

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

Category	April 2021	May 2021	% Change Apr-May	May 2020	% Change 2020-2021
Total Accounts	1,899,141	1,899,051	0.00%	1,883,452	0.83%
Total Accounts Past Due	131,348	144,553	10.05%	194,724	-25.77%
E.A. Eligible Accounts	109,955	109,909	-0.04%	115,040	-4.46%
E.A. Eligible Accounts w/Past Due Balance	23,130	23,936	3.48%	38,534	-37.88%
Revenue of Past Due Accounts	\$ 24,964,280	\$ 24,281,186	-2.74%	\$41,197,250	-41.06%
Revenue of Past Due E.A. Eligible Accts	\$ 6,468,794	\$ 5,771,105	-10.79%	\$13,645,658	-57.71%
Disconnection Notices Issued	45,137	32,997	-26.90%	0	0.00%
Disconnection Notices to E.A. Eligibles	14,735	6,447	-56.25%	0	0.00%
Involuntary Disconnections	6,192	4,416	-28.68%	0	0.00%
Reconnections	4,875	3,774	-22.58%	216	1647.22%
Accounts Determined Uncollectible	3,675	2,976	-19.02%	4,633	-35.77%
Uncollectible E.A. Eligible Accounts	321	418	30.22%	316	32.28%

**Iowa Utilities Board
Residential Customer Statistics
Breakdown by Company for: May 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		143,605	4,538
Total Accounts Past Due		5,432	385
E.A. Eligible Accounts		8,013	448
E.A. Eligible Accounts w/Past Due Balance		3,022	95
Revenue of Past Due Accounts		\$ 4,789,892	\$ 10,652
Revenue of Past Due E.A. Eligible Accts		\$ 303,365	\$ 29,052
Disconnection Notices Issued		2,629	461
Disconnection Notices to E.A. Eligibles		265	95
Involuntary Disconnections		441	50
Reconnections		679	24
Accounts Determined Uncollectible		118	0
Uncollectible E.A. Eligible Accounts		240	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: May 2021**

Category	IP&L (Electric)	IP&L (Gas)	MidAmerican (Electric)	MidAmerican (Gas)
Total Accounts	396,384	195,336	608,840	550,348
Total Accounts Past Due	19,114	8,926	58,655	52,041
E.A. Eligible Accounts	27,610	13,878	32,596	27,364
E.A. Eligible Accounts w/Past Due Balance	3,680	1,635	8,203	7,301
Revenue of Past Due Accounts	\$ 7,858,324	\$ 1,814,162	\$ 5,587,526	4,220,630
Revenue of Past Due E.A. Eligible Accts	\$ 2,571,528	\$ 428,730	\$ 1,419,772	1,018,658
Disconnection Notices Issued	5,263	2,507	12,102	10,035
Disconnection Notices to E.A. Eligibles	1,345	626	2,325	1,791
Involuntary Disconnections	1,352	198	1,983	392
Reconnections	1,147	84	1,624	216
Accounts Determined Uncollectible	800	342	974	742
Uncollectible E.A. Eligible Accounts	60	26	56	36