

**Iowa Utilities Board  
Residential Customer Statistics  
Totals for: January 2020**

Category	December 2019	January 2020	% Change Dec-Jan	January 2019	% Change 2019-2020
Total Accounts	\$ 1,879,215	\$ 1,881,473	0.12%	\$ 1,871,051	0.56%
Total Accounts Past Due	\$ 211,454	\$ 199,816	-5.50%	\$ 210,031	-4.86%
E.A. Eligible Accounts	\$ 82,114	\$ 97,639	18.91%	\$ 101,355	-3.67%
E.A. Eligible Accounts w/Past Due Balance	\$ 34,514	\$ 42,537	23.25%	\$ 40,511	5.00%
Revenue of Past Due Accounts	\$ 28,719,959	\$ 29,409,389	2.40%	\$ 39,288,311	-25.14%
Revenue of Past Due E.A. Eligible Accts	\$ 7,164,765	\$ 10,273,767	43.39%	\$ 11,353,885	-9.51%
Disconnection Notices Issued	\$ 58,681	\$ 69,242	18.00%	\$ 62,866	10.14%
Disconnection Notices to E.A. Eligibles	\$ 705	\$ 1,227	74.04%	\$ 1,203	2.00%
Involuntary Disconnections	\$ 499	\$ 1,128	126.05%	\$ 1,026	9.94%
Reconnections	\$ 390	\$ 748	91.79%	\$ 571	31.00%
Accounts Determined Uncollectible	\$ 7,915	\$ 6,309	-20.29%	\$ 7,355	-14.22%
Uncollectible E.A. Eligible Accounts	\$ 789	\$ 807	2.28%	\$ 802	0.62%

**Iowa Utilities Board  
Residential Customer Statistics  
Breakdown by Company for: January 2020**

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		143,461	3,621
Total Accounts Past Due		9,657	622
E.A. Eligible Accounts		6,655	391
E.A. Eligible Accounts w/Past Due Balance		7,556	139
Revenue of Past Due Accounts		\$ 1,151,941	\$ 94,572
Revenue of Past Due E.A. Eligible Accts		\$ 35,681	\$ 30,636
Disconnection Notices Issued		4,321	560
Disconnection Notices to E.A. Eligibles		131	139
Involuntary Disconnections		55	2
Reconnections		9	4
Accounts Determined Uncollectible		26	8
Uncollectible E.A. Eligible Accounts		126	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: January 2020**

Category	IP&L (Electric)	IP&L (Gas)	MidAmerican (Electric)	MidAmerican (Gas)
Total Accounts	393,846	195,392	599,267	545,886
Total Accounts Past Due	30,951	13,599	76,028	68,959
E.A. Eligible Accounts	25,286	12,581	28,516	24,210
E.A. Eligible Accounts w/Past Due Balance	8,621	3,646	11,695	10,880
Revenue of Past Due Accounts	\$ 10,995,741	\$ 1,781,279	\$ 9,013,243	6,372,613
Revenue of Past Due E.A. Eligible Accts	\$ 4,616,706	\$ 624,860	\$ 2,992,237	1,973,647
Disconnection Notices Issued	22,403	11,484	16,451	14,023
Disconnection Notices to E.A. Eligibles	6	3	516	432
Involuntary Disconnections	283	16	677	95
Reconnections	226	24	436	49
Accounts Determined Uncollectible	1,940	743	2,033	1,559
Uncollectible E.A. Eligible Accounts	35	10	339	297