

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

Category	November 2019	December 2019	% Change Nov-Dec	December 2018	% Change 2018 - 2019
Total Accounts	1,876,236	1,879,215	0.16%	1,869,543	0.52%
Total Accounts Past Due	199,963	211,454	5.75%	234,258	-9.73%
E.A. Eligible Accounts	65,217	82,114	25.91%	87,237	-5.87%
E.A. Eligible Accounts w/Past Due Balance	30,572	34,514	12.89%	33,543	2.89%
Revenue of Past Due Accounts	25,775,889	28,719,959	11.42%	\$ 37,714,777	-23.85%
Revenue of Past Due E.A. Eligible Accts	5,414,153	7,164,765	32.33%	\$ 8,217,587	-12.81%
Disconnection Notices Issued	42,524	58,681	38.00%	48,575	20.80%
Disconnection Notices to E.A. Eligibles	817	705	-13.71%	616	14.45%
Involuntary Disconnections	931	499	-46.40%	669	-25.41%
Reconnections	953	390	-59.08%	402	-2.99%
Accounts Determined Uncollectible	9,343	7,915	-15.28%	7,081	11.78%
Uncollectible E.A. Eligible Accounts	832	789	-5.17%	768	2.73%

**Iowa Utilities Board
Residential Customer Statistics
Breakdown by Company for: December 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		143,380	3,598
Total Accounts Past Due		10,955	597
E.A. Eligible Accounts		5,814	345
E.A. Eligible Accounts w/Past Due Balance		7,425	109
Revenue of Past Due Accounts		\$ 550,016	\$ 74,789
Revenue of Past Due E.A. Eligible Accts		\$ 14,414	\$ 15,877
Disconnection Notices Issued		3,125	504
Disconnection Notices to E.A. Eligibles		85	109
Involuntary Disconnections		33	1
Reconnections		4	13
Accounts Determined Uncollectible		385	13
Uncollectible E.A. Eligible Accounts		100	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: December 2019**

Category	IP&L (Electric)	IP&L (Gas)	MidAmerican (Electric)	MidAmerican (Gas)
Total Accounts	393,447	195,140	598,447	545,203
Total Accounts Past Due	33,199	14,736	79,422	72,545
E.A. Eligible Accounts	21,105	10,345	24,160	20,345
E.A. Eligible Accounts w/Past Due Balance	5,849	2,296	9,691	9,144
Revenue of Past Due Accounts	\$ 10,924,855	\$ 1,505,565	\$ 11,712,486	3,952,248
Revenue of Past Due E.A. Eligible Accts	\$ 2,888,616	\$ 303,152	\$ 3,077,742	864,964
Disconnection Notices Issued	22,103	10,291	12,537	10,121
Disconnection Notices to E.A. Eligibles	0	0	274	237
Involuntary Disconnections	19	4	398	44
Reconnections	56	25	262	30
Accounts Determined Uncollectible	2,272	1,077	2,340	1,828
Uncollectible E.A. Eligible Accounts	19	6	360	304