

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

Category	March 2021	April 2021	% Change March-April	April 2020	% Change 2020-2021
Total Accounts	1,900,490	1,899,719	-0.04%	1,976,115	-3.87%
Total Accounts Past Due	138,347	134,714	-2.63%	199,048	-32.32%
E.A. Eligible Accounts	103,546	108,115	4.41%	113,898	-5.08%
E.A. Eligible Accounts w/Past Due Balance	28,324	20,997	-25.87%	39,058	-46.24%
Revenue of Past Due Accounts	\$ 25,539,075	\$ 21,006,195	-17.75%	\$ 40,424,529	-48.04%
Revenue of Past Due E.A. Eligible Accts	\$ 10,090,749	\$ 6,235,954	-38.20%	\$ 13,413,180	-53.51%
Disconnection Notices Issued	45,306	45,309	0.01%	0	N/A
Disconnection Notices to E.A. Eligibles	5,130	14,219	177.17%	0	N/A
Involuntary Disconnections	3,059	6,126	100.26%	0	N/A
Reconnections	1,724	4,327	150.99%	17	25352.94%
Accounts Determined Uncollectible	4,607	3,590	-22.08%	4,295	-16.41%
Uncollectible E.A. Eligible Accounts	86	122	41.86%	318	-61.64%

**Iowa Utilities Board  
Residential Customer Statistics  
Breakdown by Company for: April 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		144,311	4,550
Total Accounts Past Due		8,205	385
E.A. Eligible Accounts		6,295	436
E.A. Eligible Accounts w/Past Due Balance		610	163
Revenue of Past Due Accounts		\$ 1,236,395	\$ 102,152
Revenue of Past Due E.A. Eligible Accts		\$ 146,995	\$ 24,336
Disconnection Notices Issued		4,533	622
Disconnection Notices to E.A. Eligibles		2	0
Involuntary Disconnections		138	86
Reconnections		26	22
Accounts Determined Uncollectible		207	0
Uncollectible E.A. Eligible Accounts		0	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: April 2021**

Category	IP&L (Electric)	IP&L (Gas)	MidAmerican (Electric)	MidAmerican (Gas)
Total Accounts	396,290	195,729	608,236	550,603
Total Accounts Past Due	16,982	7,712	53,908	47,522
E.A. Eligible Accounts	27,285	13,699	32,868	27,532
E.A. Eligible Accounts w/Past Due Balance	3,366	1,486	8,165	7,207
Revenue of Past Due Accounts	\$ 7,641,359	\$ 1,666,074	\$ 5,832,642	4,527,573
Revenue of Past Due E.A. Eligible Accts	\$ 2,508,176	\$ 382,646	\$ 1,857,753	1,316,048
Disconnection Notices Issued	7,058	3,501	16,102	13,493
Disconnection Notices to E.A. Eligibles	2,410	1,138	5,926	4,743
Involuntary Disconnections	2,722	514	2,235	431
Reconnections	2,086	173	1,803	217
Accounts Determined Uncollectible	992	423	1,128	840
Uncollectible E.A. Eligible Accounts	44	21	35	22