

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

Category	April 2024	May 2024	% Change Apr-May	May 2023	% Change 2023-2024
Total Accounts	1,938,735	1,938,309	-0.02%	1,921,777	0.86%
Total Accounts Past Due	157,751	165,735	5.06%	164,777	0.58%
E.A. Eligible Accounts	115,506	115,214	-0.25%	117,250	-1.74%
E.A. Eligible Accounts w/Past Due Balance	26,354	24,952	-5.32%	24,656	1.20%
Revenue of Past Due Accounts	\$ 23,997,510	\$ 23,546,524	-1.88%	\$ 26,344,496	-10.62%
Revenue of Past Due E.A. Eligible Accts	\$ 7,706,289	\$ 6,608,272	-14.25%	\$ 6,372,738	3.70%
Disconnection Notices Issued	63,675	55,355	-13.07%	57,431	-3.61%
Disconnection Notices to E.A. Eligibles	23,090	10,096	-56.28%	10,990	-8.13%
Involuntary Disconnections	5,699	5,201	-8.74%	5,176	0.48%
Reconnections	3,935	3,559	-9.56%	3,237	9.95%
Accounts Determined Uncollectible	4,775	4,024	-15.73%	4,411	-8.77%
Uncollectible E.A. Eligible Accounts	218	303	38.99%	356	-14.89%

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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		146,027	3,639
Total Accounts Past Due		9,817	517
E.A. Eligible Accounts		6,927	372
E.A. Eligible Accounts w/Past Due Balance		881	3
Revenue of Past Due Accounts		\$ 1,422,153	\$ 156,517
Revenue of Past Due E.A. Eligible Accts		\$ 181,020	\$ 1,252
Disconnection Notices Issued		3,366	0
Disconnection Notices to E.A. Eligibles		246	0
Involuntary Disconnections		558	0
Reconnections		123	0
Accounts Determined Uncollectible		225	0
Uncollectible E.A. Eligible Accounts		0	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	399,948	194,777	630,298	563,620
Total Accounts Past Due	17,966	8,097	68,528	60,810
E.A. Eligible Accounts	29,613	14,581	34,834	28,887
E.A. Eligible Accounts w/Past Due Balance	3,976	1,716	9,745	8,631
Revenue of Past Due Accounts	\$ 7,527,918	\$ 2,026,003	\$ 7,707,519	4,706,414
Revenue of Past Due E.A. Eligible Accts	\$ 3,046,598	\$ 638,711	\$ 1,747,726	992,965
Disconnection Notices Issued	11,734	6,071	18,906	15,278
Disconnection Notices to E.A. Eligibles	2,270	1,093	3,682	2,805
Involuntary Disconnections	2,182	359	1,763	339
Reconnections	1,745	121	1,404	166
Accounts Determined Uncollectible	935	396	1,489	979
Uncollectible E.A. Eligible Accounts	96	38	96	73