

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

Category	September 2023	October 2023	% Change Sept-Oct	October 2022	% Change 2022-2023
Total Accounts	1,924,686	1,929,493	0.25%	1,916,768	0.66%
Total Accounts Past Due	176,933	177,429	0.28%	165,900	6.95%
E.A. Eligible Accounts	113,049	73,352	-35.11%	71,161	3.08%
E.A. Eligible Accounts w/Past Due Balance	27,340	14,247	-47.89%	7,479	90.49%
Revenue of Past Due Accounts	\$ 24,266,661	\$ 24,665,742	1.64%	\$ 21,663,370	13.86%
Revenue of Past Due E.A. Eligible Accts	\$ 5,372,561	\$ 3,834,859	-28.62%	\$ 2,027,374	89.15%
Disconnection Notices Issued	65,377	69,023	5.58%	55,029	25.43%
Disconnection Notices to E.A. Eligibles	11,605	7,064	-39.13%	3,466	103.81%
Involuntary Disconnections	4,302	4,902	13.95%	4,354	12.59%
Reconnections	3,357	4,043	20.43%	3,537	14.31%
Accounts Determined Uncollectible	5,226	6,299	20.53%	5,736	9.82%
Uncollectible E.A. Eligible Accounts	1,163	1,178	1.29%	754	56.23%

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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		145,259	3,444
Total Accounts Past Due		11,620	284
E.A. Eligible Accounts		6,740	975
E.A. Eligible Accounts w/Past Due Balance		1,653	72
Revenue of Past Due Accounts		\$ 1,340,223	\$ 60,012
Revenue of Past Due E.A. Eligible Accts		\$ 263,790	\$ 13,538
Disconnection Notices Issued		2,658	0
Disconnection Notices to E.A. Eligibles		387	0
Involuntary Disconnections		171	0
Reconnections		55	0
Accounts Determined Uncollectible		497	0
Uncollectible E.A. Eligible Accounts		1	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	398,825	194,819	625,534	561,612
Total Accounts Past Due	17,096	8,186	75,074	65,169
E.A. Eligible Accounts	30,340	15,295	10,812	9,190
E.A. Eligible Accounts w/Past Due Balance	3,795	1,720	3,683	3,324
Revenue of Past Due Accounts	\$ 7,009,891	\$ 1,280,327	\$ 12,947,112	2,028,177
Revenue of Past Due E.A. Eligible Accts	\$ 2,116,611	\$ 372,152	\$ 935,509	133,259
Disconnection Notices Issued	17,484	6,782	23,871	18,228
Disconnection Notices to E.A. Eligibles	3,127	1,395	1,181	974
Involuntary Disconnections	2,887	167	1,522	155
Reconnections	2,476	191	1,227	94
Accounts Determined Uncollectible	1,706	818	1,813	1,465
Uncollectible E.A. Eligible Accounts	331	156	372	318