

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

Category	January 2024	February 2024	% Change Jan-Feb	February 2023	% Change 2023-2024
Total Accounts	1,937,420	1,938,470	0.05%	1,925,453	0.68%
Total Accounts Past Due	176,039	168,850	-4.08%	178,122	-5.21%
E.A. Eligible Accounts	96,217	107,460	11.69%	102,711	4.62%
E.A. Eligible Accounts w/Past Due Balance	32,144	36,636	13.97%	35,059	4.50%
Revenue of Past Due Accounts	\$ 29,431,680	\$ 30,143,969	2.42%	\$ 34,721,334	-13.18%
Revenue of Past Due E.A. Eligible Accts	\$ 9,648,971	\$ 11,950,242	23.85%	\$ 11,753,389	1.67%
Disconnection Notices Issued	63,933	57,929	-9.39%	50,622	14.43%
Disconnection Notices to E.A. Eligibles	1,371	693	-49.45%	734	-5.59%
Involuntary Disconnections	967	2,511	159.67%	887	183.09%
Reconnections	723	1,645	127.52%	558	194.80%
Accounts Determined Uncollectible	8,415	4,836	-42.53%	4,885	-1.00%
Uncollectible E.A. Eligible Accounts	559	183	-67.26%	156	17.31%

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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		146,480	3,649
Total Accounts Past Due		9,527	375
E.A. Eligible Accounts		6,572	820
E.A. Eligible Accounts w/Past Due Balance		587	107
Revenue of Past Due Accounts		\$ 1,415,519	\$ 164,585
Revenue of Past Due E.A. Eligible Accts		\$ 154,218	\$ 13,491
Disconnection Notices Issued		2,853	0
Disconnection Notices to E.A. Eligibles		0	0
Involuntary Disconnections		11	0
Reconnections		0	0
Accounts Determined Uncollectible		263	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	399,969	195,836	628,379	564,157
Total Accounts Past Due	19,845	7,993	69,861	61,249
E.A. Eligible Accounts	26,926	13,118	32,891	27,133
E.A. Eligible Accounts w/Past Due Balance	7,089	2,660	13,863	12,330
Revenue of Past Due Accounts	\$ 9,785,273	\$ 1,675,106	\$ 10,146,111	6,957,375
Revenue of Past Due E.A. Eligible Accts	\$ 5,030,011	\$ 698,784	\$ 3,714,064	2,339,674
Disconnection Notices Issued	16,453	9,603	16,009	13,011
Disconnection Notices to E.A. Eligibles	5	2	389	297
Involuntary Disconnections	1,294	84	936	186
Reconnections	926	27	606	86
Accounts Determined Uncollectible	1,100	439	1,774	1,260
Uncollectible E.A. Eligible Accounts	26	9	82	65