

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

Category	March 2021	April 2021	% Change Mar-Apr	April 2020	% Change 2020-2021
Total Accounts	1,900,341	1,899,141	-0.06%	1,882,822	0.87%
Total Accounts Past Due	133,275	131,348	-1.45%	195,808	-32.92%
E.A. Eligible Accounts	105,878	109,955	3.85%	113,692	-3.29%
E.A. Eligible Accounts w/Past Due Balance	30,504	23,130	-24.17%	39,023	-40.73%
Revenue of Past Due Accounts	\$ 30,399,103	\$ 24,964,280	-17.88%	\$38,835,570	-35.72%
Revenue of Past Due E.A. Eligible Accts	\$ 10,352,940	\$ 6,468,794	-37.52%	\$13,396,803	-51.71%
Disconnection Notices Issued	45,882	45,137	-1.62%	0	0.00%
Disconnection Notices to E.A. Eligibles	5,359	14,735	174.96%	0	0.00%
Involuntary Disconnections	3,108	6,192	99.23%	0	0.00%
Reconnections	2,261	4,875	115.61%	14	34721.43%
Accounts Determined Uncollectible	4,474	3,675	-17.86%	4,195	-12.40%
Uncollectible E.A. Eligible Accounts	284	321	13.03%	318	0.94%

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

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		143,733	4,550
Total Accounts Past Due		4,839	385
E.A. Eligible Accounts		8,135	436
E.A. Eligible Accounts w/Past Due Balance		2,743	163
Revenue of Past Due Accounts		\$ 5,194,480	\$ 102,152
Revenue of Past Due E.A. Eligible Accts		\$ 379,835	\$ 24,336
Disconnection Notices Issued		4,361	622
Disconnection Notices to E.A. Eligibles		518	0
Involuntary Disconnections		204	86
Reconnections		574	22
Accounts Determined Uncollectible		292	0
Uncollectible E.A. Eligible Accounts		199	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: April 2021**

Category	IP&L (Electric)	IP&L (Gas)	MidAmerican (Electric)	MidAmerican (Gas)
Total Accounts	396,290	195,729	608,236	550,603
Total Accounts Past Due	16,982	7,712	53,908	47,522
E.A. Eligible Accounts	27,285	13,699	32,868	27,532
E.A. Eligible Accounts w/Past Due Balance	3,366	1,486	8,165	7,207
Revenue of Past Due Accounts	\$ 7,641,359	\$ 1,666,074	\$ 5,832,642	4,527,573
Revenue of Past Due E.A. Eligible Accts	\$ 2,508,176	\$ 382,646	\$ 1,857,753	1,316,048
Disconnection Notices Issued	7,058	3,501	16,102	13,493
Disconnection Notices to E.A. Eligibles	2,410	1,138	5,926	4,743
Involuntary Disconnections	2,722	514	2,235	431
Reconnections	2,086	173	1,803	217
Accounts Determined Uncollectible	992	423	1,128	840
Uncollectible E.A. Eligible Accounts	44	21	35	22