

**Iowa Utilities Board
Residential Customer Statistics
Totals for: November 2021**

Category	October 2021	November 2021	% Change Oct-Nov	November 2020	% Change 2020-2021
Total Accounts	1,902,626	1,907,827	0.27%	1,893,642	0.75%
Total Accounts Past Due	195,091	193,510	-0.81%	203,702	-5.00%
E.A. Eligible Accounts	69,593	62,497	-10.20%	59,699	4.69%
E.A. Eligible Accounts w/Past Due Balance	15,027	14,821	-1.37%	23,778	-37.67%
Revenue of Past Due Accounts	\$ 22,660,754	\$ 23,296,473	2.81%	\$ 33,779,869	-31.03%
Revenue of Past Due E.A. Eligible Accts	\$ 3,339,592	\$ 2,744,841	-17.81%	\$ 4,863,057	-43.56%
Disconnection Notices Issued	47,906	43,265	-9.69%	30,641	41.20%
Disconnection Notices to E.A. Eligibles	5,000	1,179	-76.42%	741	59.11%
Involuntary Disconnections	4,376	902	-79.39%	2,348	-61.58%
Reconnections	3,490	608	-82.58%	1,057	-42.48%
Accounts Determined Uncollectible	4,353	4,910	12.80%	4,127	18.97%
Uncollectible E.A. Eligible Accounts	691	428	-38.06%	326	31.29%

**Iowa Utilities Board
Residential Customer Statistics
Breakdown by Company for: November 2021**

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		143,765	4,060
Total Accounts Past Due		10,223	477
E.A. Eligible Accounts		5,878	283
E.A. Eligible Accounts w/Past Due Balance		1,020	35
Revenue of Past Due Accounts		\$ 662,441	\$ 43,949
Revenue of Past Due E.A. Eligible Accts		\$ 83,418	\$ 4,601
Disconnection Notices Issued		1,793	193
Disconnection Notices to E.A. Eligibles		213	0
Involuntary Disconnections		191	5
Reconnections		75	3
Accounts Determined Uncollectible		390	14
Uncollectible E.A. Eligible Accounts		0	0

* Effective July 1, 2018, Linn County REC is no longer required to file this report.

**Iowa Utilities Board
Residential Customer Statistics
Breakdown by Company for: November 2021**

Category	IP&L (Electric)	IP&L (Gas)	MidAmerican (Electric)	MidAmerican (Gas)
Total Accounts	397,006	195,978	612,999	554,019
Total Accounts Past Due	21,311	9,748	79,678	72,073
E.A. Eligible Accounts	15,203	7,196	18,358	15,579
E.A. Eligible Accounts w/Past Due Balance	2,004	822	5,694	5,246
Revenue of Past Due Accounts	\$ 7,515,584	\$ 902,107	\$ 11,585,522	2,586,870
Revenue of Past Due E.A. Eligible Accts	\$ 876,663	\$ 77,622	\$ 1,439,604	262,933
Disconnection Notices Issued	9,988	3,943	15,291	12,057
Disconnection Notices to E.A. Eligibles	0	0	529	437
Involuntary Disconnections	17	8	619	62
Reconnections	54	63	393	20
Accounts Determined Uncollectible	1,351	602	1,438	1,115
Uncollectible E.A. Eligible Accounts	4	2	240	182