

**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	1,899,624	0.05%	\$ 1,882,825	0.89%
Total Accounts Past Due	167,872	168,631	0.45%	\$ 184,057	-8.38%
E.A. Eligible Accounts	88,673	95,948	8.20%	\$ 106,292	-9.73%
E.A. Eligible Accounts w/Past Due Balance	31,514	30,655	-2.73%	\$ 44,872	-31.68%
Revenue of Past Due Accounts	\$ 35,838,537	\$ 31,351,789	-12.52%	\$ 29,848,125	5.04%
Revenue of Past Due E.A. Eligible Accts	\$ 8,949,828	\$ 10,842,293	21.15%	\$ 11,907,123	-8.94%
Disconnection Notices Issued	37,737	36,400	-3.54%	\$ 60,453	-39.79%
Disconnection Notices to E.A. Eligibles	1,166	681	-41.60%	\$ 540	26.11%
Involuntary Disconnections	447	429	-4.03%	\$ 701	-38.80%
Reconnections	780	240	-69.23%	\$ 463	-48.16%
Accounts Determined Uncollectible	4,222	6,099	44.46%	\$ 5,423	12.47%
Uncollectible E.A. Eligible Accounts	616	203	-67.05%	\$ 279	-27.24%

**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		144,137	4,103
Total Accounts Past Due		9,418	557
E.A. Eligible Accounts		5,274	367
E.A. Eligible Accounts w/Past Due Balance		440	57
Revenue of Past Due Accounts		\$ 1,089,530	\$ 113,341
Revenue of Past Due E.A. Eligible Accts		\$ 83,117	\$ 14,908
Disconnection Notices Issued		3,489	608
Disconnection Notices to E.A. Eligibles		1	13
Involuntary Disconnections		31	10
Reconnections		0	3
Accounts Determined Uncollectible		1,685	13
Uncollectible E.A. Eligible Accounts		2	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