

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

Category	October 2020	November 2020	% Change October-Nov	November 2019	% Change 2019-2020
Total Accounts	1,890,943	1,893,642	0.14%	1,876,236	0.93%
Total Accounts Past Due	181,520	203,702	12.22%	199,963	1.87%
E.A. Eligible Accounts	74,269	59,699	-19.62%	65,217	-8.46%
E.A. Eligible Accounts w/Past Due Balance	17,310	23,778	37.37%	30,572	-22.22%
Revenue of Past Due Accounts	\$ 26,823,056	\$ 33,779,869	25.94%	\$ 25,775,889	31.05%
Revenue of Past Due E.A. Eligible Accts	\$ 4,341,715	\$ 4,863,057	12.01%	\$ 5,414,153	-10.18%
Disconnection Notices Issued	45,879	30,641	-33.21%	42,524	-27.94%
Disconnection Notices to E.A. Eligibles	5,345	741	-86.14%	817	-9.30%
Involuntary Disconnections	7,342	2,348	-68.02%	931	152.20%
Reconnections	5,113	1,057	-79.33%	953	10.91%
Accounts Determined Uncollectible	3,264	4,127	26.44%	9,343	-55.83%
Uncollectible E.A. Eligible Accounts	584	326	-44.18%	832	-60.82%

**Iowa Utilities Board  
Residential Customer Statistics  
Breakdown by Company for: November 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		143,512	4,059
Total Accounts Past Due		11,936	429
E.A. Eligible Accounts		7,309	204
E.A. Eligible Accounts w/Past Due Balance		4,213	53
Revenue of Past Due Accounts		\$ 4,405,974	\$ 45,383
Revenue of Past Due E.A. Eligible Accts		\$ 345,999	\$ 8,983
Disconnection Notices Issued		2,253	386
Disconnection Notices to E.A. Eligibles		179	16
Involuntary Disconnections		1,590	13
Reconnections		513	9
Accounts Determined Uncollectible		202	58
Uncollectible E.A. Eligible Accounts		37	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: November 2020**

Category	IP&L (Electric)	IP&L (Gas)	MidAmerican (Electric)	MidAmerican (Gas)
Total Accounts	395,714	195,546	605,508	549,303
Total Accounts Past Due	28,318	12,924	78,735	71,360
E.A. Eligible Accounts	14,461	6,965	16,706	14,054
E.A. Eligible Accounts w/Past Due Balance	2,891	1,332	7,907	7,382
Revenue of Past Due Accounts	\$ 11,619,417	\$ 1,482,021	\$ 13,621,842	2,605,232
Revenue of Past Due E.A. Eligible Accts	\$ 1,482,500	\$ 140,560	\$ 2,484,246	400,769
Disconnection Notices Issued	5,041	2,022	11,855	9,084
Disconnection Notices to E.A. Eligibles	1	1	297	247
Involuntary Disconnections	61	21	576	87
Reconnections	96	6	386	47
Accounts Determined Uncollectible	1,298	551	1,118	900
Uncollectible E.A. Eligible Accounts	5	4	161	119