

Ajo Improvement Company
P.O. Drawer 9
Ajo, AZ 85321
April 15, 2022

Docket No. E-00000A-19-0128

In Re: Compliance with Decision No. 77849, Quarterly Reporting on Residential Customer Service Terminations and Accounts in Arrears, Q1 2022

Ajo Improvement Company (AIC) hereby provides its quarterly report on residential customer service terminations and accounts in arrears for the period January - March 2022. As required by Decision No. 77849, the data are reported for the AIC service territory by applicable zip code. See the following table for the requested information for Ajo, zip code 85321, which is the only zip code that AIC serves.

The data indicate that between 3 and 5 customers were disconnected in each month in the quarter due to non-payment, and a substantial number of customers in all months avoided disconnection due to the moratorium policies in effect. The number of customers in arrears were considerably higher than the number of customers who avoided disconnection due to the moratorium policies, but most were able to avoid disconnection by making payment before the date of potential disconnection. The total amount in arrears ranged from a high of \$30,586 in February to a low of \$25,125 in March. The average arrearage varied by month, but overall ranged from a low of \$148 to just under \$185.

The number of residential customers enrolled in a deferred payment arrangement (DPA) was stable at 4 for each month in the quarter. All customers remained in compliance with the DPA.

On average, less than 10% of customers in arrears were in arrears by more than \$300, and this share dropped by more than half in the last month of the quarter. 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

	January	February	March
Number of Residential Customers:			
Disconnected in the month	4	3	5
Not disconnected due to moratorium	19	24	37
Customer Arrearages			
Residential customers in arrears	194	167	163
Total dollar amount of arrearages	\$ 28,766	\$ 30,586	\$ 25,125
Average dollar amount of arrearages	\$ 148	\$ 183	\$ 154
Deferred Payment Arrangements (DPA)			
Residential customers enrolled in a DPA	4	4	4
Residential customers in compliance with a DPA	4	4	4
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	6	6	2
30 to 60 days overdue	1	1	0
60 to 90 days overdue	2	4	3
More than 90 days overdue	6	7	2
Total other residential customers	15	18	7
% of Customers in Arrears Who Have Received Customer Assistance	9%	10%	10%

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