

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

Category	April 2021	May 2021	% Change April-May	May 2020	% Change 2020-2021
Total Accounts	1,899,719	1,899,666	0.00%	1,883,452	0.86%
Total Accounts Past Due	134,714	147,586	9.56%	194,724	-24.21%
E.A. Eligible Accounts	108,115	108,446	0.31%	115,040	-5.73%
E.A. Eligible Accounts w/Past Due Balance	20,997	21,589	2.82%	38,534	-43.97%
Revenue of Past Due Accounts	\$ 21,006,195	\$ 20,673,841	-1.58%	\$ 41,197,250	-49.82%
Revenue of Past Due E.A. Eligible Accts	\$ 6,235,954	\$ 5,621,386	-9.86%	\$ 13,645,658	-58.80%
Disconnection Notices Issued	45,309	34,729	-23.35%	0	N/A
Disconnection Notices to E.A. Eligibles	14,219	6,579	-53.73%	0	N/A
Involuntary Disconnections	6,126	4,264	-30.40%	0	N/A
Reconnections	4,327	3,142	-27.39%	216	1354.63%
Accounts Determined Uncollectible	3,590	3,166	-11.81%	4,633	-31.66%
Uncollectible E.A. Eligible Accounts	122	184	50.82%	316	-41.77%

**Iowa Utilities Board  
Residential Customer Statistics  
Breakdown by Company for: May 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		144,220	4,538
Total Accounts Past Due		8,465	385
E.A. Eligible Accounts		6,550	448
E.A. Eligible Accounts w/Past Due Balance		675	95
Revenue of Past Due Accounts		\$ 1,182,547	\$ 10,652
Revenue of Past Due E.A. Eligible Accts		\$ 153,646	\$ 29,052
Disconnection Notices Issued		4,361	461
Disconnection Notices to E.A. Eligibles		397	95
Involuntary Disconnections		289	50
Reconnections		47	24
Accounts Determined Uncollectible		308	0
Uncollectible E.A. Eligible Accounts		6	0

\* Effective July 1, 2018, Linn County REC is no longer required to file this report.

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Residential Customer Statistics  
Breakdown by Company for: May 2021**

Category	IP&L (Electric)	IP&L (Gas)	MidAmerican (Electric)	MidAmerican (Gas)
Total Accounts	396,384	195,336	608,840	550,348
Total Accounts Past Due	19,114	8,926	58,655	52,041
E.A. Eligible Accounts	27,610	13,878	32,596	27,364
E.A. Eligible Accounts w/Past Due Balance	3,680	1,635	8,203	7,301
Revenue of Past Due Accounts	\$ 7,858,324	\$ 1,814,162	\$ 5,587,526	4,220,630
Revenue of Past Due E.A. Eligible Accts	\$ 2,571,528	\$ 428,730	\$ 1,419,772	1,018,658
Disconnection Notices Issued	5,263	2,507	12,102	10,035
Disconnection Notices to E.A. Eligibles	1,345	626	2,325	1,791
Involuntary Disconnections	1,352	198	1,983	392
Reconnections	1,147	84	1,624	216
Accounts Determined Uncollectible	800	342	974	742
Uncollectible E.A. Eligible Accounts	60	26	56	36