

**Iowa Utilities Board
Residential Customer Statistics
Totals for: November, 2023**

Category	October 2023	November 2023	% Change Oct-Nov	November 2022	% Change 2022-2023
Total Accounts	1,929,493	1,933,527	0.21%	1,921,101	0.65%
Total Accounts Past Due	177,429	192,526	8.51%	175,915	9.44%
E.A. Eligible Accounts	73,352	66,745	-9.01%	59,198	12.75%
E.A. Eligible Accounts w/Past Due Balance	14,247	24,508	72.02%	14,503	68.99%
Revenue of Past Due Accounts	\$ 24,665,742	\$ 29,161,139	18.23%	\$ 24,329,559	19.86%
Revenue of Past Due E.A. Eligible Accts	\$ 3,834,859	\$ 5,657,591	47.53%	\$ 3,127,452	80.90%
Disconnection Notices Issued	69,023	48,821	-29.27%	41,561	17.47%
Disconnection Notices to E.A. Eligibles	7,064	1,560	-77.92%	678	130.09%
Involuntary Disconnections	4,902	669	-86.35%	527	26.94%
Reconnections	4,043	589	-85.43%	520	13.27%
Accounts Determined Uncollectible	6,299	5,660	-10.14%	5,212	8.60%
Uncollectible E.A. Eligible Accounts	1,178	606	-48.56%	378	60.32%

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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		145,954	3,547
Total Accounts Past Due		11,806	284
E.A. Eligible Accounts		7,547	758
E.A. Eligible Accounts w/Past Due Balance		2,127	67
Revenue of Past Due Accounts		\$ 1,378,369	\$ 60,319
Revenue of Past Due E.A. Eligible Accts		\$ 334,040	\$ 13,124
Disconnection Notices Issued		2,608	0
Disconnection Notices to E.A. Eligibles		371	0
Involuntary Disconnections		0	0
Reconnections		1	0
Accounts Determined Uncollectible		288	0
Uncollectible E.A. Eligible Accounts		4	0

* Effective July 1, 2018, Linn County REC is no longer required to file this report.

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Category	IP&L (Electric)	IP&L (Gas)	MidAmerican (Electric)	MidAmerican (Gas)
Total Accounts	399,298	195,249	626,627	562,852
Total Accounts Past Due	21,691	9,440	78,847	70,458
E.A. Eligible Accounts	16,564	7,995	18,844	15,037
E.A. Eligible Accounts w/Past Due Balance	3,275	1,357	9,242	8,440
Revenue of Past Due Accounts	\$ 9,220,187	\$ 1,360,677	\$ 14,654,683	2,486,904
Revenue of Past Due E.A. Eligible Accts	\$ 1,732,530	\$ 191,405	\$ 2,977,003	409,489
Disconnection Notices Issued	10,589	4,228	17,936	13,460
Disconnection Notices to E.A. Eligibles	1	0	686	502
Involuntary Disconnections	151	20	449	49
Reconnections	202	61	298	27
Accounts Determined Uncollectible	1,645	761	1,713	1,253
Uncollectible E.A. Eligible Accounts	4	3	334	261