

**Iowa Utilities Board  
Residential Customer Statistics  
Totals for: March 2016**

Category	February* 2016	March* 2016	% Change Feb. - Mar.	March* 2015	% Change 2015-2016
Total Accounts	1,268,598	1,269,793	0.09%	1,256,303	1.07%
Total Accounts Past Due	146,643	130,007	-11.34%	137,469	-5.43%
E.A. Eligible Accounts	65,087	68,438	5.15%	69,424	-1.42%
E.A. Eligible Accounts w/Past Due Balance	22,025	22,620	2.70%	25,789	-12.29%
Revenue of Past Due Accounts	\$ 16,659,907	\$ 15,839,361	-4.93%	\$ 20,651,200	-23.30%
Revenue of Past Due E.A. Eligible Accts	\$ 4,217,026	\$ 4,604,464	9.19%	\$ 5,476,372	-15.92%
Disconnection Notices Issued	31,598	32,017	1.33%	36,375	-11.98%
Disconnection Notices to E.A. Eligibles <sup>1</sup>	663	1,612	143.14%	2,288	-29.55%
Involuntary Disconnections	1,197	1,587	32.58%	1,859	-14.63%
Reconnections	727	834	14.72%	964	-13.49%
Accounts Determined Uncollectible	3,262	3,080	-5.58%	3,221	-4.38%
Uncollectible E.A. Eligible Accounts	314	211	-32.80%	172	22.67%

\*IP&L has requested to delay filing data for March due to issues with its new billing system. Monthly and annual totals have been adjusted to remove IP&L data for February and March 2016 and March 2015 to allow for a more accurate comparison between time periods. This report will be revised when IP&L files complete data for February and March 2016.

<sup>1</sup>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: March 2016**

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	28,677	139,697	3,947
Total Accounts Past Due	1,166	10,407	604
E.A. Eligible Accounts	242	8,356	377
E.A. Eligible Accounts w/Past Due Balance	90	594	9
Revenue of Past Due Accounts	\$ 476,722	\$ 2,751,941	\$ 109,477
Revenue of Past Due E.A. Eligible Accts	\$ 33,664	\$ 46,668	\$ 5,347
Disconnection Notices Issued	765	6,436	595
Disconnection Notices to E.A. Eligibles <sup>1</sup>	70	105	0
Involuntary Disconnections	48	404	56
Reconnections	39	114	26
Accounts Determined Uncollectible	19	229	0
Uncollectible E.A. Eligible Accounts	0	152	0

<sup>1</sup>Companies received notice from agency that customers were eligible for energy assistance after disconnect notice prepared and sent.

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Residential Customer Statistics  
Breakdown by Company for: March 2016**

Category	IP&L <sup>2</sup> (Electric)	IP&L <sup>2</sup> (Gas)	MidAmerican (Electric)	MidAmerican (Gas)
Total Accounts	0	0	571,558	525,914
Total Accounts Past Due	0	0	61,268	56,562
E.A. Eligible Accounts	0	0	31,715	27,748
E.A. Eligible Accounts w/Past Due Balance	0	0	11,362	10,565
Revenue of Past Due Accounts	\$ -	\$ -	\$ 6,649,590	\$ 5,851,631
Revenue of Past Due E.A. Eligible Accts	\$ -	\$ -	\$ 2,470,050	\$ 2,048,735
Disconnection Notices Issued	0	0	12,854	11,367
Disconnection Notices to E.A. Eligibles <sup>1</sup>	0	0	837	600
Involuntary Disconnections	0	0	814	265
Reconnections	0	0	532	123
Accounts Determined Uncollectible	0	0	1,609	1,223
Uncollectible E.A. Eligible Accounts	0	0	31	28

<sup>1</sup>Companies received notice from agency that customers were eligible for energy assistance after disconnect notice prepared and sent.

<sup>2</sup> Due to IPL's conversion to a new billing system, the March report does not include data for IPL. This information will be filed at a later date and this report will be revised.