

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

Category	August 2021	September 2021	% Change Aug-Sept	September 2020	% Change 2020-2021
Total Accounts	1,897,782	1,900,918	0.17%	1,885,421	0.82%
Total Accounts Past Due	162,079	167,847	3.56%	184,616	-9.08%
E.A. Eligible Accounts	106,788	105,711	-1.01%	115,724	-8.65%
E.A. Eligible Accounts w/Past Due Balance	27,434	27,176	-0.94%	31,970	-15.00%
Revenue of Past Due Accounts	\$ 22,708,235	\$ 22,612,105	-0.42%	\$29,849,047	-24.25%
Revenue of Past Due E.A. Eligible Accts	\$ 4,807,894	\$ 4,333,396	-9.87%	\$7,389,630	-41.36%
Disconnection Notices Issued	57,842	52,100	-9.93%	39,480	0.00%
Disconnection Notices to E.A. Eligibles	10,909	9,332	-14.46%	7,420	0.00%
Involuntary Disconnections	3,055	6,027	97.28%	1,905	0.00%
Reconnections	2,929	5,429	85.35%	1,564	247.12%
Accounts Determined Uncollectible	5,245	4,638	-11.57%	5,252	-11.69%
Uncollectible E.A. Eligible Accounts	1,200	1,352	12.67%	634	113.25%

**Iowa Utilities Board
Residential Customer Statistics
Breakdown by Company for: September 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		143,065	3,989
Total Accounts Past Due		7,541	368
E.A. Eligible Accounts		7,401	497
E.A. Eligible Accounts w/Past Due Balance		3,632	0
Revenue of Past Due Accounts		\$ 2,937,684	\$ 40,285
Revenue of Past Due E.A. Eligible Accts		\$ 204,123	\$ -
Disconnection Notices Issued		1,984	321
Disconnection Notices to E.A. Eligibles		323	0
Involuntary Disconnections		255	11
Reconnections		917	3
Accounts Determined Uncollectible		272	29
Uncollectible E.A. Eligible Accounts		438	8

* 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: September 2021**

Category	IP&L (Electric)	IP&L (Gas)	MidAmerican (Electric)	MidAmerican (Gas)
Total Accounts	396,541	195,022	611,527	550,774
Total Accounts Past Due	18,248	9,178	70,903	61,609
E.A. Eligible Accounts	27,722	13,991	30,477	25,623
E.A. Eligible Accounts w/Past Due Balance	3,542	1,620	9,858	8,524
Revenue of Past Due Accounts	\$ 6,213,565	\$ 1,073,228	\$ 10,444,277	1,903,066
Revenue of Past Due E.A. Eligible Accts	\$ 1,713,816	\$ 238,165	\$ 1,863,879	313,413
Disconnection Notices Issued	10,914	4,281	19,415	15,185
Disconnection Notices to E.A. Eligibles	1,944	867	3,455	2,743
Involuntary Disconnections	3,104	210	2,213	234
Reconnections	2,547	61	1,759	142
Accounts Determined Uncollectible	1,238	560	1,402	1,137
Uncollectible E.A. Eligible Accounts	270	123	287	226