

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

Category	November 2020	December 2020	% Change Nov-Dec	December 2019	% Change 2019-2020
Total Accounts	1,893,642	1,896,543	0.15%	1,879,215	0.92%
Total Accounts Past Due	203,702	184,970	-9.20%	211,454	-12.52%
E.A. Eligible Accounts	59,699	77,463	29.76%	82,114	-5.66%
E.A. Eligible Accounts w/Past Due Balance	23,778	24,474	2.93%	34,514	-29.09%
Revenue of Past Due Accounts	\$ 33,779,869	\$ 35,890,825	6.25%	\$ 28,719,959	24.97%
Revenue of Past Due E.A. Eligible Accts	\$ 4,863,057	\$ 6,559,829	34.89%	\$ 7,164,765	-8.44%
Disconnection Notices Issued	30,641	38,241	24.80%	58,681	-34.83%
Disconnection Notices to E.A. Eligibles	741	1,216	64.10%	705	72.48%
Involuntary Disconnections	2,348	2,019	-14.01%	499	304.61%
Reconnections	1,057	780	-26.21%	390	100.00%
Accounts Determined Uncollectible	4,127	6,084	47.42%	7,915	-23.13%
Uncollectible E.A. Eligible Accounts	326	587	80.06%	789	-25.60%

**Iowa Utilities Board
Residential Customer Statistics
Breakdown by Company for: December 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		143,709	4,094
Total Accounts Past Due		9,238	581
E.A. Eligible Accounts		7,566	289
E.A. Eligible Accounts w/Past Due Balance		3,699	113
Revenue of Past Due Accounts		\$ 5,894,247	\$ 69,097
Revenue of Past Due E.A. Eligible Accts		\$ 332,368	\$ 19,183
Disconnection Notices Issued		5,855	121
Disconnection Notices to E.A. Eligibles		518	0
Involuntary Disconnections		1,628	0
Reconnections		516	0
Accounts Determined Uncollectible		407	4
Uncollectible E.A. Eligible Accounts		58	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: December 2020**

Category	IP&L (Electric)	IP&L (Gas)	MidAmerican (Electric)	MidAmerican (Gas)
Total Accounts	396,111	195,867	606,549	550,213
Total Accounts Past Due	29,579	13,145	69,443	62,984
E.A. Eligible Accounts	18,750	9,170	22,602	19,086
E.A. Eligible Accounts w/Past Due Balance	4,379	1,878	7,483	6,922
Revenue of Past Due Accounts	\$ 12,962,695	\$ 1,674,390	\$ 11,416,159	3,874,237
Revenue of Past Due E.A. Eligible Accts	\$ 2,752,145	\$ 253,307	\$ 2,479,346	723,480
Disconnection Notices Issued	6,712	2,772	12,841	9,940
Disconnection Notices to E.A. Eligibles	0	0	385	313
Involuntary Disconnections	0	4	354	33
Reconnections	16	4	229	15
Accounts Determined Uncollectible	1,567	659	1,956	1,491
Uncollectible E.A. Eligible Accounts	9	4	300	216