

Ajo Improvement Company
P.O. Drawer 9
Ajo, AZ 85321
July 15, 2021

Docket No. E-00000A-19-0128

In Re: Compliance with Decision No. 77849, Quarterly Reporting on Residential Customer Service Terminations and Accounts in Arrears, Q2 2021

Ajo Improvement Company (AIC) hereby provides its quarterly report on residential customer service terminations and accounts in arrears for the period April-June 2021. As required by Decision No. 77849, the data are reported for the AIC service territory by applicable zip code. See the following tables for the requested information for Ajo, zip code 85321, which is the only zip code that AIC serves.

The data indicate that a small number of customers were disconnected in April due to non-payment, and a much higher number of customers in all months avoided disconnection due to the moratorium policies in effect. The number of customers in arrears were similar to the number of customers who avoided disconnection due to the moratorium policies. The total amount in arrears ranged from a high of \$8,676 in June to a low of \$2,940 in April. The average arrearage varied by month, but overall ranged from a low of \$118 to just over \$160.

Two residential customers enrolled in a deferred payment arrangement (DPA) in April and in May, and one customer was enrolled in a DPA in June. All customers on a DPA in April and May remained in compliance with the DPA.

Overall, one-tenth or less of customers in arrears were in arrears by more than \$300. The duration of overdue balances for these customers varied by month.

AIC does not have a low income discount tariff and therefore does not have information related specifically to low income customers.

Ajo, Zip Code 85321

	April	May	June
Number of Residential Customers:			
Disconnected in the month	3	0	0
Not disconnected due to moratorium	23	46	50
Customer Arrearages			
Residential customers in arrears	25	52	60
Total dollar amount of arrearages	\$ 2,939.71	\$ 8,389.07	\$ 8,676.10
Average dollar amount of arrearages	\$ 117.59	\$ 161.33	\$ 144.60
Deferred Payment Arrangements (DPA)			
Residential customers enrolled in a DPA	2	2	1
Residential customers in compliance with a DPA	2	2	0
Residential Customers With Arrearages > \$300			
Low income customers, by duration ¹			
Up to 30 days overdue	0	0	0
30 to 60 days overdue	0	0	0
60 to 90 days overdue	0	0	0
More than 90 days overdue	0	0	0
Total low income customers	0	0	0
Other residential customers			
Up to 30 days overdue	0	1	2
30 to 60 days overdue	0	1	1
60 to 90 days overdue	0	0	1
More than 90 days overdue	2	2	2
Total other residential customers	2	4	6
% of Low Income Customers in Arrears Who Have Received Customer Assistance	8%	10%	17%

¹ AIC does not have a low income discount tariff and therefore does not have information specific to low income customers.