

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

| Category | January 2021 | February 2021 | % Change Jan-Feb | February 2020 | % Change 2020-2021 |
|-------------------------------------------|-----------------|------------------|---------------------|------------------|-----------------------|
| Total Accounts | 1,898,719 | 1,899,712 | 0.05% | 1,881,473.00 | 0.97% |
| Total Accounts Past Due | 167,872 | 165,506 | -1.41% | 199,816.00 | -17.17% |
| E.A. Eligible Accounts | 88,673 | 98,639 | 11.24% | 97,639.00 | 1.02% |
| E.A. Eligible Accounts w/Past Due Balance | 31,514 | 33,035 | 4.83% | 42,537.00 | -22.34% |
| Revenue of Past Due Accounts | \$ 35,838,537 | \$ 38,433,582 | 7.24% | \$29,409,389.00 | 30.68% |
| Revenue of Past Due E.A. Eligible Accts | \$ 8,949,828 | \$ 11,133,161 | 24.40% | \$10,273,767.00 | 8.36% |
| Disconnection Notices Issued | 37,737 | 36,400 | -3.54% | 69,242.00 | -47.43% |
| Disconnection Notices to E.A. Eligibles | 1,166 | 947 | -18.78% | 1,227.00 | -22.82% |
| Involuntary Disconnections | 447 | 480 | 7.38% | 1,128.00 | -57.45% |
| Reconnections | 780 | 756 | -3.08% | 748.00 | 1.07% |
| Accounts Determined Uncollectible | 4,222 | 4,579 | 8.46% | 6,309.00 | -27.42% |
| Uncollectible E.A. Eligible Accounts | 616 | 392 | -36.36% | 807.00 | -51.43% |

**Iowa Utilities Board
Residential Customer Statistics
Breakdown by Company for: February 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 | | 144,225 | 4,103 |
| Total Accounts Past Due | | 6,293 | 557 |
| E.A. Eligible Accounts | | 7,965 | 367 |
| E.A. Eligible Accounts w/Past Due Balance | | 2,820 | 57 |
| Revenue of Past Due Accounts | | \$ 8,171,323 | \$ 113,341 |
| Revenue of Past Due E.A. Eligible Accts | | \$ 373,985 | \$ 14,908 |
| Disconnection Notices Issued | | 3,489 | 608 |
| Disconnection Notices to E.A. Eligibles | | 267 | 13 |
| Involuntary Disconnections | | 82 | 10 |
| Reconnections | | 516 | 3 |
| Accounts Determined Uncollectible | | 165 | 13 |
| Uncollectible E.A. Eligible Accounts | | 191 | 3 |

* 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: February 2021**

| Category | IP&L (Electric) | IP&L (Gas) | MidAmerican (Electric) | MidAmerican (Gas) |
|-------------------------------------------|--------------------|---------------|---------------------------|----------------------|
| Total Accounts | 396,527 | 196,090 | 607,674 | 551,093 |
| Total Accounts Past Due | 26,889 | 11,798 | 63,729 | 56,240 |
| E.A. Eligible Accounts | 23,929 | 12,058 | 29,580 | 24,740 |
| E.A. Eligible Accounts w/Past Due Balance | 6,232 | 2,525 | 11,233 | 10,168 |
| Revenue of Past Due Accounts | \$ 12,861,105 | \$ 2,109,797 | \$ 9,155,625 | 6,022,391 |
| Revenue of Past Due E.A. Eligible Accts | \$ 4,673,303 | \$ 536,250 | \$ 3,427,685 | 2,107,030 |
| Disconnection Notices Issued | 6,768 | 3,127 | 12,151 | 10,257 |
| Disconnection Notices to E.A. Eligibles | 0 | 0 | 371 | 296 |
| Involuntary Disconnections | 0 | 3 | 346 | 39 |
| Reconnections | 5 | 0 | 219 | 13 |
| Accounts Determined Uncollectible | 1,230 | 525 | 1,539 | 1,107 |
| Uncollectible E.A. Eligible Accounts | 17 | 1 | 108 | 72 |