

**Iowa Utilities Board
Residential Customer Statistics
Totals for: November 2014**

Category	October 2014	November 2014	% Change Oct. - Nov.	November 2013*	% Change 2013-2014
Total Accounts	1,851,351	1,857,675	0.34%	1,846,592	0.60%
Total Accounts Past Due	262,505	264,807	0.88%	277,276	-4.50%
E.A. Eligible Accounts	48,598	55,408	14.01%	56,294	-1.57%
E.A. Eligible Accounts w/Past Due Balance	13,718	20,914	52.46%	22,378	-6.54%
Revenue of Past Due Accounts	\$ 26,834,552	28,287,659	5.42%	\$ 30,930,800	-8.55%
Revenue of Past Due E.A. Eligible Accts	\$ 2,950,173	3,839,043	30.13%	\$ 4,210,698	-8.83%
Disconnection Notices Issued	95,643	61,451	-35.75%	84,495	-27.27%
Disconnection Notices to E.A. Eligibles	4,409	609	-86.19%	2,084	-70.78%
Involuntary Disconnections	5,988	532	-91.12%	779	-31.71%
Reconnections	4,930	786	-84.06%	739	6.36%
Accounts Determined Uncollectible	6,368	5,267	-17.29%	6,429	-18.07%
Uncollectible E.A. Eligible Accounts	749	566	-24.43%	1,046	-45.89%

* Beginning in October 2014, Amana elected to cease filing monthly residential customer statistics. As a non-rate-regulated electric utility, Amana is not subject to mandatory reporting under 199 IAC 20.2(5)"j", but had been filing reports on a voluntary basis. To allow for a more useful comparison going forward, monthly totals for the previous year have been adjusted to remove Amana's reported figures.

**Iowa Utilities Board
Residential Customer Statistics
Breakdown by Company for: November 2014**

Category	Amana* (Electric Only)	Linn County REC (Electric Only)	Black Hills Energy f/k/a Aquila (Gas Only)	Liberty Energy f/k/a Atmos (Gas Only)
Total Accounts	Please see footnote on page 1	27,885	137,122	3,927
Total Accounts Past Due		1,397	14,679	83
E.A. Eligible Accounts		126	4,977	268
E.A. Eligible Accounts w/Past Due Balance		31	282	53
Revenue of Past Due Accounts		\$ 443,972	\$ 146,694	\$ 25,953
Revenue of Past Due E.A. Eligible Accts		\$ 4,055	\$ 6,556	\$ 10,936
Disconnection Notices Issued		0	1,328	30
Disconnection Notices to E.A. Eligibles**		0	70	0
Involuntary Disconnections		0	84	0
Reconnections		0	53	53
Accounts Determined Uncollectible		35	607	0
Uncollectible E.A. Eligible Accounts		0	144	0

**Companies received notice from agency that customers were eligible for energy assistance after disconnect notice prepared and sent.

**Iowa Utilities Board
Residential Customer Statistics
Breakdown by Company for: November 2014**

Category	IP&L (Electric)	IP&L (Gas)	MidAmerican (Electric)	MidAmerican (Gas)
Total Accounts	408,027	198,681	563,598	518,435
Total Accounts Past Due	70,726	32,683	73,828	71,411
E.A. Eligible Accounts	10,455	7,062	17,395	15,125
E.A. Eligible Accounts w/Past Due Balance	3,731	2,708	7,059	7,050
Revenue of Past Due Accounts	\$ 12,404,158	\$ 3,097,462	\$ 8,765,956	\$ 3,403,464
Revenue of Past Due E.A. Eligible Accts	\$ 988,696	\$ 847,633	\$ 1,432,980	\$ 548,187
Disconnection Notices Issued	27,799	11,037	11,503	9,754
Disconnection Notices to E.A. Eligibles**	0	0	285	254
Involuntary Disconnections	98	7	296	47
Reconnections	188	204	236	52
Accounts Determined Uncollectible	880	694	1,656	1,395
Uncollectible E.A. Eligible Accounts	1	1	235	185

**Companies received notice from agency that customers were eligible for energy assistance after disconnect notice prepared and sent.