

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

Category	October 2024	November 2024	% Change Oct-Nov	November 2023	% Change 2023-2024
Total Accounts	1,943,900	1,947,254	0.17%	1,933,527	0.71%
Total Accounts Past Due	167,495	182,499	8.96%	192,526	-5.21%
E.A. Eligible Accounts	55,265	40,818	-26.14%	66,745	-38.84%
E.A. Eligible Accounts w/Past Due Balance	9,041	13,972	54.54%	24,508	-42.99%
Revenue of Past Due Accounts	\$ 22,597,467	\$ 26,213,225	16.00%	\$ 29,161,139	-10.11%
Revenue of Past Due E.A. Eligible Accts	\$ 3,732,273	\$ 3,712,822	-0.52%	\$ 5,657,591	-34.37%
Disconnection Notices Issued	66,624	42,435	-36.31%	48,821	-13.08%
Disconnection Notices to E.A. Eligibles	5,385	833	-84.53%	1,560	-46.60%
Involuntary Disconnections	6,257	781	-87.52%	669	16.74%
Reconnections	4,903	752	-84.66%	589	27.67%
Accounts Determined Uncollectible	6,080	4,908	-19.28%	5,660	-13.29%
Uncollectible E.A. Eligible Accounts	1,415	624	-55.90%	606	2.97%

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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		146,382	3,614
Total Accounts Past Due		9,773	217
E.A. Eligible Accounts		6,629	489
E.A. Eligible Accounts w/Past Due Balance		1,320	25
Revenue of Past Due Accounts		\$ 689,773	\$ 49,038
Revenue of Past Due E.A. Eligible Accts		\$ 137,277	\$ 5,915
Disconnection Notices Issued		1,820	125
Disconnection Notices to E.A. Eligibles		229	1
Involuntary Disconnections		0	7
Reconnections		2	18
Accounts Determined Uncollectible		282	7
Uncollectible E.A. Eligible Accounts		2	1

* 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	401,742	195,524	633,891	566,101
Total Accounts Past Due	21,251	9,568	75,084	66,606
E.A. Eligible Accounts	9,431	4,721	11,292	8,256
E.A. Eligible Accounts w/Past Due Balance	1,728	788	5,303	4,808
Revenue of Past Due Accounts	\$ 8,680,437	\$ 1,068,214	\$ 12,448,581	3,277,182
Revenue of Past Due E.A. Eligible Accts	\$ 1,117,392	\$ 104,834	\$ 1,895,853	451,551
Disconnection Notices Issued	9,294	3,675	15,736	11,785
Disconnection Notices to E.A. Eligibles	1	1	353	248
Involuntary Disconnections	331	15	374	54
Reconnections	322	80	276	54
Accounts Determined Uncollectible	1,351	553	1,598	1,117
Uncollectible E.A. Eligible Accounts	6	3	359	253