

**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	1,899,624	1,900,490	0.05%	1,884,317	0.86%
Total Accounts Past Due	168,631	138,347	-17.96%	187,813	-26.34%
E.A. Eligible Accounts	95,948	103,546	7.92%	110,556	-6.34%
E.A. Eligible Accounts w/Past Due Balance	30,655	28,324	-7.60%	43,234	-34.49%
Revenue of Past Due Accounts	\$ 31,351,789	\$ 25,539,075	-18.54%	\$ 31,076,788	-17.82%
Revenue of Past Due E.A. Eligible Accts	\$ 10,842,293	\$ 10,090,749	-6.93%	\$ 11,940,799	-15.49%
Disconnection Notices Issued	36,400	45,306	24.47%	25,740	76.01%
Disconnection Notices to E.A. Eligibles	681	5,130	653.30%	260	1873.08%
Involuntary Disconnections	429	3,059	613.05%	1,238	147.09%
Reconnections	240	1,724	618.33%	754	128.65%
Accounts Determined Uncollectible	6,099	4,607	-24.46%	4,990	-7.68%
Uncollectible E.A. Eligible Accounts	203	86	-57.64%	277	-68.95%

**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		144,250	4,587
Total Accounts Past Due		10,312	366
E.A. Eligible Accounts		5,803	395
E.A. Eligible Accounts w/Past Due Balance		563	45
Revenue of Past Due Accounts		\$ 1,312,301	\$ 81,663
Revenue of Past Due E.A. Eligible Accts		\$ 117,644	\$ 13,039
Disconnection Notices Issued		3,957	519
Disconnection Notices to E.A. Eligibles		4	8
Involuntary Disconnections		81	75
Reconnections		0	36
Accounts Determined Uncollectible		256	10
Uncollectible E.A. Eligible Accounts		1	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