

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

Category	January 2020	February 2020	% Change Jan - Feb	February 2019	% Change 2019-2020
Total Accounts	\$ 1,881,473	\$ 1,882,825	0.07%	\$ 1,872,048	0.58%
Total Accounts Past Due	\$ 199,816	\$ 184,057	-7.89%	\$ 199,268	-7.63%
E.A. Eligible Accounts	\$ 97,639	\$ 106,292	8.86%	\$ 109,489	-2.92%
E.A. Eligible Accounts w/Past Due Balance	\$ 42,537	\$ 44,872	5.49%	\$ 41,767	7.43%
Revenue of Past Due Accounts	\$ 29,409,389	\$ 29,848,125	1.49%	\$ 39,737,978	-24.89%
Revenue of Past Due E.A. Eligible Accts	\$ 10,273,767	\$ 11,907,123	15.90%	\$ 12,537,976	-5.03%
Disconnection Notices Issued	\$ 69,242	\$ 60,453	-12.69%	\$ 57,794	4.60%
Disconnection Notices to E.A. Eligibles	\$ 1,227	\$ 540	-55.99%	\$ 540	0.00%
Involuntary Disconnections	\$ 1,128	\$ 701	-37.85%	\$ 380	84.47%
Reconnections	\$ 748	\$ 463	-38.10%	\$ 132	250.76%
Accounts Determined Uncollectible	\$ 6,309	\$ 5,423	-14.04%	\$ 6,237	-13.05%
Uncollectible E.A. Eligible Accounts	\$ 807	\$ 279	-65.43%	\$ 289	-3.46%

**Iowa Utilities Board
Residential Customer Statistics
Totals for: February 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		\$ 143,690	3,637
Total Accounts Past Due		\$ 10,243	723
E.A. Eligible Accounts		\$ 7,124	413
E.A. Eligible Accounts w/Past Due Balance		\$ 7,604	87
Revenue of Past Due Accounts		\$ 1,663,644	\$ 91,139
Revenue of Past Due E.A. Eligible Accts		\$ 18,638	\$ 20,796
Disconnection Notices Issued		\$ 4,551	645
Disconnection Notices to E.A. Eligibles		\$ 48	87
Involuntary Disconnections		\$ 80	11
Reconnections		\$ 2	7
Accounts Determined Uncollectible		\$ 254	257
Uncollectible E.A. Eligible Accounts		\$ 113	0

* Effective July 1, 2018, Linn County REC is no longer required to file this report.

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

Category	IP&L (Electric)	IP&L (Gas)	MidAmerican (Electric)	MidAmerican (Gas)
Total Accounts	394,059	195,473	599,686	546,280
Total Accounts Past Due	29,653	12,849	69,099	61,490
E.A. Eligible Accounts	27,577	13,693	31,061	26,424
E.A. Eligible Accounts w/Past Due Balance	9,451	3,804	12,480	11,446
Revenue of Past Due Accounts	\$ 11,081,417	\$ 1,911,334	\$ 8,549,433	6,551,158
Revenue of Past Due E.A. Eligible Accts	\$ 5,500,480	\$ 764,444	\$ 3,252,252	2,350,513
Disconnection Notices Issued	20,551	10,585	12,924	11,197
Disconnection Notices to E.A. Eligibles	5	3	201	196
Involuntary Disconnections	52	5	488	65
Reconnections	60	9	344	41
Accounts Determined Uncollectible	1,423	611	1,626	1,252
Uncollectible E.A. Eligible Accounts	27	11	71	57