

BEFORE THE ARIZONA CORPORATION COMMISSION

COMMISSIONERS

LEA MÁRQUEZ PETERSON, CHAIRMAN
SANDRA D. KENNEDY
JUSTIN OLSON
ANNA TOVAR
JIM O'CONNOR

IN THE MATTER OF THE INVESTIGATION
AND COMPREHENSIVE REVIEW OF THE
COMMISSION'S DISCONNECTION RULES
AND THE DISCONNECTION OF PUBLIC
SERVICE CORPORATIONS

DOCKET NO. E-00000A-19-0128

NOTICE OF FILING

Morenci Water and Electric Company (MWE), pursuant to Decision No. 77849, submits its
customer communication plan for Staff review.

RESPECTFULLY SUBMITTED this 11th day of March, 2021.

MORENCI WATER AND ELECTRIC COMPANY

By s/Michael W. Patten

Michael W. Patten
SNELL & WILMER, LLP
One Arizona Center
400 East Van Buren Street, Suite 1900
Phoenix, Arizona 85004

1 efiled this 11th day of March, 2021, with:

2 Docket Control
3 ARIZONA CORPORATION COMMISSION
4 1200 West Washington Street
5 Phoenix, Arizona 85007

6 By s/Jennifer Thomes
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Morenci Water and Electric Company

Deferred Payment Arrangement Customer Communication Plan

Background

In Decision No. 77849, the Arizona Corporation Commission (ACC) directed regulated electric companies to develop eight month deferred payment arrangements for residential customers with overdue balances. On January 19, 2021, in compliance with Decision No. 77849, Morenci Water and Electric Company (MWE) has submitted revisions to its tariffs to adopt the deferred payment arrangements provisions set forth in that decision. MWE has been operating pursuant to the tariff revisions.

MWE is a small utility with approximately 2300 residential customers. MWE did not experience any instances of residential customers with significant past due balances during the initial disconnection moratorium for Summer of 2019. During the COVID-19 pandemic period starting in early 2020, MWE has only seen a small number of residential customers with significant overdue accounts. Prior to Decision No. 77849, MWE was contacting those customers and offering deferred payment arrangements of up to six months.

This Communications Plan sets forth what MWE has done and will do to communicate with customers about the deferred payment arrangements ordered in Decision No. 77849.

Customer Communication Plan

Direct Telephone Contact

Given the small number of MWE customers with overdue bills, MWE has been attempting to contact those customers directly by telephone and inform them of the option to enter into a deferred payment arrangement for up to eight months.

Targeted Letters

To the extent direct telephone contact is not successful, MWE intends to mail letters to the billing address for all delinquent accounts regarding the option to enter into a deferred payment arrangement for up to eight months and requesting the customer to contact MWE. MWE is in the process of updating this letter and will submit it to Staff.

In-Person Visit

If the direct telephone calls or targeted letter is not successful, MWE will send an employee to the residence to determine if the residence is occupied and to communicate the option of a deferred payment arrangement for up to eight months.

Bill Message

Depending on the success of the direct telephone contacts and targeted letters, MWE may provide a bill message or insert informing customers of the option to enter into a deferred payment arrangement for up to eight months.

Communications regarding bill assistance programs

MWE will provide information to customers with overdue balances about entities (such as Southeastern Arizona Community Action Program (SEACAP)) that potentially may have bill assistance programs.