

Tucson Electric Power | UNS Electric, Inc.

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

July 15, 2021

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

Re: July 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' second 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.¹

The Companies processed more bill assistance funding during the first six months this year than what the Companies typically process in an entire year. For example, the Companies typically process an average of \$3.34 million of bill assistance funding annually. However, as of June 2021, this amount already totaled \$3.64 million for 2021.² The steady increase in funding is also evident in Item 7 in the attached report, which shows that the percentage of low-income customers in arrears receiving assistance increased to 19% in June 2021 for TEP as compared to 10% in April 2021.

The Companies have always made a concerted effort to help customers with obtaining bill assistance. However, recent streamlining of the low-income enrollment process markedly increased TEP enrollment by 2,600 participants in the past 6 months (from 19,000 to 21,600 participants), which also enabled the increase in bill assistance. Besides providing contact information for community assistance agencies, and flexible payment arrangements, the Companies now also immediately enroll the customer into the low-income program directly over the phone or on-line, rather than mailing an application.

Sincerely,

/s/Melissa Morales
Melissa Morales

¹ Due to the Termination of Service moratorium starting June 1, 2021, the data contained in this report reflects data for those who were disconnected and those who were eligible for disconnection.

² The "Companies" in this reference includes UNS Gas together with TEP and UNS Electric.

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	Apr 2021	May 2021	Jun 2021
85614	18	12	34
85622	2	2	
85629	21	13	72
85640		1	1
85641	22	10	38
85645	3	1	7
85653	9	3	25
85654		2	
85701	57	8	171
85704	85	28	157
85705	629	222	637
85706	259	149	629
85710	263	109	45
85711	249	84	244
85712	136	82	309
85713	292	92	218
85714	30	60	209
85715	36	7	60
85716	206	108	327
85718	33	34	92
85719	248	102	691
85730	34	161	11
85735	5	10	34
85737	21	21	97
85739	13	5	42
85741	65	67	222
85742	31	13	121
85743	22	6	46
85745	150	35	58
85746	110	117	352
85747	40	11	99
85748	19	15	4
85749	22	16	50
85750	35	14	70
85755	2		6
85756	82	70	259
85757			5
Grand Total	3249	1690	5442

*Disconnection activity ended May 26, 2021 due the to the subsequent Termination of Service Moratorium, therefore June 2021 data only reflects those who were eligible for disconnection.
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	Apr 2021	May 2021	Jun 2021
85614	61	544	146
85622	5	84	13
85629	76	949	215
85637		3	5
85640		6	1
85641	125	546	579
85645	11	106	30
85653	32	71	93
85654	3	2	2
85701	270	439	531
85704	242	355	509
85705	1,840	2,019	2,655
85706	2,230	3,925	4,791
85710	1,612	2,022	2,428
85711	1,511	1,723	2,201
85712	655	911	1,239
85713	1,947	2,434	2,988
85714	931	1,096	1,286
85715	291	345	410
85716	650	837	1,232
85718	258	281	358
85719	975	877	1,581
85730	1,674	1,740	2,006
85735	176	224	252
85737	112	223	282
85739	49	85	110
85741	238	457	658
85742	144	287	351
85743	192	247	305
85745	1,162	1,484	1,864
85746	1,874	2,429	2,944
85747	261	1,017	1,068
85748	285	342	397
85749	215	241	305
85750	243	302	383
85755	2	10	12
85756	958	1,906	2,309
85757	9	8	10
Grand Total	21,319	30,577	36,549

*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	Apr 2021	May 2021	Jun 2021
85614	\$14,297	\$103,470	\$39,060
85622	\$2,181	\$12,646	\$1,825
85629	\$26,842	\$208,829	\$78,819
85637		\$386	\$1,025
85640		\$979	\$1,397
85641	\$52,693	\$117,213	\$159,093
85645	\$4,556	\$23,354	\$9,659
85653	\$11,231	\$22,452	\$29,373
85654	\$967	\$5,040	\$121
85701	\$63,206	\$60,153	\$112,924
85704	\$135,474	\$120,713	\$174,781
85705	\$933,297	\$646,592	\$967,376
85706	\$607,242	\$891,574	\$1,333,471
85710	\$596,828	\$659,321	\$781,080
85711	\$544,535	\$468,660	\$707,706
85712	\$244,127	\$270,564	\$360,430
85713	\$621,082	\$678,429	\$974,620
85714	\$213,386	\$231,831	\$344,910
85715	\$95,750	\$88,406	\$117,848
85716	\$224,222	\$237,955	\$346,251
85718	\$115,333	\$78,881	\$126,081
85719	\$253,597	\$255,853	\$392,662
85730	\$781,061	\$580,198	\$706,302
85735	\$35,353	\$53,866	\$84,250
85737	\$62,605	\$91,501	\$107,369
85739	\$33,104	\$36,284	\$42,561
85741	\$100,710	\$162,609	\$229,834
85742	\$43,023	\$88,998	\$127,790
85743	\$45,559	\$65,994	\$93,114
85745	\$335,147	\$411,918	\$538,110
85746	\$442,047	\$570,743	\$959,535
85747	\$116,927	\$238,162	\$347,414
85748	\$101,414	\$104,937	\$131,517
85749	\$75,928	\$73,259	\$106,550
85750	\$82,375	\$79,891	\$96,230
85755	\$170	\$1,769	\$4,593
85756	\$305,594	\$486,548	\$699,324
85757	\$2,592	\$3,052	\$3,631
Grand Total	\$7,324,457	\$8,233,032	\$11,338,634

*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** Customers	Other Residential Customers
April 2021	\$474	\$324
May 2021	\$374	\$255
June 2021	\$374	\$301

*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 in DPA	Total in Compliance with DPA
April 2021	44,571	14,735
May 2021	44,748	11,106
June 2021	44,918	7,245

*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* Customers	Other Residential Customers
April 2021	1,060	5,527
May 2021	1,170	5,608
June 2021	1,605	9,209

*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** Customers in Arrears who received financial agency assistance
April 2021	10%
May 2021	12%
June 2021	19%

*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** Customers	Other Residential Customers
April 2021	25 To 30 Days	23	317
	31 To 60 Days	173	1,218
	61 To 90 Days	864	3,992
May 2021	25 To 30 Days	96	592
	31 To 60 Days	86	719
	61 To 90 Days	988	4,297
June 2021	25 To 30 Days	111	760
	31 To 60 Days	140	1,630
	61 To 90 Days	1,354	6,819

*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	Apr 2021	May 2021	Jun 2021
85621	129	55	280
85624			1
85640	2	5	6
85645			2
85646	1		13
85648	56	72	308
86401	97	40	270
86403	60	36	145
86404	35	31	243
86406	57	33	254
86409	136	64	137
86413	41	16	142
86426	2		3
86429	1	1	14
86431	2	3	6
86433	2	1	1
86438	7	1	4
86440			2
86441	16	12	28
86442			2
86444	4	8	17
86445	3	1	7
Grand Total	651	379	1885

*Disconnection activity ended May 26, 2021 due the to the subsequent Termination of Service Moratorium, therefore June 2021 data only reflects those who were eligible for disconnection.

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	Apr 2021	May 2021	Jun 2021
85621	329	397	491
85624	1	1	3
85640	17	8	15
85645	4	2	2
85646	18	17	14
85648	553	616	708
86401	258	342	417
86403	313	512	528
86404	327	444	582
86406	341	528	549
86409	637	682	842
86413	113	296	171
86426	29	47	49
86429	5	8	10
86431	35	25	22
86433	10	7	10
86438	26	17	22
86440	3	5	4
86441	142	106	146
86442	4	5	4
86443			1
86444	70	70	90
86445	11	22	25
Grand Total	3,246	4,157	4,705

*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	Apr 2021	May 2021	Jun 2021
85621	\$99,108	\$93,772	\$118,946
85624	\$108	\$116	\$170
85640	\$6,890	\$2,084	\$3,796
85645	\$4,913	\$3,567	\$3,886
85646	\$4,866	\$4,650	\$4,333
85648	\$140,881	\$124,726	\$164,126
86401	\$78,891	\$89,602	\$116,670
86403	\$86,151	\$114,514	\$136,422
86404	\$82,968	\$90,781	\$165,618
86406	\$100,805	\$143,743	\$160,994
86409	\$198,884	\$174,820	\$217,148
86413	\$42,183	\$68,347	\$63,830
86426	\$4,484	\$7,224	\$10,120
86429	\$1,886	\$1,053	\$1,832
86431	\$9,719	\$4,920	\$6,291
86433	\$1,878	\$1,312	\$1,560
86438	\$5,758	\$3,472	\$5,278
86440	\$484	\$1,217	\$1,583
86441	\$27,100	\$18,046	\$27,911
86442	\$700	\$696	\$480
86443			\$92
86444	\$13,660	\$12,357	\$16,027
86445	\$3,607	\$4,962	\$5,633
Grand Total	\$915,924	\$965,980	\$1,232,748

*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
April 2021	\$374	\$269
May 2021	\$322	\$221
June 2021	\$349	\$250

*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
April 2021	6,214	1,820
May 2021	6,229	1,350
June 2021	6,240	926

*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
April 2021	139	682
May 2021	128	595
June 2021	152	813

*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** Customers in Arrears who received financial agency assistance
April 2021	4%
May 2021	10%
June 2021	12%

*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** Customers	Other Residential Customers
April 2021	25 To 30 Days	3	22
	31 To 60 Days	13	90
	61 To 90 Days	123	570
May 2021	25 To 30 Days		22
	31 To 60 Days	6	71
	61 To 90 Days	122	502
June 2021	25 To 30 Days		39
	31 To 60 Days	5	63
	61 To 90 Days	147	711

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

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