2018*	% Change 2018-2019
Total Accounts	1,865,297	1,864,887	-0.02%	1,856,878	0.43%
Total Accounts Past Due	185,760	192,404	3.58%	208,999	-7.94%
E.A. Eligible Accounts	113,832	112,342	-1.31%	111,203	1.02%
E.A. Eligible Accounts w/Past Due Balance	27,338	27,548	0.77%	27,340	0.76%
Revenue of Past Due Accounts	27,742,818	27,611,800	-0.47%	\$ 35,275,432	-21.73%
Revenue of Past Due E.A. Eligible Accts	7,606,081	7,373,095	-3.06%	\$ 7,277,360	1.32%
Disconnection Notices Issued	81,176	74,458	-8.28%	55,506	34.14%
Disconnection Notices to E.A. Eligibles	10,550	9,197	-12.82%	7,775	18.29%
Involuntary Disconnections	8,649	9,810	13.42%	7,631	28.55%
Reconnections	6,424	7,526	17.15%	5,391	39.60%
Accounts Determined Uncollectible	5,865	6,147	4.81%	7,042	-12.71%
Uncollectible E.A. Eligible Accounts	972	1,054	8.44%	1,471	-28.35%

\* 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: September 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		140,671	3,443
Total Accounts Past Due		12,631	614
E.A. Eligible Accounts		8,588	419
E.A. Eligible Accounts w/Past Due Balance		4,916	76
Revenue of Past Due Accounts		\$ 1,688,309	\$ 74,978
Revenue of Past Due E.A. Eligible Accts		\$ 318,960	\$ 10,381
Disconnection Notices Issued		2,372	614
Disconnection Notices to E.A. Eligibles		374	76
Involuntary Disconnections		399	18
Reconnections		113	10
Accounts Determined Uncollectible		680	55
Uncollectible E.A. Eligible Accounts		128	25

\* 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: September 2019**

Category	IP&L (Electric)	IP&L (Gas)	MidAmerican (Electric)	MidAmerican (Gas)
Total Accounts	392,188	193,262	595,214	540,109
Total Accounts Past Due	25,135	13,618	74,923	65,483
E.A. Eligible Accounts	31,825	15,907	29,843	25,760
E.A. Eligible Accounts w/Past Due Balance	5,355	2,726	7,623	6,852
Revenue of Past Due Accounts	\$ 10,642,893	\$ 2,862,822	\$ 10,639,609	1,703,189
Revenue of Past Due E.A. Eligible Accts	\$ 4,296,262	\$ 1,034,684	\$ 1,455,728	257,080
Disconnection Notices Issued	30,792	12,203	15,977	12,500
Disconnection Notices to E.A. Eligibles	3,876	1,755	1,720	1,396
Involuntary Disconnections	5,908	454	2,595	436
Reconnections	4,969	229	1,985	220
Accounts Determined Uncollectible	1,593	766	1,637	1,416
Uncollectible E.A. Eligible Accounts	320	134	243	204