

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

Category	September 2020	October 2020	% Change Sept- October	October 2019	% Change 2019-2020
Total Accounts	1,887,264	1,890,943	0.19%	1,869,920	1.12%
Total Accounts Past Due	174,806	181,520	3.84%	181,390	0.07%
E.A. Eligible Accounts	114,477	74,269	-35.12%	71,121	4.43%
E.A. Eligible Accounts w/Past Due Balance	29,734	17,310	-41.78%	20,422	-15.24%
Revenue of Past Due Accounts	\$ 28,932,916	\$ 26,823,056	-7.29%	\$ 23,752,719	12.93%
Revenue of Past Due E.A. Eligible Accts	\$ 6,841,857	\$ 4,341,715	-36.54%	\$ 5,525,448	-21.42%
Disconnection Notices Issued	44,043	45,879	4.17%	69,342	-33.84%
Disconnection Notices to E.A. Eligibles	8,414	5,345	-36.47%	6,519	-18.01%
Involuntary Disconnections	3,515	7,342	108.88%	7,535	-2.56%
Reconnections	2,495	5,113	104.93%	6,735	-24.08%
Accounts Determined Uncollectible	4,811	3,264	-32.16%	8,332	-60.83%
Uncollectible E.A. Eligible Accounts	569	584	2.64%	2,034	-71.29%

**Iowa Utilities Board
Residential Customer Statistics
Breakdown by Company for: October 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		143,231	4,027
Total Accounts Past Due		13,932	494
E.A. Eligible Accounts		7,082	60
E.A. Eligible Accounts w/Past Due Balance		3,868	10
Revenue of Past Due Accounts		\$ 3,450,087	\$ 63,195
Revenue of Past Due E.A. Eligible Accts		\$ 248,869	\$ 2,946
Disconnection Notices Issued		1,876	391
Disconnection Notices to E.A. Eligibles		174	5
Involuntary Disconnections		1,519	4
Reconnections		502	5
Accounts Determined Uncollectible		171	34
Uncollectible E.A. Eligible Accounts		20	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: October 2020**

Category	IP&L (Electric)	IP&L (Gas)	MidAmerican (Electric)	MidAmerican (Gas)
Total Accounts	395,246	195,314	604,681	548,444
Total Accounts Past Due	25,803	11,885	68,898	60,508
E.A. Eligible Accounts	31,296	15,852	10,879	9,100
E.A. Eligible Accounts w/Past Due Balance	5,209	2,345	3,122	2,756
Revenue of Past Due Accounts	\$ 9,786,243	\$ 1,398,502	\$ 10,382,535	1,742,494
Revenue of Past Due E.A. Eligible Accts	\$ 2,887,295	\$ 350,687	\$ 744,726	107,192
Disconnection Notices Issued	10,786	4,097	16,129	12,600
Disconnection Notices to E.A. Eligibles	2,737	1,212	660	557
Involuntary Disconnections	2,686	105	2,741	287
Reconnections	2,074	51	2,292	189
Accounts Determined Uncollectible	797	331	1,076	855
Uncollectible E.A. Eligible Accounts	173	74	176	141