

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

Category	March 2020	April 2020	% Change Mar-Apr	April 2019	% Change 2019-2020
Total Accounts	1,884,317	1,882,822	-0.08%	1,869,410	0.72%
Total Accounts Past Due	187,813	195,808	4.26%	206,499	-5.18%
E.A. Eligible Accounts	110,556	113,692	2.84%	119,087	-4.53%
E.A. Eligible Accounts w/Past Due Balance	43,234	39,023	-9.74%	44,884	-13.06%
Revenue of Past Due Accounts	\$ 31,076,788	\$ 38,835,570	24.97%	\$ 41,656,454	-6.77%
Revenue of Past Due E.A. Eligible Accts	\$ 11,940,799	\$ 13,396,803	12.19%	\$ 15,085,681	-11.20%
Disconnection Notices Issued	25,740	0	-100.00%	43,184	-100.00%
Disconnection Notices to E.A. Eligibles	260	0	-100.00%	404	-100.00%
Involuntary Disconnections	1,238	0	-100.00%	5,866	-100.00%
Reconnections	754	14	-98.14%	3,722	-99.62%
Accounts Determined Uncollectible	4,990	4,195	-15.93%	5,778	-27.40%
Uncollectible E.A. Eligible Accounts	277	318	14.80%	340	-6.47%

**Iowa Utilities Board
Residential Customer Statistics
Breakdown by Company for: April 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		143,562	3,979
Total Accounts Past Due		10,274	856
E.A. Eligible Accounts		7,633	438
E.A. Eligible Accounts w/Past Due Balance		2,263	78
Revenue of Past Due Accounts		\$ 4,263,479	\$ 138,872
Revenue of Past Due E.A. Eligible Accts		\$ 240,306	\$ 20,109
Disconnection Notices Issued		0	0
Disconnection Notices to E.A. Eligibles		0	0
Involuntary Disconnections		0	0
Reconnections		0	1
Accounts Determined Uncollectible		242	0
Uncollectible E.A. Eligible Accounts		137	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: April 2020**

Category	IP&L (Electric)	IP&L (Gas)	MidAmerican (Electric)	MidAmerican (Gas)
Total Accounts	393,080	194,912	600,910	546,379
Total Accounts Past Due	28,691	13,026	75,592	67,369
E.A. Eligible Accounts	29,694	14,860	32,947	28,120
E.A. Eligible Accounts w/Past Due Balance	8,371	3,510	12,978	11,823
Revenue of Past Due Accounts	\$ 11,687,632	\$ 2,533,002	\$ 11,418,120	8,794,465
Revenue of Past Due E.A. Eligible Accts	\$ 5,688,086	\$ 916,186	\$ 3,743,612	2,788,504
Disconnection Notices Issued	0	0	0	0
Disconnection Notices to E.A. Eligibles	0	0	0	0
Involuntary Disconnections	0	0	0	0
Reconnections	10	3	0	0
Accounts Determined Uncollectible	991	388	1,552	1,022
Uncollectible E.A. Eligible Accounts	69	25	54	33