

**Iowa Utilities Board
Residential Customer Statistics
Breakdown by Company for: September 2016**

Category	August 2016	September 2016	% Change Aug - Sep	September 2015	% Change 2015-2016
Total Accounts	1,858,450	1,860,881	0.13%	1,858,815	0.11%
Total Accounts Past Due	329,138	340,252	3.38%	252,405	34.80%
E.A. Eligible Accounts	106,698	105,365	-1.25%	90,698	16.17%
E.A. Eligible Accounts w/Past Due Balance	31,321	31,694	1.19%	27,043	17.20%
Revenue of Past Due Accounts	\$ 35,719,582	\$ 41,456,163	16.06%	\$ 27,154,823	52.67%
Revenue of Past Due E.A. Eligible Accts	\$ 3,517,265	\$ 3,996,048	13.61%	\$ 3,663,324	9.08%
Disconnection Notices Issued	43,403	43,653	0.58%	91,623	-52.36%
Disconnection Notices to E.A. Eligibles	5,954	5,581	-6.26%	6,527	-14.49%
Involuntary Disconnections	7,004	5,017	-28.37%	5,208	-3.67%
Reconnections	4,541	3,671	-19.16%	3,744	-1.95%
Accounts Determined Uncollectible	3,922	3,974	1.33%	5,697	-30.24%
Uncollectible E.A. Eligible Accounts	621	871	40.26%	1,295	-32.74%

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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	28,988	137,984	3,548
Total Accounts Past Due	1,199	13,569	253
E.A. Eligible Accounts	245	8,896	558
E.A. Eligible Accounts w/Past Due Balance	81	2,560	27
Revenue of Past Due Accounts	658,580	\$ 1,280,624	\$ 17,669
Revenue of Past Due E.A. Eligible Accts	15,992	\$ 182,516	\$ 1,985
Disconnection Notices Issued	758	2,365	253
Disconnection Notices to E.A. Eligibles	77	281	27
Involuntary Disconnections	71	378	14
Reconnections	59	152	14
Accounts Determined Uncollectible	16	475	28
Uncollectible E.A. Eligible Accounts	1	200	11

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Category	IP&L (Electric)	IP&L (Gas)	MidAmerican (Electric)	MidAmerican (Gas)
Total Accounts	394,511	195,948	574,370	525,532
Total Accounts Past Due	107,452	74,679	73,618	69,482
E.A. Eligible Accounts	28,248	14,022	28,410	24,986
E.A. Eligible Accounts w/Past Due Balance	9,961	5,414	7,117	6,534
Revenue of Past Due Accounts	\$ 24,777,739	\$ 3,801,845	\$ 9,380,679	\$ 1,539,027
Revenue of Past Due E.A. Eligible Accts	\$ 2,269,470	\$ 305,526	\$ 1,054,046	\$ 166,513
Disconnection Notices Issued	6,422 *	2,835 *	17,416	13,604
Disconnection Notices to E.A. Eligibles	1,228 *	580 *	1,859	1,529
Involuntary Disconnections	1,601 *	190 *	2,474	289
Reconnections	1,238	58	1,977	173
Accounts Determined Uncollectible	283	25	1,698	1,449
Uncollectible E.A. Eligible Accounts	8	2	361	288

* IPL notes that disconnections were ceased as of September 27, 2016, per the Board's Order in Docket No. WRU-2016-0024-0150.