

**Iowa Utilities Board
Residential Customer Statistics
Totals for: December 2023**

Category	November 2023	December 2023	% Change Nov - Dec	December 2022	% Change 2022-2023
Total Accounts	1,933,527	1,935,837	0.12%	1,923,725	0.63%
Total Accounts Past Due	192,526	186,639	-3.06%	190,321	-1.93%
E.A. Eligible Accounts	66,745	83,125	24.54%	78,223	6.27%
E.A. Eligible Accounts w/Past Due Balance	24,508	25,777	5.18%	25,044	2.93%
Revenue of Past Due Accounts	\$ 29,161,139	\$ 29,268,558	0.37%	\$ 30,055,173	-2.62%
Revenue of Past Due E.A. Eligible Accts	\$ 5,657,591	\$ 7,093,667	25.38%	\$ 6,623,533	7.10%
Disconnection Notices Issued	48,821	46,535	-4.68%	47,680	-2.40%
Disconnection Notices to E.A. Eligibles	1,560	901	-42.24%	976	-7.68%
Involuntary Disconnections	669	1,267	89.39%	533	137.71%
Reconnections	589	920	56.20%	396	132.32%
Accounts Determined Uncollectible	5,660	7,889	39.38%	5,255	50.12%
Uncollectible E.A. Eligible Accounts	606	542	-10.56%	392	38.27%

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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		146,088	3,628
Total Accounts Past Due		10,395	310
E.A. Eligible Accounts		5,308	777
E.A. Eligible Accounts w/Past Due Balance		864	75
Revenue of Past Due Accounts		\$ 1,246,031	\$ 75,568
Revenue of Past Due E.A. Eligible Accts		\$ 154,729	\$ 14,676
Disconnection Notices Issued		2,592	0
Disconnection Notices to E.A. Eligibles		3	0
Involuntary Disconnections		0	0
Reconnections		0	0
Accounts Determined Uncollectible		2,521	0
Uncollectible E.A. Eligible Accounts		7	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	399,964	195,642	627,122	563,393
Total Accounts Past Due	23,500	9,945	74,903	67,586
E.A. Eligible Accounts	21,034	10,110	25,127	20,769
E.A. Eligible Accounts w/Past Due Balance	5,098	1,919	9,277	8,544
Revenue of Past Due Accounts	\$ 10,361,364	\$ 1,536,672	\$ 11,041,778	5,007,145
Revenue of Past Due E.A. Eligible Accts	\$ 3,043,303	\$ 339,697	\$ 2,490,191	1,051,071
Disconnection Notices Issued	12,385	5,784	14,586	11,188
Disconnection Notices to E.A. Eligibles	2	0	504	392
Involuntary Disconnections	604	15	570	78
Reconnections	457	26	390	47
Accounts Determined Uncollectible	1,367	544	1,979	1,478
Uncollectible E.A. Eligible Accounts	7	3	297	228