

**Iowa Utilities Commission  
Residential Customer Statistics  
Totals for: September 2024**

Category	August 2024	September 2024	% Change Aug-Sept	September 2023	% Change 2023-2024
Total Accounts	1,938,785	1,940,509	0.09%	1,924,686	0.82%
Total Accounts Past Due	167,237	178,822	6.93%	176,933	1.07%
E.A. Eligible Accounts	110,986	109,779	-1.09%	113,049	-2.89%
E.A. Eligible Accounts w/Past Due Balance	24,019	24,595	2.40%	27,340	-10.04%
Revenue of Past Due Accounts	\$ 22,486,433	\$ 23,666,207	5.25%	\$ 24,266,661	-2.47%
Revenue of Past Due E.A. Eligible Accts	\$ 6,077,395	\$ 5,867,079	-3.46%	\$ 5,372,561	9.20%
Disconnection Notices Issued	68,586	59,377	-13.43%	65,377	-9.18%
Disconnection Notices to E.A. Eligibles	11,716	9,554	-18.45%	11,605	-17.67%
Involuntary Disconnections	5,023	4,809	-4.26%	4,302	11.79%
Reconnections	3,570	3,434	-3.81%	3,357	2.29%
Accounts Determined Uncollectible	5,351	5,368	0.32%	5,226	2.72%
Uncollectible E.A. Eligible Accounts	1,116	1,313	17.65%	1,163	12.90%

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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		145,021	3,627
Total Accounts Past Due		9,877	300
E.A. Eligible Accounts		6,396	385
E.A. Eligible Accounts w/Past Due Balance		1,043	8
Revenue of Past Due Accounts		\$ 758,405	\$ 62,796
Revenue of Past Due E.A. Eligible Accts		\$ 120,465	\$ 1,750
Disconnection Notices Issued		1,735	287
Disconnection Notices to E.A. Eligibles		205	1
Involuntary Disconnections		207	109
Reconnections		49	13
Accounts Determined Uncollectible		370	60
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	401,401	194,548	632,503	563,409
Total Accounts Past Due	17,154	8,603	76,425	66,463
E.A. Eligible Accounts	29,818	14,754	31,833	26,593
E.A. Eligible Accounts w/Past Due Balance	3,684	1,722	9,646	8,492
Revenue of Past Due Accounts	\$ 6,624,746	\$ 1,207,567	\$ 12,657,681	2,355,012
Revenue of Past Due E.A. Eligible Accts	\$ 2,539,245	\$ 445,471	\$ 2,348,236	411,912
Disconnection Notices Issued	15,619	6,055	20,658	15,023
Disconnection Notices to E.A. Eligibles	2,468	1,049	3,354	2,477
Involuntary Disconnections	2,149	109	1,878	357
Reconnections	1,744	51	1,419	158
Accounts Determined Uncollectible	1,424	734	1,632	1,148
Uncollectible E.A. Eligible Accounts	430	200	402	281