

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

Category	February 2020	March 2020	% Change Feb-Mar	March 2019	% Change 2019-2020
Total Accounts	1,882,825	1,884,317	0.08%	1,872,264	0.64%
Total Accounts Past Due	184,057	187,813	2.04%	186,428	0.74%
E.A. Eligible Accounts	106,292	110,556	4.01%	115,700	-4.45%
E.A. Eligible Accounts w/Past Due Balance	44,872	43,234	-3.65%	42,835	0.93%
Revenue of Past Due Accounts	\$ 29,848,125	\$ 31,076,788	4.12%	\$ 39,668,585	-21.66%
Revenue of Past Due E.A. Eligible Accts	\$ 11,907,123	\$ 11,940,799	0.28%	\$ 13,776,452	-13.32%
Disconnection Notices Issued	60,453	25,740	-57.42%	60,894	-57.73%
Disconnection Notices to E.A. Eligibles	540	260	-51.85%	3,458	-92.48%
Involuntary Disconnections	701	1,238	76.60%	2,101	-41.08%
Reconnections	463	754	62.85%	1,119	-32.62%
Accounts Determined Uncollectible	5,423	4,990	-7.98%	6,360	-21.54%
Uncollectible E.A. Eligible Accounts	279	277	-0.72%	294	-5.78%

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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		\$ 143,856	3,990
Total Accounts Past Due		\$ 10,637	829
E.A. Eligible Accounts		\$ 7,450	434
E.A. Eligible Accounts w/Past Due Balance		\$ 7,631	68
Revenue of Past Due Accounts		\$ 1,252,857	\$ 116,621
Revenue of Past Due E.A. Eligible Accts		\$ 12,144	\$ 16,686
Disconnection Notices Issued		\$ 2,885	292
Disconnection Notices to E.A. Eligibles		\$ 27	68
Involuntary Disconnections		\$ 35	30
Reconnections		\$ 9	12
Accounts Determined Uncollectible		\$ 234	0
Uncollectible E.A. Eligible Accounts		\$ 120	0

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

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Category	IP&L (Electric)	IP&L (Gas)	MidAmerican (Electric)	MidAmerican (Gas)
Total Accounts	394,202	195,542	600,265	546,462
Total Accounts Past Due	25,686	11,130	73,545	65,986
E.A. Eligible Accounts	28,872	14,318	32,100	27,382
E.A. Eligible Accounts w/Past Due Balance	8,522	3,358	12,430	11,225
Revenue of Past Due Accounts	\$ 10,164,103	\$ 1,912,905	\$ 9,861,934	7,768,368
Revenue of Past Due E.A. Eligible Accts	\$ 5,292,897	\$ 748,829	\$ 3,386,254	2,483,989
Disconnection Notices Issued	6,754	3,704	6,379	5,726
Disconnection Notices to E.A. Eligibles	2	2	87	74
Involuntary Disconnections	610	30	441	92
Reconnections	359	20	307	47
Accounts Determined Uncollectible	1,154	499	1,785	1,318
Uncollectible E.A. Eligible Accounts	47	15	54	41