

**Iowa Utilities Board
Residential Customer Statistics
Totals for: November 2015**

Category	October 2015	November 2015	% Change Oct. - Nov.	November 2014	% Change 2014 - 2015
Total Accounts	1,860,975	1,865,727	0.26%	1,857,675	0.43%
Total Accounts Past Due	262,190	283,273	8.04%	264,807	6.97%
E.A. Eligible Accounts	47,176	57,555	22.00%	55,408	3.87%
E.A. Eligible Accounts w/Past Due Balance	12,770	23,302	82.47%	20,914	11.42%
Revenue of Past Due Accounts	\$ 25,779,704	\$ 29,259,678	13.50%	\$ 28,287,659	3.44%
Revenue of Past Due E.A. Eligible Accts	\$ 2,486,369	\$ 4,420,943	77.81%	\$ 3,839,043	15.16%
Disconnection Notices Issued	91,228	68,022	-25.44%	61,451	10.69%
Disconnection Notices to E.A. Eligibles	3,815	671 *	-82.41%	609	10.18%
Involuntary Disconnections	4,237	716	-83.10%	532	34.59%
Reconnections	3,574	698	-80.47%	786	-11.20%
Accounts Determined Uncollectible	5,572	5,615	0.77%	5,267	6.61%
Uncollectible E.A. Eligible Accounts	875	702	-19.77%	566	24.03%

*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 2015**

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	28,519	137,792	3,934
Total Accounts Past Due	1,432	12,820	482
E.A. Eligible Accounts	134	4,907	232
E.A. Eligible Accounts w/Past Due Balance	43	195	16
Revenue of Past Due Accounts	\$ 371,178	\$ 136,141	\$ 33,869
Revenue of Past Due E.A. Eligible Accts	\$ 8,723	\$ 6,302	\$ 1,046
Disconnection Notices Issued	1,000	2,063	242
Disconnection Notices to E.A. Eligibles*	23	97	0
Involuntary Disconnections	23	83	0
Reconnections	22	45	44
Accounts Determined Uncollectible	25	518	72
Uncollectible E.A. Eligible Accounts	0	149	0

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Residential Customer Statistics
Breakdown by Company for: November 2015**

Category	IP&L (Electric)	IP&L (Gas)	MidAmerican (Electric)	MidAmerican (Gas)
Total Accounts	403,893	199,085	569,073	523,431
Total Accounts Past Due	73,129	33,956	82,221	79,233
E.A. Eligible Accounts	10,902	7,681	18,098	15,601
E.A. Eligible Accounts w/Past Due Balance	3,718	2,979	8,180	8,171
Revenue of Past Due Accounts	\$ 12,599,723	\$ 2,616,705	\$ 11,215,615	\$ 2,286,447
Revenue of Past Due E.A. Eligible Accts	\$ 916,557	\$ 875,232	\$ 2,213,191	\$ 399,892
Disconnection Notices Issued	31,825	13,046	10,892	8,954
Disconnection Notices to E.A. Eligibles*	0	0	297	254
Involuntary Disconnections	9	0	526	75
Reconnections	73	123	347	44
Accounts Determined Uncollectible	1,201	967	1,528	1,304
Uncollectible E.A. Eligible Accounts	0	0	287	266

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