

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

Category	February 2024	March 2024	% Change Feb-Mar	March 2023	% Change 2023-2024
Total Accounts	1,938,470	1,938,668	0.01%	1,926,015	0.66%
Total Accounts Past Due	168,850	159,611	-5.47%	167,250	-4.57%
E.A. Eligible Accounts	107,460	113,094	5.24%	112,725	0.33%
E.A. Eligible Accounts w/Past Due Balance	36,636	37,371	2.01%	36,913	1.24%
Revenue of Past Due Accounts	\$ 30,143,969	\$ 29,979,255	-0.55%	\$ 34,115,177	-12.12%
Revenue of Past Due E.A. Eligible Accts	\$ 11,950,242	\$ 13,264,314	11.00%	\$ 13,159,420	0.80%
Disconnection Notices Issued	57,929	55,635	-3.96%	60,376	-7.85%
Disconnection Notices to E.A. Eligibles	693	4,673	574.31%	6,107	-23.48%
Involuntary Disconnections	2,511	2,154	-14.22%	2,014	6.95%
Reconnections	1,645	1,432	-12.95%	1,282	11.70%
Accounts Determined Uncollectible	4,836	4,170	-13.77%	4,589	-9.13%
Uncollectible E.A. Eligible Accounts	183	100	-45.36%	113	-11.50%

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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		146,368	3,656
Total Accounts Past Due		8,958	401
E.A. Eligible Accounts		6,899	359
E.A. Eligible Accounts w/Past Due Balance		645	4
Revenue of Past Due Accounts		\$ 1,509,746	\$ 108,102
Revenue of Past Due E.A. Eligible Accts		\$ 185,092	\$ 1,587
Disconnection Notices Issued		5,158	0
Disconnection Notices to E.A. Eligibles		2	0
Involuntary Disconnections		7	0
Reconnections		0	0
Accounts Determined Uncollectible		148	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	399,757	195,609	628,929	564,349
Total Accounts Past Due	19,722	7,946	65,413	57,171
E.A. Eligible Accounts	28,466	13,944	34,726	28,700
E.A. Eligible Accounts w/Past Due Balance	7,231	2,833	14,109	12,549
Revenue of Past Due Accounts	\$ 10,374,333	\$ 2,110,701	\$ 8,977,634	6,898,739
Revenue of Past Due E.A. Eligible Accts	\$ 5,721,553	\$ 973,327	\$ 3,684,455	2,698,300
Disconnection Notices Issued	15,303	8,621	14,583	11,970
Disconnection Notices to E.A. Eligibles	2,154	844	928	745
Involuntary Disconnections	1,044	118	811	174
Reconnections	755	39	551	87
Accounts Determined Uncollectible	1,029	392	1,502	1,099
Uncollectible E.A. Eligible Accounts	33	10	29	21