

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

Category	February 2021	March 2021	% Change Feb-Mar	March 2020	% Change 2020-2021
Total Accounts	1,899,712	1,900,341	0.03%	1,884,317.00	0.85%
Total Accounts Past Due	165,506	133,275	-19.47%	187,813.00	-29.04%
E.A. Eligible Accounts	98,639	105,878	7.34%	110,556.00	-4.23%
E.A. Eligible Accounts w/Past Due Balance	33,035	30,504	-7.66%	43,234.00	-29.44%
Revenue of Past Due Accounts	\$ 38,433,582	\$ 30,399,103	-20.90%	\$31,076,788.00	-2.18%
Revenue of Past Due E.A. Eligible Accts	\$ 11,133,161	\$ 10,352,940	-7.01%	\$11,940,799.00	-13.30%
Disconnection Notices Issued	36,400	45,882	26.05%	25,740.00	78.25%
Disconnection Notices to E.A. Eligibles	947	5,359	465.89%	260.00	1961.15%
Involuntary Disconnections	480	3,108	547.50%	1,238.00	151.05%
Reconnections	756	2,261	199.07%	754.00	199.87%
Accounts Determined Uncollectible	4,579	4,474	-2.29%	4,990.00	-10.34%
Uncollectible E.A. Eligible Accounts	392	284	-27.55%	277.00	2.53%

**Iowa Utilities Board
Residential Customer Statistics
Breakdown by Company for: March 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		144,101	4,587
Total Accounts Past Due		5,240	366
E.A. Eligible Accounts		8,135	395
E.A. Eligible Accounts w/Past Due Balance		2,743	45
Revenue of Past Due Accounts		\$ 6,172,329	\$ 81,663
Revenue of Past Due E.A. Eligible Accts		\$ 379,835	\$ 13,039
Disconnection Notices Issued		4,533	519
Disconnection Notices to E.A. Eligibles		233	8
Involuntary Disconnections		130	75
Reconnections		537	36
Accounts Determined Uncollectible		123	10
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: March 2021**

Category	IP&L (Electric)	IP&L (Gas)	MidAmerican (Electric)	MidAmerican (Gas)
Total Accounts	396,448	196,043	608,073	551,089
Total Accounts Past Due	19,319	8,472	53,474	46,404
E.A. Eligible Accounts	25,902	13,020	31,774	26,652
E.A. Eligible Accounts w/Past Due Balance	5,235	2,155	10,703	9,623
Revenue of Past Due Accounts	\$ 9,277,697	\$ 1,697,192	\$ 7,688,091	5,482,131
Revenue of Past Due E.A. Eligible Accts	\$ 4,069,518	\$ 532,669	\$ 3,244,820	2,113,059
Disconnection Notices Issued	11,603	5,718	12,618	10,891
Disconnection Notices to E.A. Eligibles	2,357	983	998	780
Involuntary Disconnections	1,648	127	916	212
Reconnections	1,026	21	533	108
Accounts Determined Uncollectible	1,253	487	1,451	1,150
Uncollectible E.A. Eligible Accounts	33	8	26	18