

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

Category	August 2020	September 2020	% Change August-Sept	September 2019	% Change 2019-2020
Total Accounts	1,885,421	1,887,264	0.10%	1,864,887	1.20%
Total Accounts Past Due	184,616	174,806	-5.31%	192,404	-9.15%
E.A. Eligible Accounts	115,724	114,477	-1.08%	112,342	1.90%
E.A. Eligible Accounts w/Past Due Balance	31,970	29,734	-6.99%	27,548	7.94%
Revenue of Past Due Accounts	\$ 29,849,047	\$ 28,932,916	-3.07%	\$ 27,611,800	4.78%
Revenue of Past Due E.A. Eligible Accts	\$ 7,389,630	\$ 6,841,857	-7.41%	\$ 7,373,095	-7.21%
Disconnection Notices Issued	39,480	44,043	11.56%	74,458	-40.85%
Disconnection Notices to E.A. Eligibles	7,420	8,414	13.40%	9,197	-8.51%
Involuntary Disconnections	1,905	3,515	84.51%	9,810	-64.17%
Reconnections	1,564	2,495	59.53%	7,526	-66.85%
Accounts Determined Uncollectible	4,558	4,811	5.55%	6,147	-21.73%
Uncollectible E.A. Eligible Accounts	613	569	-7.18%	1,054	-46.02%

**Iowa Utilities Board  
Residential Customer Statistics  
Breakdown by Company for: September 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		142,633	3,935
Total Accounts Past Due		8,611	431
E.A. Eligible Accounts		7,020	467
E.A. Eligible Accounts w/Past Due Balance		3,670	88
Revenue of Past Due Accounts		\$ 2,125,193	\$ 68,155
Revenue of Past Due E.A. Eligible Accts		\$ 190,136	\$ 16,698
Disconnection Notices Issued		45	346
Disconnection Notices to E.A. Eligibles		5	55
Involuntary Disconnections		196	23
Reconnections		61	5
Accounts Determined Uncollectible		1,903	80
Uncollectible E.A. Eligible Accounts		72	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: September 2020**

Category	IP&L (Electric)	IP&L (Gas)	MidAmerican (Electric)	MidAmerican (Gas)
Total Accounts	395,242	194,703	604,037	546,714
Total Accounts Past Due	27,864	12,653	66,791	58,456
E.A. Eligible Accounts	31,293	15,837	32,223	27,637
E.A. Eligible Accounts w/Past Due Balance	5,958	2,592	9,301	8,125
Revenue of Past Due Accounts	\$ 11,706,528	\$ 1,684,431	\$ 11,500,221	1,848,388
Revenue of Past Due E.A. Eligible Accts	\$ 3,639,095	\$ 436,816	\$ 2,230,327	328,785
Disconnection Notices Issued	5,617	2,073	19,914	16,048
Disconnection Notices to E.A. Eligibles	1,457	628	3,424	2,845
Involuntary Disconnections	253	1	2,767	275
Reconnections	178	4	2,111	136
Accounts Determined Uncollectible	860	327	911	730
Uncollectible E.A. Eligible Accounts	177	65	143	112