

**Iowa Utilities Board  
Residential Customer Statistics  
Totals for: January 2021**

| Category                                  | December<br>2020 | January<br>2021 | % Change<br>Dec- Jan | January<br>2020 | % Change<br>2020-2021 |
|---|------------------|-----------------|----------------------|-----------------|-----------------------|
| Total Accounts                            | 1,896,543        | 1,898,719       | 0.11%                | 1,881,473.00    | 1.04%                 |
| Total Accounts Past Due                   | 184,970          | 167,872         | -9.24%               | 199,816.00      | -20.61%               |
| E.A. Eligible Accounts                    | 77,463           | 88,673          | 14.47%               | 97,639.00       | 7.99%                 |
| E.A. Eligible Accounts w/Past Due Balance | 24,474           | 31,514          | 28.77%               | 42,537.00       | -8.69%                |
| Revenue of Past Due Accounts              | \$ 35,890,825    | \$ 35,838,537   | -0.15%               | \$29,409,389.00 | 24.79%                |
| Revenue of Past Due E.A. Eligible Accts   | \$ 6,559,829     | \$ 8,949,828    | 36.43%               | \$10,273,767.00 | 24.91%                |
| Disconnection Notices Issued              | 38,241           | 37,737          | -1.32%               | 69,242.00       | -35.69%               |
| Disconnection Notices to E.A. Eligibles   | 1,216            | 1,166           | -4.11%               | 1,227.00        | 65.39%                |
| Involuntary Disconnections                | 2,019            | 447             | -77.86%              | 1,128.00        | -10.42%               |
| Reconnections                             | 780              | 780             | 0.00%                | 748.00          | 100.00%               |
| Accounts Determined Uncollectible         | 6,084            | 4,222           | -30.60%              | 6,309.00        | -46.66%               |
| Uncollectible E.A. Eligible Accounts      | 587              | 616             | 4.94%                | 807.00          | -21.93%               |

**Iowa Utilities Board  
Residential Customer Statistics  
Breakdown by Company for: January 2021**

| Category                                  | Linn County REC*<br>(Electric Only) | Black Hills Energy<br>f/k/a Aquila<br>(Gas Only) | Liberty Energy<br>f/k/a Atmos<br>(Gas Only) |
|---|-------------------------------------|--|---|
| Total Accounts                            |                                     | 144,097  | 4,092                                       |
| Total Accounts Past Due                   |                                     | 6,795  | 450   |
| E.A. Eligible Accounts                    |                                     | 7,751  | 327   |
| E.A. Eligible Accounts w/Past Due Balance |                                     | 5,725  | 52  |
| Revenue of Past Due Accounts              |                                     | \$ 6,203,138                                     | \$ 76,305                                   |
| Revenue of Past Due E.A. Eligible Accts   |                                     | \$ 263,989                                       | \$ 10,924                                   |
| Disconnection Notices Issued              |                                     | 3,487  | 565   |
| Disconnection Notices to E.A. Eligibles   |                                     | 249  | 8   |
| Involuntary Disconnections                |                                     | 31   | 0   |
| Reconnections                             |                                     | 516  | 0   |
| Accounts Determined Uncollectible         |                                     | 116  | 7   |
| Uncollectible E.A. Eligible Accounts      |                                     | 172  | 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: January 2021**

| Category                                  | IP&L<br>(Electric) | IP&L<br>(Gas) | MidAmerican<br>(Electric) | MidAmerican<br>(Gas) |
|---|--------------------|---------------|---------------------------|----------------------|
| Total Accounts                            | 396,534            | 196,089       | 607,178                   | 550,729              |
| Total Accounts Past Due                   | 27,902             | 12,338        | 63,451                    | 56,936               |
| E.A. Eligible Accounts                    | 21,544             | 10,790        | 26,237                    | 22,024               |
| E.A. Eligible Accounts w/Past Due Balance | 5,252              | 2,121         | 9,613                     | 8,751                |
| Revenue of Past Due Accounts              | \$ 12,791,038      | \$ 1,882,535  | \$ 9,370,247              | 5,515,274            |
| Revenue of Past Due E.A. Eligible Accts   | \$ 3,692,374       | \$ 368,710    | \$ 3,001,535              | 1,612,296            |
| Disconnection Notices Issued              | 6,693              | 2,944         | 13,270                    | 10,778               |
| Disconnection Notices to E.A. Eligibles   | 2                  | 0             | 501                       | 406                  |
| Involuntary Disconnections                | 0                  | 7             | 360                       | 49                   |
| Reconnections                             | 5                  | 3             | 232                       | 24                   |
| Accounts Determined Uncollectible         | 1,031              | 437           | 1,537                     | 1,094                |
| Uncollectible E.A. Eligible Accounts      | 5                  | 9             | 245                       | 185                  |