

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

Category	October 2019	November 2019	% Change Oct - Nov	November 2018	% Change 2018 - 2019
Total Accounts	1,869,920	1,876,236	0.34%	1,866,939	0.50%
Total Accounts Past Due	181,390	199,963	10.24%	229,828	-12.99%
E.A. Eligible Accounts	71,121	65,217	-8.30%	66,450	-1.86%
E.A. Eligible Accounts w/Past Due Balance	20,422	30,572	49.70%	29,244	4.54%
Revenue of Past Due Accounts	23,752,719	25,775,889	8.52%	\$ 35,221,482	-26.82%
Revenue of Past Due E.A. Eligible Accts	5,525,448	5,414,153	-2.01%	\$ 5,755,630	-5.93%
Disconnection Notices Issued	69,342	42,524	-38.67%	50,281	-15.43%
Disconnection Notices to E.A. Eligibles	6,519	817	-87.47%	816	0.12%
Involuntary Disconnections	7,535	931	-87.64%	936	-0.53%
Reconnections	6,735	953	-85.85%	978	-2.56%
Accounts Determined Uncollectible	8,332	9,343	12.13%	6,508	43.56%
Uncollectible E.A. Eligible Accounts	2,034	832	-59.10%	712	16.85%

**Iowa Utilities Board
Residential Customer Statistics
Breakdown by Company for: November 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		142,389	3,590
Total Accounts Past Due		12,457	477
E.A. Eligible Accounts		5,005	273
E.A. Eligible Accounts w/Past Due Balance		7,105	89
Revenue of Past Due Accounts		\$ 191,541	\$ 57,709
Revenue of Past Due E.A. Eligible Accts		\$ 12,342	\$ 12,041
Disconnection Notices Issued		2,257	363
Disconnection Notices to E.A. Eligibles		138	89
Involuntary Disconnections		59	4
Reconnections		3	36
Accounts Determined Uncollectible		277	11
Uncollectible E.A. Eligible Accounts		86	0

* 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 2019**

Category	IP&L (Electric)	IP&L (Gas)	MidAmerican (Electric)	MidAmerican (Gas)
Total Accounts	393,227	195,045	597,576	544,409
Total Accounts Past Due	29,758	13,901	75,245	68,125
E.A. Eligible Accounts	16,733	8,324	19,155	15,727
E.A. Eligible Accounts w/Past Due Balance	3,959	1,843	9,090	8,486
Revenue of Past Due Accounts	\$ 10,085,601	\$ 1,397,615	\$ 11,061,895	2,981,528
Revenue of Past Due E.A. Eligible Accts	\$ 1,800,025	\$ 206,056	\$ 2,699,851	683,838
Disconnection Notices Issued	12,761	5,149	12,347	9,647
Disconnection Notices to E.A. Eligibles	0	0	327	263
Involuntary Disconnections	234	16	545	73
Reconnections	330	165	372	47
Accounts Determined Uncollectible	3,892	1,908	1,814	1,441
Uncollectible E.A. Eligible Accounts	17	25	391	313