

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

Category	September 2019	October 2019	% Change Sept-October	October 2018	% Change 2018-2019
Total Accounts	1,864,887	1,869,920	0.27%	1,861,417	0.46%
Total Accounts Past Due	192,404	181,390	-5.72%	195,650	-7.29%
E.A. Eligible Accounts	112,342	71,121	-36.69%	70,654	0.66%
E.A. Eligible Accounts w/Past Due Balance	27,548	20,422	-25.87%	17,298	18.06%
Revenue of Past Due Accounts	27,611,800	23,752,719	-13.98%	\$ 29,052,657	-18.24%
Revenue of Past Due E.A. Eligible Accts	7,373,095	5,525,448	-25.06%	\$ 4,770,514	15.83%
Disconnection Notices Issued	74,458	69,342	-6.87%	62,981	10.10%
Disconnection Notices to E.A. Eligibles	9,197	6,519	-29.12%	5,588	16.66%
Involuntary Disconnections	9,810	7,535	-23.19%	8,322	-9.46%
Reconnections	7,526	6,735	-10.51%	6,930	-2.81%
Accounts Determined Uncollectible	6,147	8,332	35.55%	8,263	0.84%
Uncollectible E.A. Eligible Accounts	1,054	2,034	92.98%	1,943	4.68%

**Iowa Utilities Board
Residential Customer Statistics
Breakdown by Company for: October 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		141,174	3,552
Total Accounts Past Due		11,852	433
E.A. Eligible Accounts		2,882	149
E.A. Eligible Accounts w/Past Due Balance		7,105	15
Revenue of Past Due Accounts		\$ 68,020	\$ 45,673
Revenue of Past Due E.A. Eligible Accts		\$ 3,162	\$ 3,128
Disconnection Notices Issued		2,113	433
Disconnection Notices to E.A. Eligibles		97	15
Involuntary Disconnections		340	7
Reconnections		195	35
Accounts Determined Uncollectible		485	19
Uncollectible E.A. Eligible Accounts		43	1

* 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: October 2019**

Category	IP&L (Electric)	IP&L (Gas)	MidAmerican (Electric)	MidAmerican (Gas)
Total Accounts	391,915	194,184	596,244	542,851
Total Accounts Past Due	25,465	13,051	69,831	60,758
E.A. Eligible Accounts	31,829	15,928	11,523	8,810
E.A. Eligible Accounts w/Past Due Balance	5,473	2,635	2,769	2,425
Revenue of Past Due Accounts	\$ 10,325,069	\$ 2,113,654	\$ 9,692,329	1,507,974
Revenue of Past Due E.A. Eligible Accts	\$ 4,007,031	\$ 806,065	\$ 618,474	87,588
Disconnection Notices Issued	24,659	9,811	18,022	14,304
Disconnection Notices to E.A. Eligibles	3,549	1,633	679	546
Involuntary Disconnections	3,835	329	373	2,651
Reconnections	3,492	556	2,177	280
Accounts Determined Uncollectible	2,549	1,255	2,178	1,846
Uncollectible E.A. Eligible Accounts	656	330	554	450