

**Iowa Utilities Board
Residential Customer Statistics
Totals for: January 2024**

Category	December 2023	January 2024	% Change Dec-Jan	December 2023	% Change 2023-2024
Total Accounts	1,933,527	1,937,420	0.20%	1,923,725	0.71%
Total Accounts Past Due	192,526	176,039	-8.56%	190,321	-7.50%
E.A. Eligible Accounts	66,745	96,217	44.16%	78,223	23.00%
E.A. Eligible Accounts w/Past Due Balance	24,508	32,144	31.16%	25,044	28.35%
Revenue of Past Due Accounts	\$ 29,161,139	\$ 29,431,680	0.93%	\$ 30,055,173	-2.07%
Revenue of Past Due E.A. Eligible Accts	\$ 5,657,591	\$ 9,648,971	70.55%	\$ 6,623,533	45.68%
Disconnection Notices Issued	48,821	63,933	30.95%	47,680	34.09%
Disconnection Notices to E.A. Eligibles	1,560	1,371	-12.12%	976	40.47%
Involuntary Disconnections	669	967	44.54%	533	81.43%
Reconnections	589	723	22.75%	396	82.58%
Accounts Determined Uncollectible	5,660	8,415	48.67%	5,255	60.13%
Uncollectible E.A. Eligible Accounts	606	559	-7.76%	392	42.60%

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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		146,404	3,659
Total Accounts Past Due		9,321	358
E.A. Eligible Accounts		6,078	809
E.A. Eligible Accounts w/Past Due Balance		889	118
Revenue of Past Due Accounts		\$ 1,212,176	\$ 125,054
Revenue of Past Due E.A. Eligible Accts		\$ 192,728	\$ 12,542
Disconnection Notices Issued		2,509	0
Disconnection Notices to E.A. Eligibles		5	0
Involuntary Disconnections		12	0
Reconnections		0	0
Accounts Determined Uncollectible		2,800	0
Uncollectible E.A. Eligible Accounts		9	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	399,956	195,714	627,782	563,905
Total Accounts Past Due	21,311	8,305	72,421	64,323
E.A. Eligible Accounts	24,011	11,561	29,460	24,298
E.A. Eligible Accounts w/Past Due Balance	6,137	2,200	12,058	10,742
Revenue of Past Due Accounts	\$ 9,536,611	\$ 1,395,925	\$ 11,357,241	5,804,673
Revenue of Past Due E.A. Eligible Accts	\$ 3,990,748	\$ 464,609	\$ 3,451,447	1,536,897
Disconnection Notices Issued	17,430	9,192	19,241	15,561
Disconnection Notices to E.A. Eligibles	9	4	757	596
Involuntary Disconnections	425	4	442	84
Reconnections	329	14	333	47
Accounts Determined Uncollectible	1,967	736	1,667	1,245
Uncollectible E.A. Eligible Accounts	24	5	276	245