

Iowa Utilities Board
Residential Customer Statistics
Totals for: October 2021

Category	September 2021	October 2021	% Change Sept-Oct	October 2020	% Change 2020-2021
Total Accounts	1,901,096	1,902,626	0.08%	1,890,943	0.62%
Total Accounts Past Due	170,941	195,091	14.13%	181,520	7.48%
E.A. Eligible Accounts	104,415	69,593	-33.35%	74,269	-6.30%
E.A. Eligible Accounts w/Past Due Balance	24,467	15,027	-38.58%	17,310	-13.19%
Revenue of Past Due Accounts	\$ 20,476,685	\$ 22,660,754	10.67%	\$ 26,823,056	-15.52%
Revenue of Past Due E.A. Eligible Accts	\$ 4,223,565	\$ 3,339,592	-20.93%	\$ 4,341,715	-23.08%
Disconnection Notices Issued	52,010	47,906	-7.89%	45,879	4.42%
Disconnection Notices to E.A. Eligibles	9,209	5,000	-45.71%	5,345	-6.45%
Involuntary Disconnections	6,032	4,376	-27.45%	7,342	-40.40%
Reconnections	4,588	3,490	-23.93%	5,113	-31.74%
Accounts Determined Uncollectible	4,895	4,353	-11.07%	3,264	33.36%
Uncollectible E.A. Eligible Accounts	914	691	-24.40%	584	18.32%

Iowa Utilities Board
Residential Customer Statistics
Breakdown by Company for: October 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		143,250	3,548
Total Accounts Past Due		10,511	283
E.A. Eligible Accounts		5,998	157
E.A. Eligible Accounts w/Past Due Balance		1,008	13
Revenue of Past Due Accounts	\$	732,396	\$ 31,921
Revenue of Past Due E.A. Eligible Accts	\$	90,379	\$ 1,862
Disconnection Notices Issued		1,984	24
Disconnection Notices to E.A. Eligibles		214	7
Involuntary Disconnections		284	17
Reconnections		62	7
Accounts Determined Uncollectible		381	14
Uncollectible E.A. Eligible Accounts	0		10

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

Iowa Utilities Board
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Breakdown by Company for: October 2021

Category	IP&L (Electric)	IP&L (Gas)	MidAmerican (Electric)	MidAmerican (Gas)
Total Accounts	396,077	195,212	612,110	552,429
Total Accounts Past Due	21,590	10,253	80,810	71,644
E.A. Eligible Accounts	27,730	14,005	11,733	9,970
E.A. Eligible Accounts w/Past Due Balance	4,055	1,919	4,206	3,826
Revenue of Past Due Accounts	\$ 7,275,762	\$ 998,344	\$ 11,461,032	2,161,299
Revenue of Past Due E.A. Eligible Accts	\$ 1,817,432	\$ 217,254	\$ 1,041,000	171,665
Disconnection Notices Issued	10,473	3,940	17,706	13,779
Disconnection Notices to E.A. Eligibles	2,012	866	1,043	858
Involuntary Disconnections	1,781	98	2,042	154
Reconnections	1,507	87	1,746	81
Accounts Determined Uncollectible	1,059	487	1,346	1,066
Uncollectible E.A. Eligible Accounts	183	93	231	174