

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

| Category | September 2016 | October 2016 | % Change Sep. - Oct. | October 2015 | % Change 2015-2016 |
|---|-------------------|-----------------|-------------------------|-----------------|-----------------------|
| Total Accounts | 1,860,881 | 1,863,994 | 0.17% | 1,860,975 | 0.16% |
| Total Accounts Past Due | 340,252 | 299,686 | -11.92% | 262,190 | 14.30% |
| E.A. Eligible Accounts | 105,365 | 60,455 | -42.62% | 47,176 | 28.15% |
| E.A. Eligible Accounts w/Past Due Balance | 31,694 | 17,740 | -44.03% | 12,770 | 38.92% |
| Revenue of Past Due Accounts | \$ 41,456,163 | \$ 40,154,117 | -3.14% | \$ 25,779,704 | 55.76% |
| Revenue of Past Due E.A. Eligible Accts | \$ 3,996,048 | \$ 3,113,135 | -22.09% | \$ 2,486,369 | 25.21% |
| Disconnection Notices Issued | 43,653 | 31,971 | -26.76% | 91,228 | -64.95% |
| Disconnection Notices to E.A. Eligibles | 5,581 | 818 | -85.34% | 3,815 | -78.56% |
| Involuntary Disconnections | 5,017 | 3,679 | -26.67% | 4,237 | -13.17% |
| Reconnections | 3,671 | 2,992 | -18.50% | 3,574 | -16.28% |
| Accounts Determined Uncollectible | 3,974 | 13,906 | 249.92% | 5,572 | 149.57% |
| Uncollectible E.A. Eligible Accounts | 871 | 1,635 | 87.72% | 875 | 86.86% |

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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 | 29,056 | 138,047 | 3,593 |
| Total Accounts Past Due | 1,481 | 13,209 | 312 |
| E.A. Eligible Accounts | 243 | 2,494 | 143 |
| E.A. Eligible Accounts w/Past Due Balance | 102 | 40 | 21 |
| Revenue of Past Due Accounts | 695,479 | \$ 68,032 | \$ 17,859 |
| Revenue of Past Due E.A. Eligible Accts | 17,911 | \$ 1,343 | \$ 3,205 |
| Disconnection Notices Issued | 985 | 2,298 | 312 |
| Disconnection Notices to E.A. Eligibles | 79 | 40 | 21 |
| Involuntary Disconnections | 96 | 230 | 5 |
| Reconnections | 87 | 124 | 18 |
| Accounts Determined Uncollectible | 26 | 416 | 14 |
| Uncollectible E.A. Eligible Accounts | 0 | 18 | 0 |

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

| Category | IP&L (Electric) | IP&L (Gas) | MidAmerican (Electric) | MidAmerican (Gas) |
|---|--------------------|---------------|---------------------------|----------------------|
| Total Accounts | 394,691 | 196,310 | 574,941 | 527,356 |
| Total Accounts Past Due | 75,714 | 62,905 | 75,209 | 70,856 |
| E.A. Eligible Accounts | 28,518 | 14,057 | 8,153 | 6,847 |
| E.A. Eligible Accounts w/Past Due Balance | 8,983 | 5,083 | 1,822 | 1,689 |
| Revenue of Past Due Accounts | \$ 24,627,281 | \$ 3,549,151 | \$ 9,591,030 | \$ 1,605,285 |
| Revenue of Past Due E.A. Eligible Accts | \$ 2,435,725 | \$ 291,207 | \$ 318,374 | \$ 45,370 |
| Disconnection Notices Issued | 1 * | 1 * | 15,737 | 12,637 |
| Disconnection Notices to E.A. Eligibles | 1 * | 1 * | 368 ** | 308 ** |
| Involuntary Disconnections | 0 | 3 * | 3,024 | 321 |
| Reconnections | 38 | 33 | 2,493 | 199 |
| Accounts Determined Uncollectible | 8,628 | 1,620 | 1,742 | 1,460 |
| Uncollectible E.A. Eligible Accounts | 845 | 183 | 315 | 274 |

*IP&L notes the disconnection notices were initiated prior to the Iowa Utilities Board's orders in Docket Nos. WRU-2016-0024-0150 and WRU-2016-0026-0150

**MidAmerican notes that notice regarding eligibility for energy assistance received from agency after disconnection notice prepared and sent.