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July 15, 2021

Docket Control
ARIZONA CORPORATION COMMISSION
1200 W. Washington Street
Phoenix, AZ 85007

RE: Arizona Public Service Company (APS or Company)
Investigation and Review of the Commission's Disconnection Rules
Docket No. E-00000A-19-0128

In Decision No. 77849 (December 17, 2020), Section 20(i), APS was required to do the following:

Beginning April 15, 2021, and until January 15, 2023, each regulated Class A, B, and C electric utility that provides residential service...shall file, as a Compliance item in this docket, a quarterly report, which shall provide" specific monthly information for the previous quarter regarding deferred payments, delinquent accounts, and customer assistance.

Attached is APS's second quarter 2021 Deferred Payment Arrangement Metrics Report in accordance with this Decision.

Let me know if you have any questions.

Sincerely,

/s/ Rod Ross

Rodney J. Ross

RJR/lm

Attachment

cc: Elijah Abinah
Ranelle Paladino

Arizona Public Service Company's (APS or Company) *2021 Quarter 2 Deferred Payment Arrangement (DPA) Metrics Report* has been prepared in compliance with Decision No. 77849 (Decision) (December 17, 2020), which requires APS to track and report on a quarterly basis the status of the past-due residential customers including deferred payment arrangements, amount in arrears, and disconnections.

The Decision required APS to provide:

- i. 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;
- ii. The number of residential customers by zip code that have arrearages;
- iii. The total dollar amount of arrearages, by zip code;
- iv. The average amount in arrearages per residential customer, by residential customer class;
- v. The number of residential accounts enrolled in a deferred payment arrangement (DPA) and the number of those residential accounts in compliance with the DPA;
- vi. The number of active and delinquent residential customers with an arrearage of \$300 or more, disaggregated into "low-income customers" and "other residential customers";
- vii. The percentage of low-income customers in arrears who have received customer assistance in the current calendar year;
- viii. 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); and
- ix. A brief narrative discussing the information in the report.

APS has enhanced several programs and communications to help customers who may need assistance or extra time to pay their bill following the March 13–December 31, 2020 suspension of disconnections for nonpayment. That timeframe represents the compliance with a summer moratorium for disconnections combined with the Company's voluntary suspension of disconnects in 2020 due to the COVID pandemic. APS's second-quarter 2021 efforts to support customers included:

- Continuing to waive late fees while giving customers more time to pay down their balance;
- Increasing communications about bill assistance and energy efficiency programs including a paid advertising campaign;
- Offering customers flexible payment arrangements up to 24 months if needed;
- Continuing to apply deposits to help pay down past-due balances to avoid disconnection;
- Continuing the increased disconnection threshold of \$300;
- Accepting partial payments and reworking of payment arrangements to avoid disconnection and/or to have services reconnected;
- Continued training of Customer Care Center Advisors to ensure they have a full range of skills and resources to help customers, especially those who are most vulnerable;
- Continued partnerships and training with 100+ regional local non-profits and help agencies;
- Referrals to help customers connect with assistance, such as heat relief programs including Emergency Shelter and Eviction Prevention, Cooling and Hydration Stations, and 2-1-1 AZ Transportation Program.

The goal of these policies and efforts is to operate in a good faith partnership with APS's customers. The data in this report reflects that this holistic effort is making progress in helping customers maintain electric service and an overall positive trend of customers paying down or paying off their past-due balances. Since the previous report for the first quarter of the year, fewer customers have past-due accounts and the total amount of arrearages, the average past-due amount per customer and the number of customers with a past-due balance greater than \$300 all decreased as well. In addition, for the first half of 2021, monthly average disconnection activity is between 30-60% less than historical averages.

I. Below is a summary of disconnection metrics:

Number of Actual Residential Disconnections			
April Disconnections	May Disconnections	June Disconnections	Q2 Total Disconnections
3,460	960	0	4,420

Note: Please see Attachment A for a listing of the number of residential customer disconnections by zip code.

On May 14, 2021, the Company voluntarily began holding disconnections in preparation for the summer moratorium, which began on June 1, 2021. Additionally, between late April and mid-May the Company voluntarily held disconnections on days when temperatures were forecasted to be 95 degrees or higher within areas of service. Below is a summary of the number of residential accounts that would have been disconnected had the voluntary holds and/or moratorium not been in place:

Number of Residential Customers Eligible for Disconnection			
April Eligible Disconnections that did not occur due to weather	May Eligible Disconnections that did not occur due to weather	June Eligible Disconnections that did not occur due to moratorium	Q2 Total Eligible Disconnections that did not occur due to weather and moratorium
42	3,547	10,206	13,795

Note: Please see Attachment A for a listing of eligible disconnections by zip code.

A total of 4,420 residential accounts were disconnected during Q2 2021. For Q2, had the moratorium not been in place, and had APS not voluntarily held disconnections for weather, 13,795 residential accounts may have been disconnected. As was the case in Q1, many residential customers throughout Q2 are maintaining their payment arrangements and continuing to work with the Company by re-setting their payment arrangements, receiving assistance with their utility bill, or paying off their past-due balances. However, between June 1st and June 30th, the Company saw 26% of customers break their existing payment arrangement. As such, there was an increase of customers who could have faced disconnection absent the hold period that started on June 1st. Although we believe that many of our customers intend to keep their previously arranged payment terms, there will be some who will cease payment absent the risk of disconnection. Additionally, we have started to see an increase in the number of customers acquiring new debt and in turn having balances above the disconnection threshold if disconnects were occurring.

II. The table below shows the number of residential accounts that were in arrears at month-end. This includes accounts that were past due either one day or more or were on a payment arrangement. To date, 90% of residential customers are current on

their APS bills. The number of accounts in past-due status has declined since its peak in February 2021; however, the Company is starting to see a slight increase in customers becoming delinquent starting in June. As of the end of June, in 2021 15% of APS's residential customers with payment arrangements paid their past-due balance in full before the arrangement ended. At the end of the second quarter, the data shows that customers made positive progress in paying down their overdue balances:

Number of Residential Delinquent Accounts		
April Month-End	May Month-End	June Month-End
109,235	110,291	115,154

Note: Please see Attachment A for the total count by zip code.

Amount of Past-Due Balance	
Past-Due Balance	% of Past-Due Accounts
Less than \$75	26%
\$75 to \$300	43%
More than \$300	31%

III. When exiting the hold period on January 4, 2021, the cumulative total dollar amount of all active residential accounts in arrears was \$62.6 million which was two times higher than the previous 2019 moratorium. Since January APS has seen a 32% decrease in the balance of active residential customers delinquent dollars. APS attributes this trend to customers continuing to pay down their past-due balances, many through payment arrangements, as seen below.

Residential Delinquent Dollars		
April Month-End	May Month-End	June Month-End
\$44,650,637	\$42,059,631	\$42,333,587

Note: Please see Attachment A for the total dollars by zip code.

IV. As shown in the tables below, the average overdue account balance (Average Delinquent Amount) per residential customer has decreased by 10% since April 2021 month-end and 32% since Jan 4, 2021, when the average was \$539.

Q2 2021 Average Amount of Residential Delinquency by Month			
Month	Total Delinquent Dollars	Number of Delinquent Accounts	Average Delinquent Amount
April	\$44,650,637	109,235	\$409
May	\$42,059,631	110,291	\$381
June	\$42,333,587	115,154	\$368*

* Represents a 10% decrease since April 2021

V. The table below shows the number of residential customers enrolled in a DPA as well as their status at the end of each month. In addition, the row labeled "Active End-of-Period" illustrates the number of these residential customers who are in compliance with the DPA.

Throughout 2021, APS has issued 167,000 residential payment arrangements illustrating how the Company's efforts to find payment terms that work for customers is making a difference. Following February, the initial month of payment arrangements, the success

rate improved significantly with over 80% of customers maintaining their payment terms. APS attributes this improvement to the importance of working with customers in good faith and providing options to make partial payments to modify arrangements through self-serve on [aps.com](#), or by calling the Care Center. However, in June when entering the moratorium, customers breaking their arrangements did increase, and APS will continue to prioritize working with customers to find payment arrangement solutions.

At the end of June 2021, 46,229 payment arrangements remained active with the lengths of the active payment arrangements varying: 19% are set for less than 8 months, 60% for 8 months, 16% for 9 to 12 months, and 4% for more than 12 months.

Residential Customers in a DPA				
	April	May	June	Q2 2021
Enrolled (New)	10,155	9,168	7,847	27,170
Broken Arrangement	9,271	7,686	15,095	32,052
Paid In Full	4,133	4,204	4,127	12,464
Active End-of-Period	61,517	58,119	46,229	46,229

Note: The above represents selected DPA statistics and therefore each row of the table should be considered separately.

Definitions:

- Enrolled (New) - the number of new payment arrangements created
- Broken Arrangement – the number of payment arrangements that were broken when a customer did not either make a payment or contact APS to modify the payment terms prior to the due date
- Paid In Full – the number of payment arrangements that were fully satisfied
- Active End-of-Period – the number of payment arrangements that were active on the last day of the time period

VI. In Q2, the number of active residential customers with a delinquent balance greater than or equal to \$300 decreased by 16% with a year-to-date overall decrease of 35%.

APS defines a low-income (or limited-income) customer as someone who is enrolled in the Energy Support (E3) or Energy Support with Medical (E4) program. All of those customers receive a monthly discount on their electricity bill: 25% for E3 and 35% for E4. Of the limited-income customers with a past-due balance (regardless of balance owed) 29% are new E3/E4 program enrollees in 2021 due to the expansion of eligibility guidelines and increased marketing efforts.

Residential Customers with a Delinquent Balance $\geq \\$300$			
	April 2021	May 2021	June 2021
Limited-Income Customers	5,459	5,530	5,950
Other Residential Customers	29,816	27,658	29,005
Total Residential Customers	35,275	33,188	34,955

VII. The table below shows the percentage of low-income customers with accounts in arrears who have received customer assistance **in the form of a guarantee** or payment toward their utility bill for the current calendar year. As stated above, APS defines a low-income (or limited-income) customer as someone who is enrolled in the E3 or E4 program. All of those customers receive a monthly discount on their electricity bill: 25% for E3 and 35% for E4.

To see a more holistic picture of customer assistance, it is important to recognize that many low-income customers who received customer assistance have had their account balance paid in full and are no longer in arrears. The first quarter saw over 4,500 individual customer accounts receive \$3.65 million in bill assistance. The second quarter saw over 5,400 more customers receive bill assistance of \$3.69 million. The combined total is 9,900 customers and \$7.34 million so far this year. This is an 80% increase in bill assistance dollars compared to the first half of 2020. The new federal Emergency Rental Assistance program (ERAP) has been in operation since March of 2021. It includes significant funding for utility assistance for the second quarter and beyond. APS is working with the State Department of Economic Security, Maricopa County Human Services, Wildfire, Salt River Project and many other agencies to support the launch of ERAP. APS has been promoting ERAP to eligible customers while it is available. The largest one-week amount of ERAP assistance since the program began was recorded in the last week of June.

% of Limited-Income Customers with Accounts in Arrears who Received an Assistance Guarantee			
April	May	June	Q2 2021 Total
0.7%	0.7%	0.8%	2.2%

VIII. The tables below show the number of active delinquent residential accounts with an arrearage of \$300 or more, listed by "Limited-Income" and "Other Residential Customers." The data is shown by duration of the arrearages. Once a customer enters into a payment arrangement, the debt will not continue to age and will show as a current balance owed. However, it is important to note that the majority of the debt in payment arrangements is 90+ days past due. Having the majority of residential customers' debt in a payment arrangement demonstrates that customers are using this offering to pay down overdue balances in a manageable way. If a customer breaks a payment arrangement, the debt will continue to age from the time it was incurred.

As of June month-end, limited-income customers made up 17% of the total customers in arrears by more than \$300, and their past-due dollars made up approximately 15% of the total delinquent dollars.

Residential Accounts with a Delinquent Balance ≥ \$300

April 2021					
	Number of Accounts ≥\$300	Payment Arrangements*	30 to 60 Days	60 to 90 Days	90+ Days
Limited-Income	5,459	\$4,164,332	\$251,911	\$205,418	\$353,531
Other Residential Customers	29,816	\$25,243,480	\$1,640,539	\$1,375,486	\$2,471,383
Total Residential Customers	35,275	\$29,407,812	\$1,892,450	\$1,580,904	\$2,824,914

Residential Customers with a Delinquent Balance ≥ \$300

May 2021					
	Number of Accounts ≥\$300	Payment Arrangements*	30 to 60 Days	60 to 90 Days	90+ Days
Limited-Income	5,530	\$3,820,468	\$282,108	\$249,380	\$518,785
Other Residential Customers	27,658	\$21,452,836	\$1,765,669	\$1,628,937	\$3,055,302
Total Residential Customers	33,188	\$25,273,304	\$2,047,777	\$1,878,317	\$3,574,087

Residential Customers with a Delinquent Balance ≥ \$300

June 2021					
	Number of Accounts ≥\$300	Payment Arrangements*	30 to 60 Days	60 to 90 Days	90+ Days
Limited-Income	5,950	\$2,325,560	\$698,109	\$811,444	\$1,151,434
Other Residential Customers	29,005	\$12,294,167	\$4,029,770	\$4,303,810	\$6,994,342
Total Residential Customers	34,955	\$14,619,727	\$4,727,879	\$5,115,254	\$8,145,776

*Note: Payment arrangement information is shown as current, and the debt does not continue to age once the payment arrangement is established; data is for active payment arrangements as of month-end.

Customer Education and Outreach Details

On January 15, 2021, APS filed a Customer Education and Outreach Plan (CEOP) as directed by Decision No. 77849 (December 17, 2020). The CEOP detailed how APS has and will continue to communicate with customers regarding the automatic Deferred Payment Arrangement (DPA), information about bill assistance programs and limited-income discounts, energy efficiency programs and other ways customers can save on their bills, and how APS will conduct agency outreach and education with the assistance agencies. Making customers aware of assistance programs and resources, helping customers access assistance, and collaborating with stakeholders on program enhancements and additional communication efforts continue to be a priority for APS.

Through the first half of the year, APS executed the CEOP using a diverse mix of media channels and a combination of personalized (to the individual account level), segmented (based on audience characteristics or demographics), and mass communications. This included paid advertising in English and Spanish in television, radio, print, digital and outdoor, as well as emails, direct mail, social media and communications on the customer bill or sent with the bill (such as inserts and newsletters). Topics included extended and deferred payment arrangements, available utility bill assistance, discount programs, and energy efficiency. APS promoted programs to customers including Energy Support, weatherization, air-conditioning rebates, and the Safety Net program that provides notice to a customer-designated third party about an account's status. APS's communications are adapted to focus on seasonality as well. For example, as summer approached, the Company provided more communications about energy efficiency, ways to lower monthly bills, smart thermostats, and summer safety and preparedness. The Company continued communications regarding assistance programs. Samples of these and other customer communications are contained in Attachment D.

APS's commitment to the Commission and its customers is to be transparent, collaborate with stakeholders, and improve customer communications and service through customer research and feedback based on industry best practices. Updates to the Company's advertising campaign that went live during the first quarter and again in May, for example, were shared in advance with a stakeholder group to give them an opportunity to provide feedback that could be factored into that content.

The measures by which the Company is evaluating its communications plan show improvement in several areas, as well as some opportunities to continue to improve. Notably, two of the three metrics measured by J.D. Power showed gains from the end of the first quarter to the end of the second quarter. Overall communications recall increased from 42% to 43%, still shy of our 45% goal but on par with the industry average. Awareness of low-income assistance programs increased from 29% to 32%, surpassing our goal of 30%, outperforming the industry average, and placing APS in the second quartile of our peer set nationally. The third metric, customer awareness of energy efficiency programs, stayed flat at 57%, slightly below our goal and the industry average; and while not a target identified for this plan, recall of APS communications on the topic of "energy conservation tips" is significantly above the Large IOU average level of recall. APS will continue to focus on energy efficiency communication.

Importantly, the Company achieved our goal for increased enrollment in the Energy Support program, reaching 79,928 customers enrolled as of the end of June. In fact, we reached our goal ahead of schedule, achieving the June target of 79,000 customers by the end of May.

A status update through the end of the second quarter is below.

Q1-2 2021 Metrics and Results

Metric: Overall Communications Recall (as measured by JDP)		
<i>Target</i>	<i>Results (Q1)</i>	<i>Results (Q2)</i>
45% by Q2	42%	43%
Notes: This metric measures recall of one or more communications from APS. Results are up 1% from Q1 2021 with recall now at 43%, which is on par with the Large Investor-Owned Utility ("Large IOU") average level of 44% recall. For the CEOP, APS set a stretch goal of 45% for this metric, and while communications recall is 2% below target as of Q2 2021 YTD results, the percentage of APS customers who recall three or more of APS's communications continues to perform above the average level of the Large IOU peer set. With continued broad mass market outreach and messaging, with an emphasis on points of assistance and energy savings, the Company expects to see improved recall/awareness as communication continues through the year.		

Metric: Customer Awareness of Low-Income Assistance Programs (as measured by JDP)		
<i>Target</i>	<i>Results (Q1)</i>	<i>Results (Q2)</i>
30% by Q2	29%	32%
Notes: This result is 2% above our CEOP target, 4% above the Large IOU average level, and within the top of the 2nd quartile of our Large IOU peer set. This awareness was driven by our continued focus on communications and outreach regarding assistance programs.		

Metric: Customer Awareness of Energy Efficiency Programs (as measured by JDP)		
<i>Target</i>	<i>Results (Q1)</i>	<i>Results (Q2)</i>
61% by Q2	57%	57%
Notes: While 4% below target through Q2 2021 YTD, this result is just 1% below the Large IOU average level of 58% aware. It is important to note that recall of APS communications on the topic of "energy conservation tips" is significantly above the Large IOU average level of recall on this specific topic. Throughout summer, energy efficiency and ways to lower the bill will continue to be a major focus of customer messaging.		

Metric: Enrollment in Energy Support Program		
<i>Target</i>	<i>Results (Q1)</i>	<i>Results (Q2)</i>
Surpassing 79,000 customers by end of June	77,744	79,928
Notes: Energy Support program enrollment surpassed the June goal with 79,928 customers enrolled. In fact, as of the end of May we had over 79,000 customers enrolled. With the		

expansion of the eligibility guidelines from 150% to 200% of the Federal Poverty Level, APS now automatically enrolls recipients of Crisis Bill Assistance into the Energy Support program. APS also has increased communication on this program and other customer assistance through the second quarter of 2021, with email campaigns generating the most new enrollments. APS will continue our efforts to increase customer outreach and assistance communications for the program including direct mail letters, newsletters/e-newsletters, and targeted digital and social.

Metric: Website visits to the Here to Help, assistance and other relevant landing pages on aps.com

Target	Results (Q1)	Results (Q2)
Tracking against benchmarks	72,000 average monthly visits	70,680 average monthly visits in Q1-2 2021 vs. 48,530 in Q4 2020

Notes: APS is tracking above historical benchmarks for visits to these pages, especially the Here to Help page which served as the landing page for our current advertising campaign. Landing pages included information on customer assistance, energy efficiency, payment arrangements and the Energy Support program.

Metric: Email open rates

Target	Results (Q1)	Results (Q2)
Tracking against benchmarks	38%	36%

Notes: Open rates for emails related to payment arrangements, assistance programs or energy efficiency were significantly above the industry benchmark of 25%.

Metric: Digital ad click through rates

Target	Results (Q1)	Results (Q2)
Tracking against benchmarks	.07%	.08% (vs. Benchmark .10%)

Notes: Visits to aps.com from digital ads through Q2 trailed industry benchmarks; however, the performance did increase from Q1. We continually optimize our digital advertising to emphasize the better performing ads and de-emphasize the lower performers.

ATTACHMENT A

The number of residential customers that were disconnected, by zip code, or, if a termination of service moratorium

Arizona Public Service Company
Number of Residential Disconnects by Zip Code
Q2 2021

Zip Code	April		May		June		Q2 Actual Disconnects	Q2 Disconnects Held
	April Actual Disconnects	Disconnects Held	May Actual Disconnects	Disconnects Held	June Actual Disconnects	Disconnects Held		
85003	25	-	5	22	-	40	30	62
85004	20	1	10	25	-	50	30	76
85006	55	-	20	59	-	180	75	239
85007	55	-	12	56	-	130	67	186
85008	59	2	23	68	-	165	82	235
85009	111	-	22	89	-	278	133	367
85012	18	-	1	19	-	41	19	60
85013	41	-	4	29	-	119	45	148
85014	63	-	10	59	-	181	73	240
85015	24	-	4	27	-	88	28	115
85016	39	-	11	24	-	83	50	107
85017	2	-	1	4	-	13	3	17
85020	50	-	15	45	-	175	65	220
85021	31	-	7	34	-	109	38	143
85022	120	-	39	144	-	379	159	523
85023	95	-	12	87	-	286	107	373
85024	28	-	6	52	-	104	34	156
85027	70	-	20	77	-	214	90	291
85028	3	-	-	26	-	37	3	63
85029	63	1	22	107	-	367	85	475
85032	152	-	22	149	-	394	174	543
85034	28	-	8	16	-	65	36	81
85050	16	1	4	22	-	47	20	70
85051	3	-	2	21	-	46	5	67
85053	52	-	9	53	-	233	61	286
85054	36	-	3	28	-	41	39	69
85083	2	-	-	5	-	7	2	12
85085	29	-	9	23	-	100	38	123
85086	13	2	7	31	-	89	20	122
85087	3	-	4	8	-	13	7	21
85122	55	1	20	94	-	187	75	282
85123	20	-	4	32	-	44	24	76
85128	28	-	1	24	-	52	29	76
85131	22	-	5	15	-	44	27	59
85132	18	-	7	6	-	42	25	48
85135	-	-	-	-	-	3	-	3
85137	1	-	-	2	-	8	1	10
85139	-	-	1	1	-	-	1	1
85141	-	-	-	1	-	1	-	2
85145	1	-	-	2	-	1	1	3
85173	-	-	-	7	-	10	-	17
85191	-	-	-	-	-	-	-	-
85192	1	-	-	-	-	2	1	2
85193	5	-	3	4	-	6	8	10
85224	4	-	1	4	-	16	5	20
85225	78	1	16	52	-	185	94	238
85233	6	-	5	8	-	32	11	40
85234	5	-	1	7	-	23	6	30
85239	-	-	-	-	-	-	-	-
85250	1	-	4	6	-	2	5	8
85251	30	4	47	45	-	102	77	151
85253	10	-	2	16	-	27	12	43
85254	41	-	5	34	-	101	46	135
85255	32	-	6	32	-	58	38	90
85258	16	-	11	19	-	30	27	49
85259	7	-	4	18	-	48	11	66
85260	39	1	2	37	-	121	41	159
85262	1	-	2	5	-	1	3	6
85266	3	-	1	8	-	2	4	10
85281	142	2	48	100	-	236	190	338
85282	-	-	-	1	-	2	-	3
85296	1	-	2	3	-	4	3	7

85301	95	1	11	74	-	210	106	285
85304	7	1	2	17	-	39	9	57
85306	45	-	14	46	-	145	59	191
85307	18	-	2	12	-	52	20	64
85308	52	1	22	64	-	219	74	284
85310	5	3	-	4	-	16	5	23
85320	1	-	-	4	-	-	1	4
85321	3	-	-	1	-	4	3	5
85322	3	-	-	-	-	2	3	2
85323	66	-	8	36	-	131	74	167
85324	3	-	1	3	-	8	4	11
85325	-	-	-	-	-	1	-	1
85326	81	-	10	95	-	262	91	357
85328	-	-	-	-	-	4	-	4
85331	19	-	5	21	-	15	24	36
85332	-	1	3	-	-	-	3	1
85333	-	-	-	1	-	1	-	2
85334	3	-	-	-	-	26	3	26
85335	40	2	6	43	-	193	46	238
85336	-	-	1	2	-	2	1	4
85337	11	1	1	10	-	24	12	35
85338	75	-	6	47	-	240	81	287
85340	33	-	6	36	-	114	39	150
85342	3	-	-	1	-	2	3	3
85344	-	-	-	10	-	38	-	48
85345	43	-	9	58	-	202	52	260
85346	-	-	-	-	-	47	-	47
85348	-	-	-	4	-	5	-	9
85349	26	-	1	32	-	79	27	111
85350	20	2	4	22	-	89	24	113
85351	7	-	1	12	-	26	8	38
85354	18	-	6	12	-	17	24	29
85355	5	-	-	5	-	20	5	25
85357	-	-	-	-	-	2	-	2
85361	4	-	-	8	-	14	4	22
85362	-	-	2	2	-	-	2	2
85363	3	-	2	14	-	41	5	55
85364	146	5	17	158	-	429	163	592
85365	55	-	7	53	-	176	62	229
85367	21	-	1	17	-	61	22	78
85373	2	1	1	15	-	35	3	51
85374	13	1	2	37	-	124	15	162
85375	8	-	-	3	-	11	8	14
85377	3	-	-	1	-	-	3	1
85378	19	-	-	14	-	64	19	78
85379	19	1	7	60	-	191	26	252
85381	3	-	1	3	-	12	4	15
85382	29	-	8	33	-	85	37	118
85383	9	-	2	36	-	65	11	101
85387	4	-	3	11	-	26	7	37
85388	9	-	1	36	-	102	10	138
85390	3	-	4	2	-	-	7	2
85392	24	-	2	27	-	76	26	103
85395	35	-	7	33	-	85	42	118
85396	17	-	2	18	-	49	19	67
85501	32	-	23	35	-	-	55	35
85539	9	-	3	8	-	-	12	8
85541	24	-	5	30	-	48	29	78
85544	5	-	1	2	-	4	6	6
85553	3	-	-	1	-	3	3	4
85554	1	-	-	-	-	-	1	-
85631	4	-	1	3	-	16	5	19
85901	15	-	7	11	-	-	22	11
85912	1	-	-	-	-	-	1	-
85937	8	1	2	3	-	-	10	4
85939	6	1	6	-	-	-	12	1
85942	-	-	1	-	-	-	1	-
86001	11	-	13	8	-	104	24	112
86004	33	1	15	10	-	101	48	112
86005	11	-	8	4	-	27	19	31
86015	1	-	-	-	-	2	1	2

86017	-	-	-	2	-	3	-	5
86023	-	-	-	-	-	1	-	1
86024	3	-	-	-	-	-	3	-
86025	16	-	7	5	-	18	23	23
86029	1	-	-	1	-	2	1	3
86030	-	-	-	1	-	3	-	4
86032	1	-	-	-	-	7	1	7
86034	-	-	-	1	-	1	-	2
86038	-	-	2	-	-	-	2	-
86039	-	-	1	-	-	1	1	1
86042	1	-	2	3	-	7	3	10
86043	1	-	1	2	-	6	2	8
86047	11	-	8	9	-	34	19	43
86301	22	-	6	23	-	44	28	67
86303	19	-	8	16	-	32	27	48
86305	12	-	5	5	-	26	17	31
86312	-	-	-	-	-	1	-	1
86314	41	-	18	34	-	132	59	166
86315	5	-	2	4	-	13	7	17
86320	5	-	-	-	-	4	5	4
86321	1	-	5	1	-	2	6	3
86322	27	1	18	7	-	53	45	61
86323	32	-	15	8	-	10	47	18
86324	3	-	3	2	-	6	6	8
86325	8	-	4	2	-	5	12	7
86326	31	1	24	11	-	43	55	55
86327	13	-	4	8	-	26	17	34
86329	1	-	-	-	-	1	1	1
86331	3	-	-	-	-	-	3	-
86332	3	1	1	6	-	-	4	7
86333	17	-	19	8	-	28	36	36
86334	8	-	5	9	-	15	13	24
86335	14	-	10	8	-	11	24	19
86336	7	-	7	5	-	10	14	15
86337	1	-	1	-	-	4	2	4
86338	-	-	-	1	-	4	-	5
86351	8	-	1	5	-	3	9	8
Total	3,460	42	960	3,547	-	10,206	4,420	13,795

Note: When considering the total number of disconnected customers compared to the number of customers disconnected by zip code, all zip codes have 4% or less. This shows that no individual zip code contains a concentration of disconnected customers.

ATTACHMENT B

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

Arizona Public Service Company
Number of Residential Delinquency by Zip Code
Q2 2021

Zip Code	April Month-End	May Month-End	June Month-End
85003	508	525	569
85004	546	549	540
85006	1,448	1,451	1,492
85007	1,014	1,032	1,069
85008	1,386	1,370	1,445
85009	2,100	2,118	2,109
85012	460	467	469
85013	986	964	1,026
85014	1,434	1,498	1,532
85015	561	582	587
85016	657	672	711
85017	78	79	74
85018	10	6	8
85020	1,755	1,781	1,856
85021	857	803	869
85022	3,015	3,082	3,162
85023	2,115	2,210	2,227
85024	1,198	1,168	1,182
85027	2,032	2,090	2,149
85028	425	430	444
85029	2,811	2,817	2,913
85032	3,533	3,587	3,626
85034	430	457	471
85050	785	777	833
85051	356	391	385
85053	1,702	1,698	1,766
85054	523	525	548
85083	270	274	315
85085	876	898	937
85086	1,021	986	1,064
85087	242	225	223
85122	2,458	2,446	2,530
85123	612	605	618
85128	563	581	591
85131	557	551	578
85132	588	620	620
85135	31	28	33
85137	90	89	95
85139	15	11	11
85141	9	14	15
85145	80	84	86
85173	183	187	193

85191	16	17	15
85192	13	13	14
85193	121	128	127
85194	4	7	6
85224	104	110	113
85225	1,636	1,607	1,641
85233	331	352	364
85234	233	230	234
85236	1	1	-
85239	1	1	1
85250	92	98	103
85251	1,319	1,286	1,328
85253	401	389	461
85254	1,086	1,083	1,228
85255	969	974	1,051
85258	621	668	695
85259	445	460	481
85260	1,069	1,096	1,198
85262	130	138	173
85266	151	142	170
85281	2,000	2,064	2,099
85282	23	28	29
85296	43	44	48
85301	1,654	1,639	1,693
85304	398	397	386
85306	1,188	1,153	1,210
85307	399	424	469
85308	2,302	2,222	2,374
85310	346	347	395
85320	49	50	41
85321	70	69	82
85322	30	34	34
85323	1,055	1,134	1,136
85324	133	130	143
85325	99	96	95
85326	3,048	3,048	3,169
85328	24	24	26
85331	608	602	690
85332	76	60	67
85333	20	22	23
85334	75	82	81
85335	1,599	1,599	1,678
85336	26	32	35
85337	198	222	245
85338	2,066	2,094	2,156
85340	1,075	1,057	1,136
85342	64	69	69
85343	3	3	3
85344	294	306	336

85345	1,511	1,530	1,596
85346	137	147	142
85348	105	119	107
85349	974	950	972
85350	981	958	977
85351	491	526	603
85354	350	365	377
85355	283	281	300
85357	41	35	36
85361	299	282	296
85362	43	39	35
85363	347	341	340
85364	4,245	4,374	4,541
85365	1,795	1,821	1,808
85367	607	629	675
85373	470	503	503
85374	1,252	1,263	1,384
85375	384	379	479
85377	75	62	83
85378	532	547	571
85379	1,662	1,655	1,693
85381	145	145	154
85382	1,056	1,088	1,154
85383	1,267	1,251	1,348
85387	451	451	481
85388	948	954	999
85390	234	227	255
85392	731	721	735
85395	840	883	928
85396	871	867	943
85501	688	675	742
85532	-	1	1
85539	238	232	265
85541	918	944	1,021
85544	127	130	158
85550	3	6	5
85553	81	70	72
85554	35	44	43
85602	2	4	2
85603	279	305	317
85607	899	938	944
85615	127	127	128
85618	2	2	3
85620	49	47	58
85626	56	61	68
85631	171	176	190
85638	76	75	72
85650	8	4	4
85901	591	586	608

85912	-	-	1
85931	30	31	38
85937	314	314	348
85939	185	168	178
85942	5	3	1
86001	773	801	838
86004	1,483	1,485	1,561
86005	474	485	537
86015	23	27	20
86017	86	100	126
86018	40	42	49
86020	4	5	6
86023	36	38	37
86024	33	37	37
86025	266	264	266
86028	5	1	1
86029	19	19	20
86030	22	24	24
86032	44	57	52
86034	17	15	18
86038	12	10	11
86039	26	42	41
86042	88	95	103
86043	97	103	123
86045	734	778	759
86046	161	148	148
86047	494	501	501
86301	566	582	648
86303	681	683	712
86305	465	495	541
86312	2	3	1
86314	1,642	1,635	1,731
86315	211	218	223
86320	109	107	107
86321	96	101	87
86322	583	569	599
86323	632	630	671
86324	162	158	193
86325	161	180	164
86326	1,007	1,031	1,094
86327	343	337	361
86329	13	11	9
86331	46	40	43
86332	69	60	69
86333	331	341	344
86334	264	255	258
86335	260	247	247
86336	347	374	384
86337	55	50	67

86338	29	25	28
86343	15	12	8
86351	170	155	183
Total Count of Delinquency	109,235	110,291	115,154

Note: When considering the total number of delinquent customers compared to the number of customers delinquent by zip code, all zip codes are 4% or less. This shows that no individual zip code contains a concentration of past due customers.

ATTACHMENT C

The total dollar amount of arrearages, by zip code.

Arizona Public Service Company
Residential Delinquent Dollars by Zip Code
Q2 2021

Zip Code	April Month-End	May Month-End	June Month-End
85003	\$ 159,798	\$ 152,567	\$ 161,406
85004	\$ 162,154	\$ 160,228	\$ 164,654
85006	\$ 547,542	\$ 530,704	\$ 544,995
85007	\$ 438,551	\$ 420,118	\$ 436,784
85008	\$ 505,540	\$ 486,769	\$ 508,320
85009	\$ 945,701	\$ 898,287	\$ 900,834
85012	\$ 146,680	\$ 132,671	\$ 145,946
85013	\$ 312,655	\$ 301,132	\$ 314,726
85014	\$ 493,630	\$ 484,626	\$ 486,688
85015	\$ 247,770	\$ 232,465	\$ 229,004
85016	\$ 222,485	\$ 218,730	\$ 222,435
85017	\$ 42,316	\$ 41,203	\$ 40,762
85018	\$ 1,901	\$ 944	\$ 1,557
85020	\$ 660,741	\$ 633,142	\$ 650,893
85021	\$ 374,875	\$ 337,650	\$ 353,916
85022	\$ 1,242,335	\$ 1,203,949	\$ 1,225,208
85023	\$ 902,897	\$ 864,359	\$ 856,454
85024	\$ 542,391	\$ 503,390	\$ 491,515
85027	\$ 892,197	\$ 858,196	\$ 862,146
85028	\$ 177,432	\$ 164,527	\$ 171,359
85029	\$ 1,187,372	\$ 1,128,164	\$ 1,151,850
85032	\$ 1,515,656	\$ 1,465,341	\$ 1,447,020
85034	\$ 172,612	\$ 169,695	\$ 177,747
85050	\$ 343,501	\$ 319,979	\$ 327,546
85051	\$ 128,646	\$ 134,236	\$ 136,815
85053	\$ 706,784	\$ 667,074	\$ 665,288
85054	\$ 156,916	\$ 153,405	\$ 166,613
85083	\$ 160,438	\$ 153,831	\$ 156,969
85085	\$ 374,860	\$ 359,066	\$ 356,766
85086	\$ 549,651	\$ 500,052	\$ 509,516
85087	\$ 124,592	\$ 110,614	\$ 102,585
85122	\$ 1,257,314	\$ 1,154,989	\$ 1,123,394
85123	\$ 269,969	\$ 249,465	\$ 246,148
85128	\$ 321,769	\$ 294,808	\$ 272,552
85131	\$ 250,010	\$ 233,688	\$ 235,782
85132	\$ 332,418	\$ 319,185	\$ 296,004
85135	\$ 8,907	\$ 8,977	\$ 9,018
85137	\$ 49,997	\$ 46,509	\$ 45,506
85139	\$ 9,250	\$ 5,957	\$ 5,847
85141	\$ 3,007	\$ 3,327	\$ 3,767
85145	\$ 36,293	\$ 32,296	\$ 33,164
85173	\$ 70,962	\$ 63,510	\$ 61,755

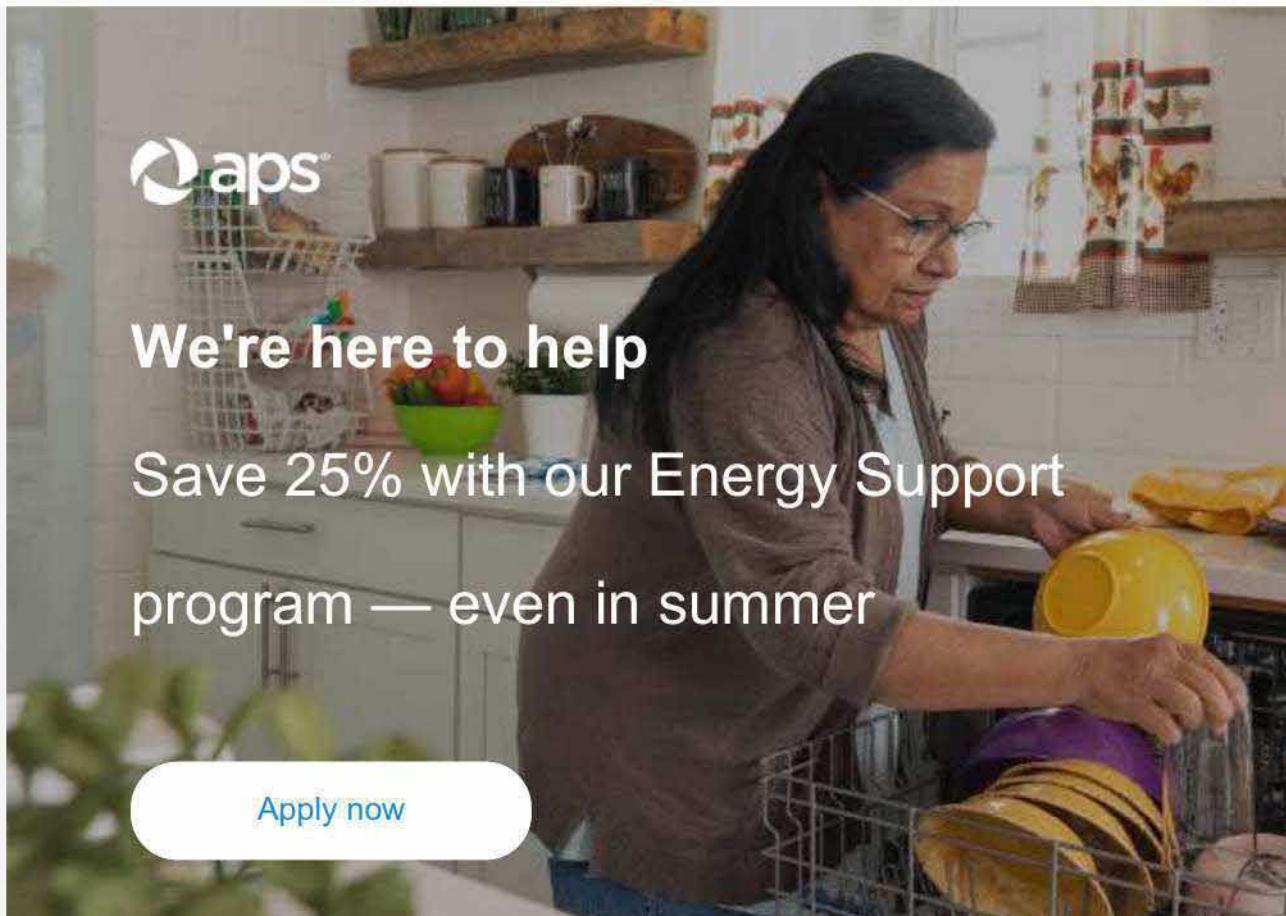
85191	\$	8,602	\$	11,373	\$	11,169
85192	\$	4,855	\$	4,264	\$	4,053
85193	\$	60,183	\$	54,248	\$	50,267
85194	\$	2,198	\$	2,882	\$	2,654
85224	\$	56,092	\$	52,121	\$	50,274
85225	\$	684,207	\$	622,681	\$	620,451
85233	\$	139,864	\$	131,042	\$	128,267
85234	\$	88,336	\$	81,614	\$	81,861
85236	\$	266	\$	195	\$	-
85239	\$	1,302	\$	955	\$	772
85250	\$	45,861	\$	46,755	\$	51,085
85251	\$	360,780	\$	341,226	\$	355,186
85253	\$	188,826	\$	176,364	\$	209,196
85254	\$	462,492	\$	441,074	\$	479,641
85255	\$	427,315	\$	397,092	\$	440,138
85258	\$	237,166	\$	225,316	\$	235,576
85259	\$	182,505	\$	173,898	\$	184,479
85260	\$	431,742	\$	418,679	\$	444,824
85262	\$	55,421	\$	54,319	\$	69,556
85266	\$	64,061	\$	56,933	\$	53,099
85281	\$	649,363	\$	617,031	\$	654,488
85282	\$	8,115	\$	9,640	\$	8,820
85296	\$	24,792	\$	23,861	\$	24,463
85301	\$	730,035	\$	679,603	\$	673,801
85304	\$	203,635	\$	178,909	\$	180,857
85306	\$	605,628	\$	559,207	\$	559,941
85307	\$	198,488	\$	189,485	\$	195,479
85308	\$	1,152,858	\$	1,053,602	\$	1,051,707
85310	\$	199,012	\$	188,393	\$	188,079
85320	\$	14,666	\$	13,092	\$	12,220
85321	\$	19,274	\$	18,551	\$	20,234
85322	\$	13,992	\$	13,661	\$	14,182
85323	\$	443,077	\$	429,748	\$	435,902
85324	\$	63,529	\$	56,408	\$	45,875
85325	\$	54,731	\$	55,053	\$	55,851
85326	\$	1,527,336	\$	1,407,941	\$	1,369,561
85328	\$	8,316	\$	8,520	\$	8,488
85331	\$	281,445	\$	268,161	\$	284,246
85332	\$	30,428	\$	24,997	\$	25,175
85333	\$	5,918	\$	5,858	\$	5,872
85334	\$	38,530	\$	38,243	\$	40,302
85335	\$	816,143	\$	751,216	\$	750,718
85336	\$	11,188	\$	10,992	\$	10,986
85337	\$	65,995	\$	61,523	\$	71,610
85338	\$	952,911	\$	892,696	\$	886,851
85340	\$	549,036	\$	508,052	\$	524,349
85342	\$	23,113	\$	22,029	\$	20,534
85343	\$	864	\$	893	\$	559
85344	\$	146,960	\$	141,701	\$	147,920

85345	\$	760,625	\$	705,641	\$	698,036
85346	\$	79,482	\$	76,181	\$	78,496
85348	\$	37,193	\$	40,264	\$	41,269
85349	\$	269,603	\$	243,976	\$	237,843
85350	\$	290,718	\$	283,952	\$	280,161
85351	\$	134,936	\$	131,334	\$	136,928
85354	\$	279,735	\$	265,639	\$	265,907
85355	\$	132,098	\$	120,875	\$	116,663
85357	\$	13,770	\$	12,237	\$	12,109
85361	\$	150,806	\$	128,240	\$	152,184
85362	\$	10,438	\$	9,002	\$	8,616
85363	\$	151,496	\$	140,737	\$	134,895
85364	\$	1,510,550	\$	1,402,780	\$	1,417,953
85365	\$	683,808	\$	636,925	\$	627,407
85367	\$	223,332	\$	221,673	\$	220,790
85373	\$	190,156	\$	178,376	\$	177,362
85374	\$	592,894	\$	540,048	\$	554,828
85375	\$	87,292	\$	86,046	\$	95,434
85377	\$	46,954	\$	45,463	\$	45,976
85378	\$	234,331	\$	222,716	\$	229,873
85379	\$	964,423	\$	891,122	\$	862,056
85381	\$	52,504	\$	49,996	\$	49,058
85382	\$	477,116	\$	464,734	\$	466,464
85383	\$	550,267	\$	513,112	\$	538,171
85387	\$	196,717	\$	180,882	\$	184,225
85388	\$	523,032	\$	494,949	\$	483,654
85390	\$	81,056	\$	68,417	\$	72,979
85392	\$	344,952	\$	322,848	\$	321,354
85395	\$	353,011	\$	346,198	\$	342,977
85396	\$	370,959	\$	341,180	\$	338,983
85501	\$	279,354	\$	276,340	\$	285,751
85532	\$	-	\$	98	\$	98
85539	\$	100,731	\$	94,012	\$	98,678
85541	\$	316,679	\$	304,781	\$	290,434
85544	\$	26,419	\$	28,798	\$	28,541
85550	\$	2,541	\$	3,052	\$	3,261
85553	\$	24,994	\$	20,784	\$	21,100
85554	\$	6,986	\$	6,673	\$	6,538
85602	\$	189	\$	228	\$	145
85603	\$	93,486	\$	92,398	\$	93,873
85607	\$	301,192	\$	300,422	\$	302,324
85615	\$	86,420	\$	85,620	\$	83,341
85618	\$	366	\$	198	\$	271
85620	\$	6,474	\$	6,846	\$	7,526
85626	\$	17,853	\$	17,091	\$	18,567
85631	\$	59,714	\$	57,106	\$	57,494
85638	\$	36,721	\$	33,973	\$	31,892
85650	\$	1,330	\$	685	\$	925
85901	\$	154,015	\$	141,698	\$	134,302

85912	\$	-	\$	-	\$	85
85931	\$	2,747	\$	2,466	\$	3,039
85937	\$	114,998	\$	107,126	\$	107,535
85939	\$	49,668	\$	46,172	\$	46,913
85942	\$	607	\$	226	\$	56
86001	\$	160,222	\$	152,822	\$	163,349
86004	\$	323,062	\$	297,634	\$	287,826
86005	\$	94,569	\$	93,922	\$	96,278
86015	\$	5,126	\$	5,128	\$	4,377
86017	\$	25,206	\$	27,887	\$	29,981
86018	\$	12,264	\$	12,094	\$	13,769
86020	\$	1,082	\$	1,037	\$	958
86023	\$	14,065	\$	15,257	\$	14,396
86024	\$	5,031	\$	5,608	\$	6,736
86025	\$	67,677	\$	57,481	\$	60,809
86028	\$	172	\$	161	\$	181
86029	\$	4,034	\$	4,063	\$	4,219
86030	\$	5,135	\$	6,488	\$	6,705
86032	\$	11,733	\$	12,184	\$	12,655
86034	\$	2,199	\$	3,983	\$	4,127
86038	\$	2,599	\$	613	\$	583
86039	\$	4,585	\$	8,084	\$	8,844
86042	\$	20,485	\$	22,337	\$	23,032
86043	\$	16,245	\$	17,261	\$	19,335
86045	\$	199,701	\$	200,848	\$	197,098
86046	\$	59,738	\$	51,721	\$	47,015
86047	\$	123,436	\$	116,044	\$	109,652
86301	\$	133,555	\$	130,205	\$	133,834
86303	\$	167,793	\$	154,231	\$	141,689
86305	\$	108,586	\$	102,015	\$	109,996
86312	\$	1,310	\$	1,620	\$	207
86314	\$	457,049	\$	428,533	\$	430,096
86315	\$	59,325	\$	54,004	\$	52,935
86320	\$	48,223	\$	42,484	\$	42,303
86321	\$	25,722	\$	23,567	\$	21,142
86322	\$	247,461	\$	215,922	\$	206,329
86323	\$	217,025	\$	199,770	\$	198,458
86324	\$	47,654	\$	45,782	\$	43,731
86325	\$	74,678	\$	75,303	\$	66,048
86326	\$	304,771	\$	287,332	\$	279,935
86327	\$	126,771	\$	122,547	\$	106,859
86329	\$	5,220	\$	3,842	\$	4,001
86331	\$	9,261	\$	8,091	\$	7,301
86332	\$	23,631	\$	17,368	\$	18,268
86333	\$	145,556	\$	129,702	\$	126,293
86334	\$	109,499	\$	100,581	\$	96,287
86335	\$	112,170	\$	104,310	\$	98,094
86336	\$	124,152	\$	120,275	\$	114,611
86337	\$	13,497	\$	12,693	\$	13,141

86338	\$	6,403	\$	6,022	\$	6,888
86343	\$	931	\$	1,708	\$	1,598
86351	\$	52,327	\$	44,810	\$	43,399
Total Delinquent	\$	44,650,637	\$	42,059,631	\$	42,333,587

ATTACHMENT D



We're here to help

**Save 25% with our Energy Support
program — even in summer**

[Apply now](#)

**With the new income guidelines for our
Energy Support program, even more
customers may qualify for 25% off their
energy bill.**

Arizona's hot summers can lead to higher energy bills. If you or someone you know needs assistance, we're here to help. Customers who qualify for our Energy Support program save 25% on their energy bill every month — even in the summer. For example, if the cost of energy you used is \$100, you'd receive a discount of \$25 on the energy charge. See if you qualify and apply at aps.com/assist.



View all your bill assistance options.

Whether you need help to get through a temporary rough spot, or you need long-term assistance, you'll find a variety of options to help reduce your monthly payment or help pay down the bill. Here are just some options.

Crisis Bill Assistance can provide up to \$800 a year to cover APS bills.

Project SHARE provides up to \$300 in temporary bill assistance through The Salvation Army.

Low Income Home Energy Assistance Program (LIHEAP) is government assistance for heating and cooling bills.

Call 2-1-1 or visit 211arizona.org for community information and referral resources.

Safety Net gives you peace of mind that you won't miss a bill because you assign a relative, friend or agency to remind you when your bill is due.

To find bill payment assistance, visit aps.com/assistance.

We are here for you 24 hours a day, 7 days a week.

Please call us at (602) 371-7607 (metro Phoenix) or (800) 253-9409 (other areas) or
visit aps.com/support.



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Estamos aquí para ayudar.

Ahorra 25% con nuestro programa

Energy Support

[Solicítalo ahora](#)

Con los nuevos requisitos de ingresos para nuestro programa Energy Support, aún más clientes podrían ser elegibles para 25% de descuento en su recibo de luz.

Los veranos calurosos de Arizona pueden generar recibos de luz más elevados. Si tú o alguien que conoces necesita asistencia, estamos aquí para ayudar. Los clientes elegibles para el programa Energy Support ahorran 25% en su recibo de luz cada mes — hasta en el verano. Por ejemplo, si el costo de la energía que utilizaste es de \$100, recibirías un descuento de \$25 por ese cargo. Determina si eres elegible y solicítalo en aps.com/assist.



Revisa todas tus opciones de asistencia con tu recibo.

Ya sea que necesites ayuda en un momento difícil temporal o asistencia a largo plazo, encontrarás una variedad de opciones para ayudarte a reducir tu pago mensual o pagar un recibo. Estas son algunas de las opciones.

El **Programa de Asistencia en Crisis** proporciona hasta \$800 al año para cubrir recibos de APS.

El **Proyecto SHARE** proporciona hasta \$300 en asistencia temporal con el recibo por medio de *The Salvation Army*.

El **Programa de Asistencia de Energía para Hogares de Bajos Ingresos** (LIHEAP) es asistencia del gobierno con los recibos de calefacción y enfriamiento. Llama al 2-1-1 o visita 211arizona.org para información comunitaria y recursos.

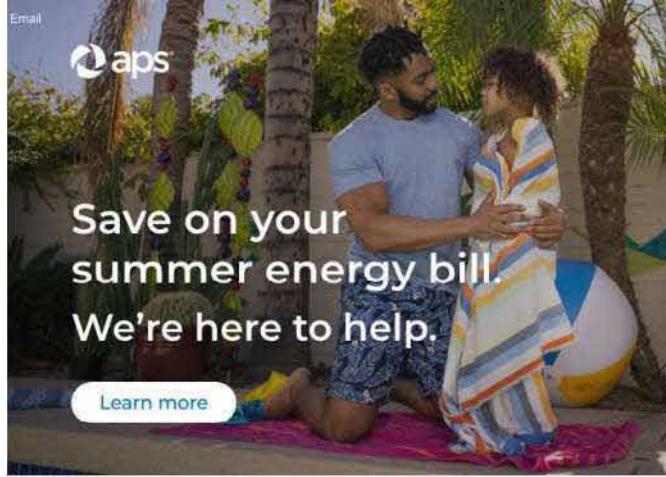
El **Programa Safety Net** te da tranquilidad al saber que no se te olvidará un recibo porque designas a un familiar, amigo o agencia comunitaria para que te recuerden tu fecha de pago.

Para encontrar asistencia para pagar tu recibo, visita aps.com/asistencia.

Estamos aquí para ayudarte las 24 horas al día, los 7 días de la semana.

Por favor llámanos al (602) 371-7607 (metro Phoenix) o al (800) 253-9409 (otras áreas) o visita aps.com/apoyo.





When it comes to beating the heat and saving, you've got options.

With no-cost and low-cost solutions, we offer a wide range of tools, tips, programs and rebates to help you save on your energy bill during the summer and all year round.

Here are just some ways to save.

- Find the plan that offers you the most savings with our free [Plan Comparison tool](#)
- Manage cooling costs with a smart thermostat — find special offers and rebates at [APS Marketplace](#)
- Get customized savings tips and more with our free online [Energy Analyzer survey](#)
- If you're on a time-of-use plan, try pre-cooling your home before 3 pm during lower-cost off-peak hours



Do you need help paying your bill or know someone who does?

Short-term or ongoing assistance is available through our programs and local non-profit resources for qualifying customers. Explore these and other ways to reduce your monthly payment or help pay down the bill.

Energy Support program offers 25% off monthly energy bills. Crisis Bill Assistance can provide up to \$800 a year to cover APS bills.

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Learn more at [aps.com/assistance](#).



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**Ahorra en tu recibo de luz del verano.
Estamos aquí para ayudar.**

[Aprende más](#)

Tienes opciones a la hora de combatir el calor y ahorrar.

Con soluciones sin costo o de bajo costo, ofrecemos una amplia gama de herramientas, consejos, programas y reembolsos para ayudarte a ahorrar dinero en tu recibo de luz este verano y todo el año.

Estas son algunas formas en las que puedes ahorrar:

- Encuentra el plan que te ofrece los máximos ahorros con nuestra [herramienta gratuita de comparación de planes](#)
- Maneja los costos de enfriamiento con un termostato inteligente – encuentra ofertas especiales y reembolsos en [APS Marketplace](#)
- Recibe consejos de ahorro personalizados y más con nuestra encuesta gratuita en línea [Energy Analyzer](#)
- Si estás en uno de nuestros planes de tiempo de uso, trata de pre-enfriar tu hogar antes de las 3pm durante las horas de menor demanda más baratas



¿Necesitas ayuda para pagar tu recibo o conoces a alguien que la necesita?

Hay asistencia disponible a corto o largo plazo a través de nuestros programas y recursos de organizaciones locales, para clientes elegibles. Descubre estas y otras formas de reducir tu pago mensual o pagar un recibo.

El **Programa Energy Support** ofrece 25% de descuento en el recibo de luz cada mes.

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Aprende más en [aps.com/asistencia](#)



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Save on your summer energy bill. We're here to help.

[Learn more](#)

Cooling accounts for 40% of the energy used in the average Arizona home. Here's how you can save.

Every home is different. That's why we offer a wide range of tools, tips, programs and rebates to help you save on your energy bill during the summer and all year round.

Here are just some ways to save.

- If you're on a time-of-use plan, try pre-cooling your home before 3 pm weekdays during lower-cost off-peak hours.
- Raise your thermostat 1 degree and save 2 to 3% on cooling costs.
- Change AC filters monthly and keep interior doors open to allow your unit to run more efficiently.
- Manage cooling costs with a smart thermostat — find special offers and rebates at [APS Marketplace](#).
- Qualify for a **\$200 rebate** if your AC is 10 years or older and you have a new unit installed by a participating contractor.
- Get additional rebate assistance if you are experiencing COVID-19 related hardships. Call **602-371-3636 (888-890-9730)** for more details and to see if you qualify.
- Qualified limited income customers receive energy-efficient home improvements, such as improved insulation or AC repairs and upgrades, with the [Weatherization](#) program.

[Summer savings tips](#)



Do you need help paying your bill or know someone who does?

Short-term or ongoing assistance is available through our programs and local non-profit resources for qualifying customers. Explore these and other ways to reduce your monthly payment or help pay down the bill.

Energy Support program offers 25% off monthly energy bills. Crisis Bill Assistance can provide up to \$800 a year to cover APS bills. Project SHARE provides up to \$300 in temporary bill assistance through The Salvation Army. Low Income Home Energy Assistance Program (LIHEAP) is government assistance for heating and cooling bills. Call 2-1-1 or visit [211arizona.org](#) for community information and referral resources. Safety Net program gives you peace of mind that you won't miss a bill because you assign a relative or friend to remind you when your bill is due. You can also assign someone to be your "guest" on your account to help keep an eye on it. Learn more at [aps.com/assistance](#).



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Ahorra en tu recibo de luz del verano.
Estamos aquí para ayudar.

[Aprende más](#)

El enfriamiento representa el 40% de la energía utilizada en el hogar promedio de Arizona. Esto es lo que puedes hacer para ahorrar.

Cada hogar es diferente. Por eso ofrecemos una variedad de herramientas, consejos, programas y reembolsos para ayudarte a ahorrar dinero en tu recibo de luz durante el verano y todo el año.

Estas son solo algunas formas de ahorrar:

- Si estás en uno de nuestros planes de tiempo de uso, trata de pre-enfriar tu hogar antes de las 3pm entre semana durante las horas de menor demanda más baratas.
- Sube el termostato un grado y ahorra del 2 al 3% en costos de enfriamiento.
- Cambia los filtros del aire cada mes y mantén las puertas del interior abiertas para permitir que tu unidad de AC funcione más eficientemente.
- Maneja los costos de enfriamiento con un termostato inteligente – encuentra ofertas especiales y reembolsos en [APS Marketplace](#).
- Podrías ser elegible para un **reembolso de \$200** si tu unidad de AC tiene más de 10 años e instalas una unidad nueva con un contratista participante.
- Obtén asistencia adicional con reembolsos si estás pasando por dificultades debido al COVID-19. Llama al **602-371-3636 (888-890-9730)** para más información y ver si eres elegible.
- Clientes elegibles con ingresos limitados reciben mejoras de eficiencia energética del hogar, como mejoras de aislamiento o reparaciones y modernizaciones del AC, con el programa de **Impermeabilización**.

[Consejos de ahorro para el verano](#)



¿Necesitas ayuda para pagar tu recibo o conoces a alguien que la necesita?

Hay asistencia disponible a corto o largo plazo a través de nuestros programas y recursos de organizaciones locales, para clientes elegibles. Descubre estas y otras formas de reducir tu pago mensual o pagar un recibo.

El Programa **Energy Support** ofrece 25% de descuento en el recibo de luz cada mes.

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El Programa de Asistencia de Energía para Hogares de Bajos Ingresos (LIHEAP) es asistencia del gobierno con los recibos de calefacción y enfriamiento.

Llama al 2-1-1 o visita [211arizona.org](#) para información comunitaria y recursos.

El Programa **Safety Net** te da tranquilidad al saber que no se te olvidará un recibo porque designas a un familiar, amigo o agencia comunitaria para que te recuerden tu fecha de pago. También puedes asignar a alguien como un "invitado" en tu cuenta para ayudarte a revisarla.

Aprende más en [aps.com/asistencia](#).



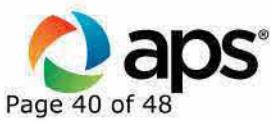
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Bill insert front

Save on your summer
energy bill.
We're here to help.



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Bill insert back

When it comes to beating the heat and saving, you've got options.

From no-cost to low-cost solutions, we offer a wide range of tools, tips and programs to help save money on your energy bill during the summer and all year round. Here are just some ways to save:

- Find the plan that offers you the most savings with our free Plan Comparison tool.
- Manage cooling costs with a smart thermostat (find special offers and rebates at APS Marketplace).
- Get customized savings tips and more with our free online Energy Analyzer survey.
- If you're on our time-of-use plan, try pre-cooling your home with lower-cost off-peak hours.

LV2105004



Find more ways to
save on your energy
bill this summer at
aps.com/heretohelp.

Bill insert front

Ahorra en tus recibos
de luz del verano.
Estamos aquí
para ayudar.



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Bill insert back

Tienes opciones a la hora de combatir el calor y ahorrar.

Con soluciones sin costo o de bajo costo, ofrecemos una amplia gama de herramientas, consejos y programas para ayudarte a ahorrar dinero en tu recibo de luz este verano y todo el año. Estas son algunas formas en las que puedes ahorrar:

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- Maneja los costos de enfriamiento con un termostato inteligente. Encuentra ofertas especiales y reembolsos en *APS Marketplace*.
- Recibe consejos de ahorro personalizados y más con nuestra encuesta gratuita en línea *Energy Analyzer*.
- Si estás en uno de nuestros planes de tiempo de uso, trata de pre-enfriar tu hogar durante las horas de menor demanda más baratas.

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Encuentra más formas de ahorrar en tu recibo de luz este verano en aps.com/ayuda.



Save on your summer energy bill. We're here to help.

Looking to save on your energy bill? You can find a wide variety of programs, rebates, tips and tools. Here are just some ways to save this summer.

- Find the plan that offers you the most savings with our free online Plan Comparison tool.
- Get rebates on a smart thermostat to help manage cooling costs and keep your home comfortable.
- Discover more cooling tips that work with your service plan to help you save money.

For more ways to save, visit aps.com/heretohelp.



If you need help paying your bill, or know someone who does, we can help with a variety of bill assistance programs.





Ahorra en tu recibo de luz del verano. Estamos aquí para ayudar.

¿Buscando ahorrar en tu recibo de luz? Puedes encontrar una variedad de programas, reembolsos, consejos y herramientas. Estas son algunas formas en las que puedes ahorrar este verano:

- Encuentra el plan que te ofrece los máximos ahorros con nuestra herramienta de comparación de planes gratuita.
- Obtén reembolsos en termostatos inteligentes para ayudarte a manejar los costos de enfriamiento y mantener tu hogar a gusto.
- Encuentra consejos de enfriamiento que funcionan con tu plan para ayudarte a ahorrar dinero.

Para más formas de ahorrar, visita aps.com/ayuda.



Si necesitas ayuda para pagar tu recibo, o conoces a alguien quien la necesita, podemos ayudar con una variedad de programas de asistencia con el recibo.

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**Save on your summer
energy bill.
We're here to help.**

aps.com/heretohelp



**Ahorra en tu recibo
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Estamos aquí para ayudar.**

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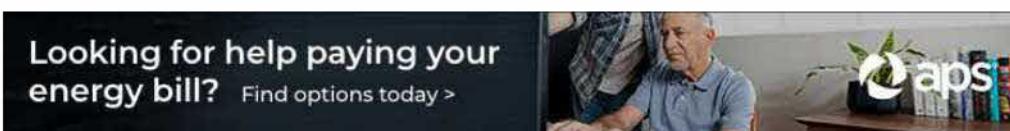
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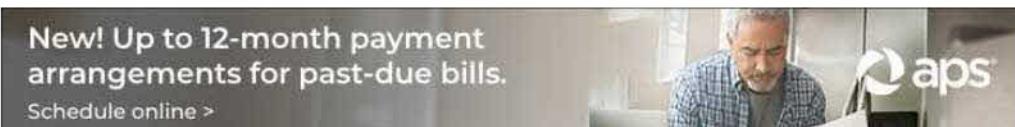
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