

## Tucson Electric Power | UNS Electric, Inc.

88 East Broadway Blvd. | Post Office Box 711 | HQE910 | Tucson, AZ 85702-1702

April 15, 2021

Docket Control  
Arizona Corporation Commission  
1200 West Washington Street  
Phoenix, AZ 85007

Re: April 15, 2021 Quarterly Report  
Investigation and Comprehensive review of the Commission's Disconnection rules and  
the Disconnection Policies of Public Service Corporations  
(Docket No. E-00000A-19-0128)

Pursuant to Decision No. 77849 (December 17, 2020), Tucson Electric Power Company ("TEP") and UNS Electric, Inc. ("UNS Electric") (collectively "Companies") hereby submit the Companies' first quarterly report, which provides information for each month of the previous quarter beginning April 15, 2021 until January 15, 2023 on specified arrearage and termination of service activity.

Since the onset of the COVID-19 pandemic, the Companies have taken, and continue to take, several steps to assist our customers. Low-income customers can qualify for monthly discounts through TEP's Lifeline program and UNS Electric's CARES program. The programs are available to residential customers whose household income does not exceed 200 percent of the federal poverty level. At the direction of the Commission, the Companies provided one-time bill credits of up to \$250 to Lifeline and CARES program participants with overdue balances. The Companies have, and will continue to, work with community partners to provide emergency bill payment assistance to qualifying customers.

The Companies suspended disconnections and related late fees for all rate classes for one year from March 13, 2020 through March 3, 2021. Per the Commission's emergency summer moratorium rules, beginning in October 2020, TEP and UNS Electric customers with overdue balances were transitioned into 6-month Deferred Payment Arrangements ("DPAs") – two months longer than the four-month plans included in rules approved in 2019. Subsequently, pursuant to Decision No. 77849 (December 17, 2020) TEP and UNS Electric customers with overdue balances or existing DPAs were placed in new 8-month DPAs in January 2021. In addition, the Companies have offered, and will continue to offer, flexible DPAs for customers at all times.

Sincerely,

/s/Melissa Morales

Melissa Morales

Item 1. The number of residential customers that were disconnected by zip code or, if a termination of service moratorium is in place, the number of residential accounts that would have been subject to disconnection if not for the moratorium

Total Residential Customers by Zip Code who were Disconnected  
or Eligible to be Disconnected\* if not for a Moratorium

Tucson Electric Power

| Postal Code | Jan 2021 | Feb 2021 | Mar 2021 |
|-------------|----------|----------|----------|
| 85614       | 31       | 18       | 28       |
| 85622       |          | 1        | 4        |
| 85629       | 51       | 6        | 42       |
| 85637       | 1        |          |          |
| 85640       |          |          | 2        |
| 85641       | 40       | 21       | 4        |
| 85645       | 7        | 1        | 5        |
| 85653       | 26       | 5        | 12       |
| 85654       | 1        |          | 3        |
| 85701       | 60       | 68       | 8        |
| 85704       | 62       | 17       | 44       |
| 85705       | 237      | 387      | 29       |
| 85706       | 301      | 40       | 311      |
| 85710       | 238      | 697      | 132      |
| 85711       | 142      | 435      | 141      |
| 85712       | 10       | 11       | 180      |
| 85713       | 172      | 522      | 162      |
| 85714       | 60       | 79       | 124      |
| 85715       | 32       | 30       | 25       |
| 85716       | 25       | 20       | 76       |
| 85718       | 44       | 12       | 46       |
| 85719       | 42       | 26       | 18       |
| 85730       | 181      | 486      | 84       |
| 85735       | 29       | 6        | 20       |
| 85737       | 69       | 8        | 28       |
| 85739       | 23       | 6        | 25       |
| 85741       | 132      | 24       | 137      |
| 85742       | 73       | 27       | 38       |
| 85743       | 33       | 35       | 14       |
| 85745       | 149      | 289      | 34       |
| 85746       | 205      | 40       | 275      |
| 85747       | 79       | 50       | 6        |
| 85748       | 55       | 86       | 13       |
| 85749       | 58       | 28       | 32       |
| 85750       | 2        | 8        | 10       |
| 85755       | 4        | 1        | 1        |
| 85756       | 158      | 291      | 119      |
| 85757       | 3        |          |          |

\*Disconnections did not occur from March 13, 2020 to March 3, 2021.

TEP's practice is to not disconnect customers with a delinquent balance of less than \$300.

Item 2. The number of residential customers by zip code that have arrearages

Total Active Residential Customers  
With Arrears\* by Zip Code

Tucson Electric Power

| Postal Code        | Jan 2021      | Feb 2021      | Mar 2021      |
|--------------------|---------------|---------------|---------------|
| 85614              | 131           | 72            | 71            |
| 85622              | 17            | 9             | 11            |
| 85629              | 224           | 81            | 95            |
| 85637              | 1             | 1             |               |
| 85640              | 1             |               | 2             |
| 85641              | 162           | 127           | 118           |
| 85645              | 27            | 18            | 20            |
| 85653              | 89            | 37            | 48            |
| 85654              | 4             | 1             | 3             |
| 85701              | 453           | 394           | 521           |
| 85704              | 466           | 246           | 223           |
| 85705              | 2,112         | 1,871         | 1,629         |
| 85706              | 3,197         | 623           | 2,124         |
| 85710              | 1,773         | 2,106         | 1,805         |
| 85711              | 1,774         | 2,025         | 1,705         |
| 85712              | 368           | 1,049         | 790           |
| 85713              | 2,278         | 1,541         | 2,240         |
| 85714              | 1,310         | 164           | 833           |
| 85715              | 249           | 423           | 327           |
| 85716              | 297           | 792           | 859           |
| 85718              | 331           | 258           | 216           |
| 85719              | 592           | 584           | 829           |
| 85730              | 1,364         | 1,465         | 1,226         |
| 85735              | 289           | 28            | 174           |
| 85737              | 261           | 127           | 146           |
| 85739              | 112           | 36            | 66            |
| 85741              | 630           | 303           | 310           |
| 85742              | 349           | 169           | 148           |
| 85743              | 229           | 238           | 204           |
| 85745              | 987           | 836           | 1,555         |
| 85746              | 2,788         | 336           | 1,845         |
| 85747              | 351           | 287           | 222           |
| 85748              | 291           | 417           | 274           |
| 85749              | 202           | 334           | 238           |
| 85750              | 197           | 322           | 315           |
| 85755              | 12            | 7             | 3             |
| 85756              | 1,368         | 507           | 932           |
| 85757              | 9             | 1             | 6             |
| <b>Grand Total</b> | <b>25,295</b> | <b>17,835</b> | <b>22,133</b> |

\*Arrears is defined as an amount past due over 24 days and past due over \$75.

Item 3. The total dollar amount of arrearages, by zip code

Total Dollar Amount for Active Residential  
Customers With Arrears by Zip Code

Tucson Electric Power

| Postal Code        | Jan 2021           | Feb 2021           | Mar 2021           |
|--------------------|--------------------|--------------------|--------------------|
| 85614              | \$27,359           | \$14,934           | \$34,477           |
| 85622              | \$2,711            | \$768              | \$4,488            |
| 85629              | \$52,800           | \$15,910           | \$58,571           |
| 85637              | \$164              | \$407              |                    |
| 85640              | \$212              |                    | \$1,703            |
| 85641              | \$46,307           | \$38,905           | \$41,637           |
| 85645              | \$6,772            | \$3,089            | \$7,564            |
| 85653              | \$25,595           | \$10,159           | \$25,473           |
| 85654              | \$1,032            | \$93               | \$637              |
| 85701              | \$74,158           | \$100,232          | \$133,703          |
| 85704              | \$98,530           | \$51,785           | \$108,966          |
| 85705              | \$730,292          | \$646,536          | \$759,378          |
| 85706              | \$707,371          | \$121,590          | \$768,964          |
| 85710              | \$898,717          | \$651,376          | \$956,548          |
| 85711              | \$433,576          | \$836,206          | \$805,707          |
| 85712              | \$64,712           | \$494,833          | \$413,947          |
| 85713              | \$745,310          | \$750,526          | \$1,102,643        |
| 85714              | \$271,365          | \$36,805           | \$236,189          |
| 85715              | \$66,104           | \$146,871          | \$128,967          |
| 85716              | \$53,265           | \$245,801          | \$455,126          |
| 85718              | \$72,124           | \$72,170           | \$89,428           |
| 85719              | \$61,490           | \$105,490          | \$423,711          |
| 85730              | \$737,289          | \$473,180          | \$311,578          |
| 85735              | \$72,856           | \$7,734            | \$44,324           |
| 85737              | \$62,024           | \$24,377           | \$96,416           |
| 85739              | \$24,589           | \$8,554            | \$65,162           |
| 85741              | \$140,663          | \$67,315           | \$165,508          |
| 85742              | \$99,754           | \$45,312           | \$84,245           |
| 85743              | \$70,000           | \$68,049           | \$81,317           |
| 85745              | \$477,381          | \$455,698          | \$731,582          |
| 85746              | \$667,894          | \$86,811           | \$554,154          |
| 85747              | \$121,591          | \$81,579           | \$82,563           |
| 85748              | \$147,739          | \$130,262          | \$132,940          |
| 85749              | \$58,687           | \$159,804          | \$120,875          |
| 85750              | \$31,086           | \$73,884           | \$150,008          |
| 85755              | \$3,330            | \$1,046            | \$482              |
| 85756              | \$344,621          | \$86,120           | \$340,287          |
| 85757              | \$3,764            | \$899              | \$1,788            |
| <b>Grand Total</b> | <b>\$7,503,233</b> | <b>\$6,115,111</b> | <b>\$9,521,056</b> |

\*Arrears is defined as an amount past due over 24 days and past due over \$75.



Item 4. The average amount in arrearages per residential customer, by residential customer class

**Average Amount in Arrears\* per Active Residential Customer,  
by Residential Customer Class**

**Tucson Electric Power**

| Month         | Low-Income**<br>Customers | Other Residential<br>Customers |
|---------------|---------------------------|--------------------------------|
| January 2021  | \$356                     | \$289                          |
| February 2021 | \$373                     | \$339                          |
| March 2021    | \$468                     | \$425                          |

\*Arrears is defined as an amount past due over 24 days and past due over \$75.

\*\*Low-Income customers who are receiving the Lifeline discount.

Item 5. The number of residential accounts enrolled in a DPA and the number of those residential accounts in compliance with the DPA

**Total Residential Accounts Enrolled in a DPA  
and Total in Compliance with DPA\***

**Tucson Electric Power**

| Month         | Total Enrolled<br>in DPA | Total in Compliance<br>with DPA |
|---------------|--------------------------|---------------------------------|
| January 2021  | 39,378                   | 31,358                          |
| February 2021 | 42,533                   | 30,526                          |
| March 2021    | 44,399                   | 20,352                          |

\*Total in Compliance with DPA includes customers in an active payment arrangement at end of the month.

The difference between total enrolled in a DPA and total in compliance with DPA does not reflect those who were non-compliant; it reflects those who are no longer active in a DPA.

Item 6. The number of active and delinquent residential customers with an arrearage of \$300 or more, disaggregated into "low-income customers" and "other residential customers"

**Total Active Delinquent Residential  
Accounts With Arrears Over \$300**

**Tucson Electric Power**

| Report Month  | Low-Income*<br>Customers | Other Residential<br>Customers |
|---------------|--------------------------|--------------------------------|
| January 2021  | 958                      | 5,950                          |
| February 2021 | 734                      | 4,857                          |
| March 2021    | 992                      | 7,499                          |

\*Low-Income customers who are receiving the Lifeline discount.

Item 7. The percentage of low-income customers in arrears who have received customer assistance in the current calendar year

Percentage of Low-Income Customers in Arrears\* who  
Received Customer Assistance in Current Calendar Year

Tucson Electric Power

| Report Month  | % of Low-Income**<br>Customers in Arrears who<br>received financial agency<br>assistance |
|---------------|--|
| January 2021  | 3%   |
| February 2021 | 8%   |
| March 2021    | 18%  |

\*Only customers that are active and delinquent in the report month are considered in the annual assistance percentage.  
Arrears is defined as an amount past due over 24 days and past due over \$75.

\*\*Low-Income customers who are receiving the Lifeline discount.

Item 8. The number of active, delinquent residential accounts with an arrearage of \$300 or more, disaggregated into "other residential" accounts and "low-income accounts," and further disaggregated to show the duration of the arrearages (up to 30 days, 30 to 60 days, and 60 to 90 days)

Total Active Delinquent Residential Accounts\*  
With an Arrears of \$300 or more with Duration

Tucson Electric Power

| Month         | Duration      | Low Income**<br>Customers | Other Residential<br>Customers |
|---------------|---------------|---------------------------|--------------------------------|
| January 2021  | 25 To 30 Days | 58                        | 672                            |
|               | 31 To 60 Days | 312                       | 1,601                          |
|               | 61 To 90 Days | 588                       | 3,677                          |
| February 2021 | 25 To 30 Days | 13                        | 412                            |
|               | 31 To 60 Days | 214                       | 1,627                          |
|               | 61 To 90 Days | 507                       | 2,818                          |
| March 2021    | 25 To 30 Days | 23                        | 569                            |
|               | 31 To 60 Days | 47                        | 420                            |
|               | 61 To 90 Days | 922                       | 6,510                          |

\*Accounts are only counted once if the account has arrears over 30 days.

\*\*Low-Income customers who are receiving the Lifeline discount.

Item 1. The number of residential customers that were disconnected by zip code or, if a termination of service moratorium is in place, the number of residential accounts that would have been subject to disconnection if not for the moratorium

Total Residential Customers by Zip Code who were Disconnected  
or Eligible to be Disconnected\* if not for a Moratorium

UNS Electric

| Postal Code | Jan 2021 | Feb 2021 | Mar 2021 |
|-------------|----------|----------|----------|
| 85621       | 292      | 124      | 49       |
| 85624       | 3        | 3        |          |
| 85640       | 13       | 11       | 4        |
| 85645       |          | 4        | 1        |
| 85646       | 12       | 5        |          |
| 85648       | 202      | 192      | 43       |
| 86401       | 178      | 57       | 35       |
| 86403       | 176      | 96       | 31       |
| 86404       | 161      | 95       | 31       |
| 86406       | 221      | 183      | 42       |
| 86409       | 298      | 317      | 50       |
| 86413       | 149      | 105      | 57       |
| 86426       | 5        | 3        | 3        |
| 86429       | 7        | 13       | 5        |
| 86431       | 14       | 11       | 3        |
| 86433       | 4        | 5        | 2        |
| 86434       |          |          | 1        |
| 86438       | 5        | 14       | 1        |
| 86440       | 1        | 1        |          |
| 86441       | 46       | 44       | 14       |
| 86442       |          | 2        |          |
| 86444       | 22       | 15       | 8        |
| 86445       | 7        | 10       | 1        |

\*Disconnections did not occur from March 13, 2020 to March 3, 2021.  
UNS Electric's practice is to not disconnect customers with a delinquent balance of less than \$100.

Item 2. The number of residential customers by zip code that have arrearages

Total Active Residential Customers  
With Arrears\* by Zip Code

UNS Electric

| Postal Code        | Jan 2021     | Feb 2021     | Mar 2021     |
|--------------------|--------------|--------------|--------------|
| 85621              | 503          | 335          | 550          |
| 85624              | 1            | 3            | 4            |
| 85640              | 17           | 12           | 22           |
| 85645              |              | 5            | 5            |
| 85646              | 14           | 9            | 15           |
| 85648              | 416          | 723          | 510          |
| 86401              | 285          | 333          | 295          |
| 86403              | 319          | 382          | 367          |
| 86404              | 511          | 235          | 354          |
| 86406              | 393          | 455          | 346          |
| 86409              | 623          | 808          | 781          |
| 86413              | 171          | 130          | 153          |
| 86426              | 24           | 22           | 19           |
| 86429              | 9            | 15           | 13           |
| 86431              | 32           | 32           | 25           |
| 86433              | 8            | 16           | 11           |
| 86434              | 1            |              |              |
| 86438              | 12           | 42           | 26           |
| 86440              |              | 3            | 1            |
| 86441              | 183          | 114          | 159          |
| 86442              | 2            | 3            | 2            |
| 86444              | 104          | 12           | 76           |
| 86445              | 9            | 13           | 6            |
| <b>Grand Total</b> | <b>3,637</b> | <b>3,702</b> | <b>3,740</b> |

\*Arrears is defined as an amount past due over 24 days and past due over \$75.



Item 3. The total dollar amount of arrearages, by zip code

Total Dollar Amount for Active Residential  
Customers With Arrears by Zip Code

UNS Electric

| Postal Code        | Jan 2021         | Feb 2021         | Mar 2021           |
|--------------------|------------------|------------------|--------------------|
| 85621              | \$81,765         | \$61,335         | \$194,260          |
| 85624              | \$177            | \$498            | \$914              |
| 85640              | \$2,229          | \$1,753          | \$8,479            |
| 85645              |                  | \$855            | \$7,503            |
| 85646              | \$3,295          | \$1,694          | \$5,214            |
| 85648              | \$97,694         | \$199,615        | \$173,415          |
| 86401              | \$56,358         | \$80,592         | \$116,528          |
| 86403              | \$97,021         | \$110,209        | \$126,182          |
| 86404              | \$91,038         | \$50,454         | \$107,950          |
| 86406              | \$110,609        | \$109,636        | \$140,887          |
| 86409              | \$223,081        | \$249,785        | \$336,509          |
| 86413              | \$39,663         | \$30,193         | \$88,778           |
| 86426              | \$4,200          | \$4,285          | \$3,579            |
| 86429              | \$1,354          | \$2,130          | \$4,962            |
| 86431              | \$8,133          | \$10,707         | \$14,786           |
| 86433              | \$1,348          | \$2,944          | \$2,733            |
| 86434              | \$97             |                  |                    |
| 86438              | \$2,986          | \$9,569          | \$6,667            |
| 86440              |                  | \$511            | \$154              |
| 86441              | \$39,744         | \$33,130         | \$47,887           |
| 86442              | \$429            | \$394            | \$357              |
| 86444              | \$20,270         | \$1,814          | \$16,568           |
| 86445              | \$1,592          | \$3,306          | \$5,140            |
| <b>Grand Total</b> | <b>\$883,083</b> | <b>\$965,408</b> | <b>\$1,409,450</b> |

\*Arrears is defined as an amount past due over 24 days and past due over \$75.

Item 4. The average amount in arrearages per residential customer, by residential customer class

Average Amount in Arrears\* per Active Residential Customer,  
by Residential Customer Class

UNS Electric

| Month         | Low-Income** Customers | Other Residential Customers |
|---------------|------------------------|-----------------------------|
| January 2021  | \$315                  | \$235                       |
| February 2021 | \$290                  | \$257                       |
| March 2021    | \$464                  | \$366                       |

\*Arrears is defined as an amount past due over 24 days and past due over \$75.

\*\*Low-Income customers who are receiving the CARES discount.

Item 5. The number of residential accounts enrolled in a DPA and the number of those residential accounts in compliance with the DPA

Total Residential Accounts Enrolled in a DPA  
and Total in Compliance with DPA\*

UNS Electric

| Month         | Total Enrolled in DPA | Total in Compliance with DPA |
|---------------|-----------------------|------------------------------|
| January 2021  | 5,362                 | 4,345                        |
| February 2021 | 5,926                 | 4,170                        |
| March 2021    | 6,187                 | 2,547                        |

\*Total in Compliance with DPA includes customers in an active payment arrangement at end of the month.

The difference between total enrolled in a DPA and total in compliance with DPA does not reflect those who were non-compliant; it reflects those who are no longer active in a DPA.

Item 6. The number of active and delinquent residential customers with an arrearage of \$300 or more, disaggregated into "low-income customers" and "other residential customers"

Total Active Delinquent Residential  
Accounts With Arrears Over \$300

UNS Electric

| Report Month  | Low-Income* Customers | Other Residential Customers |
|---------------|-----------------------|-----------------------------|
| January 2021  | 90                    | 576                         |
| February 2021 | 107                   | 725                         |
| March 2021    | 160                   | 1,168                       |

\*Low-Income customers who are receiving the CARES discount.

Item 7. The percentage of low-income customers in arrears who have received customer assistance in the current calendar year

Percentage of Low-Income Customers in Arrears\* who  
Received Customer Assistance in Current Calendar Year

UNS Electric

| Report Month  | % of Low-Income**<br>Customers in Arrears who<br>received financial agency<br>assistance |
|---------------|--|
| January 2021  | 3%   |
| February 2021 | 7%   |
| March 2021    | 23%  |

\*Only customers that are active and delinquent in the report month are considered in the annual assistance percentage. Arrears is defined as an amount past due over 24 days and past due over \$75.

\*\*Low-Income customers who are receiving the CARES discount.

Item 8. The number of active, delinquent residential accounts with an arrearage of \$300 or more, disaggregated into "other residential" accounts and "low-income accounts," and further disaggregated to show the duration of the arrearages (up to 30 days, 30 to 60 days, and 60 to 90 days)

Total Active Delinquent Residential Accounts\*  
With an Arrears of \$300 or more with Duration

UNS Electric

| Month         | Duration      | Low Income**<br>Customers | Other Residential<br>Customers |
|---------------|---------------|---------------------------|--------------------------------|
| January 2021  | 25 To 30 Days | 9                         | 24                             |
|               | 31 To 60 Days | 16                        | 123                            |
|               | 61 To 90 Days | 65                        | 429                            |
| February 2021 | 25 To 30 Days | 2                         | 33                             |
|               | 31 To 60 Days | 34                        | 237                            |
|               | 61 To 90 Days | 71                        | 455                            |
| March 2021    | 25 To 30 Days | 1                         | 24                             |
|               | 31 To 60 Days | 5                         | 49                             |
|               | 61 To 90 Days | 154                       | 1,095                          |

\*Accounts are only counted once if the account has arrears over 30 days.

\*\*Low-Income customers who are receiving the CARES discount.