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October 14, 2022

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

RE: Arizona Public Service Company (APS or Company)
Termination of Service Reporting Requirements
Docket No. E-99999A-22-0088

Investigation and Review of the Commission's Disconnection Rules
Docket No. E-00000A-19-0128

Pursuant to Decision No. 78316 (Nov. 9, 2021) and Arizona Administrative Code R14-2-215, APS is required to file a quarterly compliance report containing specific monthly information for the previous quarter. The report includes information about terminations of service, deferred payments, and delinquent accounts for residential and commercial customers, as well as customer assistance programs and communications.

Attached is the Company's third quarter 2022 Termination of Service Report. This report is being filed concurrently in Docket No. E-00000A-19-0128. Decision No. 77849 (Dec. 17, 2020) requires APS to file a DPA Metrics Report for residential customers quarterly until Jan. 15, 2023.

Please let me know if you have any questions.

Sincerely,

/s/ Rachael Leonard

Rachael Leonard

RL/bg
Attachments

cc: Elijah Abinah
Ranelle Paladino

Arizona Public Service Company's (APS or Company) 2022 Quarter 3 Termination of Service Report was prepared in compliance with Decision No. 78316 (November 9, 2021) in Docket No. RU-00000A-19-0132 (Decision) and Arizona Administrative Code (A.A.C.) R14-2-215, which require APS to track and report on a quarterly basis the status of the past-due residential and commercial customers, including deferred payment arrangements (DPA), amount in arrears, and disconnections. The report is being filed in Docket No. E-99999A-22-0088.

The Decision and A.A.C. R14-2-215 require APS to provide:

1. The number of residential customers whose electric service was terminated by zip code, and, if termination of service was prohibited under A.A.C. R14-2-211(A)(11) and the utility's tariffs, the number of residential accounts that would have been subject to termination if not for the prohibition;
2. The number of residential customers by zip code who have payment arrearages;
3. The total dollar amount of arrearages, by zip code;
4. The average dollar amount in arrearages per residential customer, by residential customer rate plan;
5. The number of commercial customers whose electric service was terminated by zip code;
6. The number of commercial customers by zip code who have payment arrearages;
7. The average amount in arrearages per commercial customer, by commercial class;
8. The number of residential accounts enrolled in a deferred payment arrangement and the number of those residential accounts in compliance with the deferred payment arrangement;
9. The number of active and delinquent residential accounts with an arrearage of \$100 or more, disaggregated into "limited income" accounts, "accounts with documentation from a licensed medical practitioner," and "other residential accounts";
10. The percentage of limited-income customers in arrears who have received customer assistance due to inability to pay in the most recent quarter;
11. The number of active, delinquent residential accounts with an arrearage of \$100 or more, disaggregated into "limited-income" accounts, "accounts with documentation from a licensed medical practitioner," and "other residential accounts," and further disaggregated to show the duration of the arrearages (up to 30 days, 30 to 60 days, and 60 to 90 days);
12. A brief narrative discussing the information contained in the report; and
13. A description of how the utility is assisting customers who indicate they may have an inability to pay. Include details regarding the specific steps taken to direct the customers to appropriate resources. Include the following metrics:

- a. Number of calls received from residential customers asking for bill assistance during the most recent quarter;
- b. Number of customers notified about tariffs for limited-income customers, or other available tariffs as of the most recent quarter;
- c. Cumulative number of customers enrolled in limited-income tariffs, or other available tariffs as of that most recent quarter;
- d. Cumulative number of customers receiving assistance through the Low-Income Home Energy Assistance Program of that most recent quarter; and
- e. Number of customers notified of energy efficiency and weatherization options during that most recent quarter.

This report is being filed in Docket No. E-99999A-22-0088 and Docket No. E-00000A-19-0128. Decision No. 77849 (December 17, 2020) requires APS to file a *DPA Metrics Report* for residential customers quarterly until January 15, 2023.

APS works in good faith with customers who are past due on utility bills by being transparent, finding common ground, and providing customers with flexible payment arrangements and emergency assistance. APS also provides mass and targeted communication and education about account status, low-income programs, and assistance to avoid disconnection, and energy efficiency and how to save on different rate plans. Through this approach, disconnection is a last resort, and by taking advantage of these programs, many customers can avoid disconnection.

1. Below is a summary of disconnection metrics for residential customers.

Number of Actual Residential Disconnections			
July Disconnections	August Disconnections	September Disconnections	Q3 Total Disconnections
-	-	-	-

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

With the finalization of the new disconnect rules on April 18, 2022, APS elected to employ the calendar method for the disconnection moratorium, which requires suspension on residential disconnections from June 1 through October 15. This year, APS voluntarily held disconnections starting in mid-April to allow for system changes to be made related to the new rules. Below is a summary of the total residential accounts that may have been disconnected had the moratorium not been in place.

Number of Residential Customers Eligible for Disconnection			
July Eligible Disconnections	August Eligible Disconnections	September Eligible Disconnections	Q3 Total Eligible Disconnections
12,496	17,488	17,904	47,888

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

Throughout the first quarter and most of the second quarter, many residential customers maintained their payment arrangements and continued to work with the Company by resetting their payment arrangements, seeking and receiving assistance with their utility bill, or paying down or off their past-due balances. This trend shifted during the third quarter with the number of customers who could have faced disconnection absent the hold period increasing, compared to the previous quarter. During the third quarter, 47,888 residential disconnections might have occurred had the moratorium not been in place, a 72% increase from second quarter. Additionally, APS has seen an increase in the number of customers acquiring new debt and, in turn, having balances above the disconnection threshold if disconnects were occurring.

2. The table below shows the number of residential accounts that were in arrears at each month-end. This includes accounts that were past due or were on a payment arrangement. Year to date, 89% of residential customers are current on their APS bills. The number of accounts in past-due status has declined since its peak of 152,551 in January 2022; however, the Company is seeing an increase in customers becoming delinquent following the start of the moratorium in June. As of the end of September, 51% of residential past-due balances exceed \$300, which is the threshold for disconnection.

Number of Residential Delinquent Accounts		
July Month-End	August Month-End	September Month-End
122,235	121,663	138,410

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	11%
\$75 to \$300	38%
More than \$300	51%

3. At the beginning of 2022, the total active residential delinquent dollars were \$61.1 million. By the end of third quarter, this balance increased by 31% to \$79.9 million, which is the highest past-due balance year-to-date. APS attributes this trend to customers who stopped paying their utility bill and did not connect with APS to extend or make new payment arrangements during the moratorium. APS continues to communicate with customers about payment arrangements and customer assistance programs, as well as energy efficiency.

Residential Delinquent Dollars		
July Month-End	August Month-End	September Month-End
\$57,451,479	\$65,323,036	\$79,881,710

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

4. As shown in the table below, the average overdue account balance (Average Delinquent Amount) per residential customer was \$577 at the end of the third quarter. This is an increase of \$138, which amounts to 31%, since the end of the second quarter. The Average Delinquent Amount at the end of the second quarter was \$439.

Q3 2022 Average Amount of Residential Delinquency by Month			
Month	Total Delinquent Dollars	Number of Past-Due Accounts	Average Delinquent Amount
July	\$57,451,479	122,235	\$470
August	\$65,323,036	121,663	\$537
September	\$79,881,710	138,410	\$577

Note: Please see Attachment A for the average delinquent account balances per residential customer by rate plan.

5. Below is a summary of disconnection metrics for commercial customers. A total of 602 commercial premises were disconnected during the third quarter. The total number of disconnections each month in the third quarter represents less than 1% of the total commercial customer base.

Number of Actual Commercial Disconnections			
July Disconnections	August Disconnections	September Disconnections	Q3 Total Disconnections
90	291	221	602

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

6. The table below shows the number of commercial accounts that were in arrears at each month-end. This includes accounts that were delinquent or were on a payment arrangement. As of September 2022 month-end, there were 7,430 unique commercial accounts in arrears, which includes 17,318 commercial premises (many commercial accounts have several premises receiving service).

Number of Commercial Delinquent Accounts		
July Month-End	August Month-End	September Month-End
7,864	6,628	7,430

Note: Please see Attachment A for the total count by zip code, which includes all premises associated with an account.

7. As shown in the table below, the average overdue account balance (Average Delinquent Amount) per commercial customer was \$1,839 at the end of the third quarter. This is a decrease of \$47 during the third quarter, which amounts to 2.4% since June 2022 month-end. The Average Delinquent Amount at the end of the second quarter was \$1,886.

Q3 2022 Average Amount of Commercial Delinquency by Month			
Month	Total Delinquent Dollars	Number of Delinquent Accounts	Average Delinquent Amount
July	\$11,032,069	7,864	\$1,403
August	\$10,709,176	6,628	\$1,616
September	\$13,664,337	7,430	\$1,839

Note: Please see Attachment A for the average delinquent account balances per commercial customer by rate plan.

8. The table below shows the number of residential customers enrolled in a deferred payment arrangement and the payment arrangement 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 meeting the terms of their payment arrangement.

APS continues to work in good faith to reset payment arrangements with customers if needed. Through September 2022, APS issued 123,782 new residential payment arrangements.

However, 67% of payment arrangements set since exiting the 2021 moratorium have been broken. Many customers continue to work with APS to enroll in new arrangements that they do not or cannot keep. In many cases, they reset these arrangements more than once. As stated previously, APS is committed to working with customers who continue to make good faith efforts to get current on their bills through partial or full payments, revised payment arrangements and/or customer assistance. APS will begin setting up residential customers with past-due balances of \$75 or more on automatic six-month payment arrangements starting in mid-November, as part of its process of exiting the summer moratorium on residential disconnects.

In addition, APS continues to offer flexible payment arrangement options to meet the needs of customers. At the end of September 2022, 30,365 payment arrangements remained active, with the lengths of the active payment arrangements varying: 26% of the active arrangements were set for five months or less, 11% for six months, and 63% for seven or more months.

Residential Customers in a DPA				
Status	July	August	September	Q3 2022
Enrolled (New)	11,102	13,581	16,102	40,785
Broken Arrangement	(7,799)	(7,591)	(7,819)	(23,209)
Paid In Full	(3,351)	(4,089)	(4,719)	(12,359)
Active End-of-Period	25,102	26,890	30,365	30,365

Note: The above represents selected DPA statistics so 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 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

9. The number of active residential customers with a delinquent balance equal to or greater than \$100 increased in the third quarter by approximately 47%, or about 38,000, from the second quarter.

Residential Customers with a Delinquent Balance $\geq \\$100$			
	July	August	September
Limited-Income Customers*	13,961	15,052	16,957
Medical Care Program Customers*	297	344	376
Other Residential Customers	86,050	87,885	102,503
Total Residential Customers	100,308	103,281	119,836

*Note: Limited-income customers are defined as customers enrolled in the Energy Support program (E-3), and Medical Care program (MCP) Customers are defined as customers enrolled in the Energy Support with Medical program (E-4).

10. The table below shows the percentage of limited-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. APS defines a limited-income customer as someone who is enrolled in the E-3 or E-4 programs. These customers also receive a monthly discount on their electricity bill: 25% for E-3 and 35% for E-4.

In the third quarter, more than 14,900 APS customers received some form of bill assistance, totaling more than \$7.53 million. Year-to-date, 42,200 customers have received bill assistance, totaling \$20.38 million. This was 36.4% higher than the same time last year and it is on track to exceed last year's level of assistance. The Arizona Department of Housing's Homeowner Assistance Fund (HAF) has shown increased activity, but the largest source of assistance is still the Emergency Rental Assistance Program (ERAP). Other significant sources of customer assistance are the state Low-Income Home Energy Assistance Program (LIHEAP) and the APS Crisis Bill Assistance program. Utility bill assistance and program resources are communicated to customers who are past due as part of APS's ongoing customer education and communications.

APS continues to work with the Arizona Department of Economic Security (ADES), Maricopa County Human Services, Wildfire, Salt River Project (SRP) and many other agencies to build awareness for ERAP, LIHEAP and HAF. APS promotes ERAP and HAF to customers at risk of disconnection, so they are aware of these two significant sources of bill assistance. APS is coordinating with the Arizona Department of Housing to increase promotion of the HAF program to eligible APS customers.

The table below shows the percentages of limited-income customers who were in arrears and who received assistance during the third quarter. As reflected in the numbers below, assistance requests by customers do tend to decline during the summer disconnection moratorium.

% of Limited-Income Customers with Accounts in Arrears who Received an Assistance Guarantee			
July	August	September	Q3 2022 Total
6.2%	2.9%	2.9%	12.0%

11. The tables below show the number of active delinquent residential accounts with an arrearage of \$100 or more, listed by "Limited-Income" and "Other Residential Customers." The data is shown by duration of the arrearages. Once a customer enters 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 most of the debt in payment arrangements is 90-plus days past due. If a customer breaks a payment arrangement, the debt will continue to age from the time it was incurred. This is important because longer-aged debt contains higher risk of eventual write-off and ultimately could be borne by other customers in the form of bad debt expense.

As of September 2022 month-end, limited-income customers make up 14% of the total number of customers in arrears by more than \$100, and their past-due amounts make up approximately 13% of the total delinquent dollars.

Residential Customers with a Delinquent Balance ≥ \$100					
July 2022					
	Number of Accounts ≥ \$100	Payment Arrangements*	30 to 60 Days	60 to 90 Days	90+ Days
Limited-Income**	13,961	\$2,272,670	\$2,220,052	\$1,122,250	\$1,845,379
Medical Care Program**	297	\$61,446	\$47,782	\$22,409	\$120,939
Other Residential Customers	86,050	\$12,378,011	\$15,830,247	\$7,049,805	\$13,249,641
Total Residential Customers	100,308	\$14,712,127	\$18,098,081	\$8,194,464	\$15,215,958

Residential Customers with a Delinquent Balance ≥ \$100					
August 2022					
	Number of Accounts ≥ \$100	Payment Arrangements*	30 to 60 Days	60 to 90 Days	90+ Days
Limited-Income**	15,052	\$2,478,318	\$2,283,606	\$1,487,706	\$2,543,472
Medical Care Program**	344	\$65,122	\$46,518	\$33,295	\$123,801
Other Residential Customers	87,885	\$13,193,698	\$16,024,389	\$8,788,299	\$17,229,903
Total Residential Customers	103,281	\$15,737,138	\$18,354,514	\$10,309,300	\$19,897,176

Residential Customers with a Delinquent Balance ≥ \$100					
September 2022					
	Number of Accounts ≥ \$100	Payment Arrangements*	30 to 60 Days	60 to 90 Days	90+ Days
Limited-Income**	16,957	\$3,078,403	\$2,699,834	\$1,891,609	\$3,074,064
Medical Care Program**	376	\$97,384	\$47,571	\$34,905	\$128,487
Other Residential Customers	102,503	\$16,211,827	\$19,604,678	\$11,572,045	\$20,341,815
Total Residential Customers	119,836	\$19,387,614	\$22,352,083	\$13,498,559	\$23,544,366

* 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.

** Limited-income customers are defined as enrolled in the Energy Support (E-3) program, and MCP customers are defined as enrolled in the Energy Support with Medical program (E-4).

APS assists customers who may be struggling to pay their bills in a variety of ways. The Company provides options and resources to help meet their needs, such as:

- the APS Energy Support program for qualifying limited-income customers, providing a 25% discount on their monthly utility bill;
- the Energy Support with Medical program for customers with a life-threatening medical condition offering an additional 10% discount for qualifying low-income customers;
- the Safety Net program, in which the customer can select a friend or relative to also receive bill and past due reminders;
- the Weatherization Assistance program to help decrease energy costs for participating limited-income customers;
- flexible payment arrangements to have more time to pay past due balances; and
- multiple ways for customers to pay their utility bill with online, mail, phone or in-person options; in addition, convenience fees for debit- and credit-card transactions made directly to APS are waived for limited-income customers on the Energy Support program.

Program information can also be found on aps.com/assistance.

13. APS is here to help customers, connecting them to assistance and programs that provide discounts and help them pay part or all of their electric bills. The following section is an overview of the Company's customer education and outreach efforts to support customers in need during the third quarter and associated metrics:

- a. The table below shows the approximate number of calls received that mention bill assistance or the limited-income (Energy Support) programs during the third quarter:

Call Type	July 2022	August 2022	September 2022	Q3 2022
Residential Bill Assistance*	11,840	14,528	15,378	41,746
Energy Support Programs	2,173	2,375	2,167	6,715

* Starting in July 2022, this data includes both customers who are past due and those current on their utility bill who have called APS seeking assistance, including setting up and modifying payment arrangements. This level of granularity in reporting was not available in previous quarters.

- b. The estimated number of customers notified about tariffs for limited-income customers or other available tariffs during the third quarter are included in the Customer Education and Outreach Details section.
- c. At the end of September 2022, 74,667 customers were enrolled in APS's Energy Support program (E-3 and E-4). These customers receive a 25% (E-3) or 35% (E-4) discount on their monthly utility bills.
- d. For the ADES LIHEAP program, 446 APS customers received assistance in July. More than 4,200 customers have received LIHEAP assistance from January-July. APS has not received the August or September data from the state at the time of this filing.
- e. The estimated number of customers notified about energy efficiency and limited-income weatherization options during third quarter are included in the Customer Education and Outreach Details section.

Customer Education and Outreach Details

Educating customers about assistance programs and resources, such as energy efficiency and bill assistance programs, collaborating with stakeholders on program enhancements, and communicating with customers through multiple channels continues to be an important part of APS's customer education. In the third quarter, a time when monthly bills tend to be higher due to customers' increased energy use for cooling during Arizona's hot summers, APS focused its customer assistance education on programs including Energy Support, Crisis Bill Assistance, Project SHARE, LIHEAP, ERAP, HAF and Safety Net, as well as energy efficiency and heat relief.

Understanding that APS customers have broad and diverse communication preferences, the Company promoted these programs in English and Spanish through bill communications, customer newsletter/e-newsletter, email, organic social media, direct mail, digital advertising campaigns, mass paid advertising through traditional channels and community events. Collectively, these communications generated 33 million customer impressions. Please see Attachment B for examples of customer assistance communications materials distributed in the third quarter.

Additional communications and outreach efforts included:

- The "Every Day, Brighter" paid media campaign ran in July and August and included TV, radio, digital, outdoor billboards and newspaper print ads, with more than 27 million impressions. It contained messaging on ways customers can save on their energy bill and assistance options available to qualified customers. Customers were directed to aps.com/brighter for information about rebates, other energy- and money-saving options and assistance programs.
- Residential customers with a past-due balance of \$75 or more were sent an email and bill insert reminding them of the seasonal hold on disconnects, encouraging them to continue to pay their bill so their balance did not continue to build, and offering them a variety of assistance programs. Customers were also informed by newsletter of these options and encouraged to set up a payment plan.

- Residential customers with a past-due balance of \$1,000 or more were sent either a letter or email. Customers were provided messaging on energy efficiency, assistance programs and options to pay down their electric bills.
- APS hosted a booth at the Maricopa Home Garden Show. APS representatives were available every day at the event to talk with customers and provide information on bill assistance programs, energy savings and more.
- Customer open houses were held in Kykotsmovi, Chino Valley, Holbrook, and Parker. APS sent event details to local news outlets and targeted communications to more than 27,000 residential customers in the surrounding areas, inviting them to attend and meet with APS representatives to get information on bill assistance programs, energy savings and more.
- Marketing efforts for the Energy Support program included a paid digital media buy with over 3.4 million impressions. Other tactics included emails, letters, newsletter and e-newsletter articles and organic social media posts.
- In early September, in advance of a forecasted extreme heat wave, an email went out to customers with tips for customers to help them save, as well as information and direct links to more information regarding bill assistance and heat relief programs offered by APS and its partners.
- Messaging was shared with customers at payment kiosks and in all credit and collections customer communications.

APS monitors several J.D. Power metrics for customer perception of communications related to low-income customer programs, energy efficiency and overall communication recall. Through the third quarter, APS performed above industry benchmarks compared to its large investor-owned utility peer set in these metrics:

- APS customer recall on customer communications performed in the second quartile of the peer group;
- 60% of APS customers indicated awareness of energy efficiency/conservation programs, which is above the peer set average of 57% and in the first quartile;
- 37% of APS customers recalled utility communications on energy conservation tips, significantly above the 32% average for the peer group; and
- 30% of APS customers also reported being aware of limited-income assistance programs, which is above the peer group average of 28%.

Attachment A

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 customers that would have been disconnected if not for the moratorium, by zip code.

Arizona Public Service Company
Number of Residential Disconnects by Zip Code
Q3 2022

Zip Code	July Disconnects	July Disconnects Held	August Disconnects	August Disconnects Held	September Disconnects	September Disconnects Held	Q3 Total Disconnects Held
85003	-	57	-	30	-	54	141
85004	-	78	-	34	-	66	178
85006	-	240	-	131	-	286	657
85007	-	179	-	111	-	86	376
85008	-	204	-	110	-	154	468
85009	-	290	-	154	-	202	646
85012	-	48	-	77	-	28	153
85013	-	90	-	187	-	36	313
85014	-	231	-	90	-	202	523
85015	-	65	-	137	-	7	209
85016	-	130	-	46	-	74	250
85017	-	10	-	21	-	2	33
85018	-	-	-	3	-	-	3
85020	-	255	-	260	-	60	575
85021	-	112	-	93	-	35	240
85022	-	626	-	872	-	1,047	2,545
85023	-	454	-	695	-	712	1,861
85024	-	137	-	194	-	275	606
85027	-	310	-	370	-	402	1,082
85028	-	22	-	46	-	78	146
85029	-	357	-	241	-	768	1,366
85032	-	527	-	661	-	905	2,093
85034	-	50	-	26	-	31	107
85050	-	26	-	94	-	168	288
85051	-	19	-	33	-	133	185
85053	-	293	-	514	-	520	1,327
85054	-	49	-	65	-	82	196
85083	-	25	-	-	-	5	30
85085	-	113	-	16	-	20	149
85086	-	9	-	-	-	30	39
85087	-	-	-	-	-	5	5
85122	-	66	-	636	-	344	1,046
85123	-	-	-	119	-	27	146
85128	-	5	-	23	-	-	28
85131	-	-	-	53	-	20	73
85132	-	-	-	23	-	-	23
85135	-	7	-	11	-	12	30
85137	-	25	-	43	-	42	110
85141	-	-	-	2	-	-	2
85145	-	-	-	13	-	-	13
85173	-	28	-	45	-	44	117
85192	-	3	-	3	-	4	10
85193	-	-	-	10	-	-	10
85224	-	9	-	6	-	-	15
85225	-	120	-	113	-	85	318
85233	-	8	-	39	-	7	54
85234	-	12	-	26	-	12	50
85250	-	-	-	5	-	-	5
85251	-	65	-	115	-	138	318
85253	-	1	-	42	-	5	48
85254	-	95	-	31	-	16	142
85255	-	25	-	28	-	37	90
85258	-	3	-	21	-	2	26
85259	-	7	-	37	-	14	58
85260	-	96	-	62	-	31	189
85266	-	-	-	6	-	6	12
85281	-	151	-	197	-	89	437
85282	-	-	-	5	-	-	5
85296	-	1	-	1	-	-	2
85301	-	304	-	253	-	713	1,270
85304	-	22	-	24	-	156	202
85306	-	239	-	367	-	346	952
85307	-	49	-	62	-	14	125
85308	-	305	-	591	-	622	1,518
85310	-	35	-	-	-	4	39

Arizona Public Service Company
Number of Residential Disconnects by Zip Code
Q3 2022

Zip Code	July Disconnects	July Disconnects Held	August Disconnects	August Disconnects Held	September Disconnects	September Disconnects Held	Q3 Total Disconnects Held
85321	-	4	-	12	-	13	29
85323	-	190	-	331	-	286	807
85324	-	-	-	-	-	1	1
85325	-	9	-	17	-	22	48
85326	-	136	-	333	-	10	479
85328	-	4	-	3	-	2	9
85331	-	-	-	20	-	31	51
85332	-	-	-	4	-	-	4
85333	-	-	-	11	-	8	19
85334	-	5	-	-	-	8	13
85335	-	335	-	533	-	358	1,226
85336	-	3	-	3	-	5	11
85337	-	45	-	37	-	82	164
85338	-	323	-	479	-	272	1,074
85340	-	129	-	166	-	126	421
85342	-	-	-	5	-	-	5
85344	-	-	-	-	-	52	52
85345	-	273	-	26	-	223	522
85346	-	13	-	37	-	42	92
85348	-	12	-	9	-	19	40
85349	-	178	-	317	-	395	890
85350	-	124	-	229	-	324	677
85351	-	42	-	61	-	14	117
85355	-	14	-	23	-	-	37
85357	-	7	-	10	-	6	23
85361	-	6	-	-	-	-	6
85362	-	-	-	3	-	-	3
85363	-	45	-	37	-	73	155
85364	-	723	-	1,519	-	1,735	3,977
85365	-	334	-	587	-	669	1,590
85367	-	105	-	176	-	189	470
85373	-	29	-	40	-	66	135
85374	-	173	-	256	-	223	652
85375	-	13	-	11	-	5	29
85378	-	97	-	152	-	113	362
85379	-	234	-	465	-	255	954
85381	-	32	-	33	-	14	79
85382	-	70	-	202	-	206	478
85383	-	28	-	43	-	48	119
85387	-	8	-	2	-	9	19
85388	-	141	-	150	-	215	506
85390	-	-	-	18	-	-	18
85392	-	113	-	160	-	125	398
85395	-	79	-	151	-	70	300
85396	-	10	-	19	-	42	71
85541	-	132	-	206	-	207	545
85544	-	16	-	19	-	15	50
85553	-	9	-	10	-	18	37
85554	-	-	-	1	-	1	2
85631	-	30	-	47	-	44	121
85901	-	61	-	80	-	78	219
85931	-	2	-	2	-	2	6
85937	-	35	-	53	-	40	128
85939	-	16	-	36	-	27	79
85942	-	-	-	1	-	-	1
86001	-	98	-	98	-	97	293
86004	-	169	-	191	-	191	551
86005	-	54	-	59	-	54	167
86015	-	1	-	2	-	3	6
86017	-	2	-	11	-	2	15
86018	-	1	-	1	-	-	2
86023	-	4	-	1	-	6	11
86024	-	2	-	-	-	-	2
86025	-	14	-	9	-	65	88
86029	-	1	-	-	-	-	1
86030	-	3	-	3	-	1	7
86032	-	2	-	19	-	20	41
86034	-	3	-	2	-	3	8
86038	-	1	-	-	-	1	2

Arizona Public Service Company
Number of Residential Disconnects by Zip Code
Q3 2022

Zip Code	July Disconnects	July Disconnects Held	August Disconnects	August Disconnects Held	September Disconnects	September Disconnects Held	Q3 Total Disconnects Held
86039	-	1	-	2	-	9	12
86042	-	10	-	8	-	3	21
86043	-	7	-	10	-	4	21
86045	-	55	-	102	-	38	195
86047	-	46	-	100	-	58	204
86301	-	79	-	104	-	133	316
86303	-	68	-	98	-	105	271
86305	-	28	-	63	-	61	152
86314	-	161	-	329	-	334	824
86315	-	16	-	31	-	39	86
86320	-	4	-	31	-	29	64
86321	-	5	-	13	-	16	34
86322	-	119	-	119	-	87	325
86323	-	69	-	131	-	57	257
86324	-	19	-	18	-	32	69
86325	-	31	-	37	-	17	85
86326	-	114	-	92	-	118	324
86327	-	46	-	71	-	79	196
86329	-	-	-	3	-	4	7
86331	-	3	-	-	-	5	8
86332	-	10	-	10	-	1	21
86333	-	34	-	39	-	54	127
86334	-	48	-	65	-	44	157
86335	-	43	-	50	-	17	110
86336	-	29	-	60	-	33	122
86337	-	9	-	9	-	1	19
86338	-	8	-	6	-	5	19
86343	-	-	-	-	-	1	1
86351	-	5	-	23	-	26	54
Total	-	12,496	-	17,488	-	17,904	47,888

Note: When considering the total number of customers eligible for disconnection compared to the total number eligible for disconnection by zip code, all zip codes have 8% or less. This shows that no individual zip code contains a concentration of customers eligible for disconnection. Those eligible for disconnection received various communications, both targeted and mass media, from APS providing assistance options, tips to help customer save in advance of extreme heat, and reminders during the summer moratorium to continue to pay their utility bill. See the Customer Education and Outreach section of this filing for more information.

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

Arizona Public Service Company
Number of Residential Delinquency by Zip Code
Q3 2022

Zip Code	July Month-End	August Month-End	September Month-End
85003	591	621	688
85004	758	770	820
85006	1,925	1,744	2,130
85007	1,132	1,148	1,203
85008	1,517	1,555	1,711
85009	2,017	2,127	2,301
85012	518	543	546
85013	982	1,015	1,057
85014	1,616	1,668	1,828
85015	572	566	631
85016	735	794	1,019
85017	66	75	76
85018	8	7	5
85020	1,897	1,828	2,418
85021	877	877	953
85022	3,250	3,244	3,537
85023	2,173	2,226	2,414
85024	1,236	1,163	1,338
85027	2,405	2,285	2,737
85028	393	364	422
85029	2,995	3,029	3,298
85032	3,590	3,728	4,118
85034	491	484	498
85050	802	738	870
85051	469	481	469
85053	1,751	1,757	2,014
85054	625	631	699
85083	248	249	342
85085	1,084	980	1,214
85086	971	953	1,108
85087	215	204	239
85122	2,814	2,890	3,242
85123	781	854	879
85128	695	756	806
85131	644	666	695
85132	709	727	927
85135	34	35	36
85137	121	117	159
85139	16	21	18
85141	22	19	15
85145	91	88	103
85173	208	209	219

Arizona Public Service Company
 Number of Residential Delinquency by Zip Code
 Q3 2022

Zip Code	July Month-End	August Month-End	September Month-End
85191	15	15	19
85192	15	15	21
85193	138	147	155
85194	4	7	7
85224	80	105	124
85225	1,779	1,829	2,002
85233	388	406	499
85234	264	265	283
85236	-	1	1
85239	-	-	-
85250	98	98	106
85251	1,352	1,365	1,396
85253	442	352	402
85254	1,027	939	1,125
85255	969	830	1,108
85258	650	591	670
85259	395	384	427
85260	1,165	1,125	1,296
85262	122	97	104
85266	117	101	128
85281	2,105	2,022	2,265
85282	36	38	41
85295	-	1	-
85296	50	42	53
85301	1,879	1,946	2,151
85304	382	401	458
85306	1,280	1,247	1,456
85307	488	500	567
85308	2,890	2,575	3,172
85310	391	331	613
85320	58	64	64
85321	94	89	107
85322	34	42	53
85323	1,339	1,281	1,513
85324	170	152	201
85325	88	84	95
85326	3,628	3,727	4,186
85328	26	22	25
85331	513	486	558
85332	85	75	74
85333	29	31	30
85334	65	69	82
85335	1,614	1,754	1,990
85336	42	45	43

Arizona Public Service Company
 Number of Residential Delinquency by Zip Code
 Q3 2022

Zip Code	July Month-End	August Month-End	September Month-End
85337	245	235	247
85338	2,431	2,547	2,963
85340	1,217	1,236	1,471
85342	80	72	117
85343	4	6	8
85344	351	341	465
85345	1,921	1,974	2,230
85346	141	138	140
85348	96	119	130
85349	1,280	1,301	1,636
85350	1,107	1,213	1,259
85351	630	654	860
85354	388	440	499
85355	310	313	395
85357	37	35	42
85361	297	307	391
85362	56	53	55
85363	354	381	416
85364	5,156	5,513	5,981
85365	2,267	2,255	2,782
85367	728	744	966
85373	544	508	559
85374	1,457	1,483	1,636
85375	472	436	474
85377	73	64	77
85378	621	668	719
85379	1,749	1,802	2,051
85381	154	154	185
85382	1,522	1,235	1,827
85383	1,318	1,281	1,491
85387	562	569	675
85388	1,088	1,144	1,298
85390	290	269	305
85392	852	885	929
85395	1,040	1,071	1,224
85396	1,106	1,136	1,291
85501	816	801	856
85532	1	1	1
85539	317	297	368
85541	1,031	976	1,000
85544	187	128	193
85550	5	5	3
85553	80	90	94
85554	37	30	31

Arizona Public Service Company
 Number of Residential Delinquency by Zip Code
 Q3 2022

Zip Code	July Month-End	August Month-End	September Month-End
85602	1	2	1
85603	288	293	292
85607	1,027	1,070	1,192
85615	143	144	146
85618	3	2	2
85620	56	53	58
85626	81	75	89
85631	183	193	200
85638	89	73	125
85650	9	11	10
85901	668	601	669
85912	-	1	-
85931	35	32	39
85937	353	326	354
85939	174	194	182
85942	8	4	7
86001	886	758	882
86004	1,546	1,512	1,512
86005	482	460	484
86015	30	27	35
86016	1	1	1
86017	124	107	92
86018	48	42	37
86020	2	5	7
86023	55	50	56
86024	44	35	42
86025	295	307	330
86028	2	1	2
86029	24	23	23
86030	40	38	46
86032	64	68	64
86034	29	31	35
86038	14	14	14
86039	52	47	74
86042	131	123	121
86043	204	136	218
86045	910	916	944
86046	128	120	132
86047	576	563	584
86301	681	575	789
86303	702	677	674
86305	465	423	492
86314	1,704	1,669	1,852
86315	250	211	233

Arizona Public Service Company
 Number of Residential Delinquency by Zip Code
 Q3 2022

Zip Code	July Month-End	August Month-End	September Month-End
86320	122	129	121
86321	126	128	124
86322	601	622	691
86323	607	603	683
86324	203	205	200
86325	202	154	327
86326	1,087	1,110	1,160
86327	360	351	451
86329	18	10	10
86331	32	32	39
86332	73	74	88
86333	350	357	383
86334	240	247	269
86335	236	234	267
86336	345	311	377
86337	47	44	68
86338	22	25	19
86343	11	13	13
86351	178	159	167
Total Count	122,235	121,663	138,410

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.

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

Arizona Public Service Company
Residential Delinquent Dollars by Zip Code
Q3 2022

Zip Code	July Month-End	August Month-End	September Month-End
85003	\$ 216,967	\$ 246,695	\$ 296,789
85004	\$ 247,445	\$ 283,750	\$ 327,287
85006	\$ 800,154	\$ 851,036	\$ 1,125,062
85007	\$ 597,026	\$ 697,265	\$ 791,793
85008	\$ 684,889	\$ 775,322	\$ 932,861
85009	\$ 1,101,217	\$ 1,289,672	\$ 1,487,845
85012	\$ 198,723	\$ 235,316	\$ 278,607
85013	\$ 352,606	\$ 425,245	\$ 493,577
85014	\$ 613,787	\$ 726,350	\$ 876,281
85015	\$ 260,159	\$ 312,054	\$ 378,882
85016	\$ 274,775	\$ 329,897	\$ 458,595
85017	\$ 46,257	\$ 56,172	\$ 62,047
85018	\$ 2,848	\$ 3,763	\$ 1,988
85020	\$ 886,090	\$ 971,208	\$ 1,274,551
85021	\$ 405,512	\$ 478,124	\$ 558,649
85022	\$ 1,562,557	\$ 1,772,558	\$ 2,073,788
85023	\$ 1,091,938	\$ 1,227,335	\$ 1,463,929
85024	\$ 693,562	\$ 762,347	\$ 901,003
85027	\$ 1,190,225	\$ 1,316,306	\$ 1,655,456
85028	\$ 203,702	\$ 224,484	\$ 279,155
85029	\$ 1,514,241	\$ 1,760,832	\$ 2,072,563
85032	\$ 1,862,746	\$ 2,165,050	\$ 2,560,908
85034	\$ 209,544	\$ 233,940	\$ 265,075
85050	\$ 450,518	\$ 491,705	\$ 591,114
85051	\$ 203,215	\$ 230,776	\$ 252,557
85053	\$ 858,031	\$ 1,023,927	\$ 1,232,620
85054	\$ 247,107	\$ 269,594	\$ 306,698
85083	\$ 194,134	\$ 227,039	\$ 289,019
85085	\$ 540,829	\$ 595,356	\$ 773,182
85086	\$ 658,794	\$ 725,486	\$ 877,661
85087	\$ 129,090	\$ 153,408	\$ 183,280
85122	\$ 1,564,748	\$ 1,815,444	\$ 2,232,010
85123	\$ 385,193	\$ 455,477	\$ 515,064
85128	\$ 359,931	\$ 435,267	\$ 525,257
85131	\$ 325,911	\$ 380,186	\$ 443,992
85132	\$ 366,632	\$ 440,105	\$ 588,353
85135	\$ 10,639	\$ 10,645	\$ 13,201
85137	\$ 61,633	\$ 72,342	\$ 104,042
85139	\$ 14,343	\$ 16,689	\$ 16,322
85141	\$ 9,635	\$ 10,715	\$ 11,463
85145	\$ 41,247	\$ 49,165	\$ 64,353
85173	\$ 80,060	\$ 91,372	\$ 99,999

Arizona Public Service Company
Residential Delinquent Dollars by Zip Code
Q3 2022

Zip Code	July Month-End	August Month-End	September Month-End
85191	\$ 12,790	\$ 15,221	\$ 20,812
85192	\$ 4,430	\$ 7,503	\$ 8,722
85193	\$ 59,061	\$ 71,977	\$ 87,492
85194	\$ 3,917	\$ 4,007	\$ 4,362
85224	\$ 50,734	\$ 62,862	\$ 68,660
85225	\$ 869,958	\$ 1,010,248	\$ 1,224,068
85233	\$ 191,394	\$ 238,376	\$ 287,830
85234	\$ 122,621	\$ 135,674	\$ 164,071
85236	\$ -	\$ 105	\$ 431
85250	\$ 39,069	\$ 42,491	\$ 48,772
85251	\$ 451,148	\$ 524,840	\$ 592,934
85253	\$ 247,240	\$ 257,346	\$ 274,053
85254	\$ 538,030	\$ 591,297	\$ 719,979
85255	\$ 522,082	\$ 535,809	\$ 678,180
85258	\$ 286,209	\$ 316,904	\$ 366,300
85259	\$ 200,722	\$ 235,597	\$ 276,475
85260	\$ 570,216	\$ 624,508	\$ 771,376
85262	\$ 64,681	\$ 62,681	\$ 69,833
85266	\$ 63,375	\$ 59,004	\$ 94,318
85281	\$ 820,138	\$ 888,811	\$ 1,046,507
85282	\$ 16,476	\$ 18,913	\$ 23,422
85295	\$ -	\$ 781	\$ -
85296	\$ 40,345	\$ 36,116	\$ 45,046
85301	\$ 920,247	\$ 1,082,158	\$ 1,342,697
85304	\$ 234,426	\$ 268,615	\$ 330,865
85306	\$ 725,172	\$ 815,939	\$ 1,014,396
85307	\$ 249,955	\$ 283,829	\$ 339,925
85308	\$ 1,556,474	\$ 1,619,246	\$ 2,090,449
85310	\$ 265,050	\$ 271,039	\$ 443,191
85320	\$ 30,238	\$ 36,150	\$ 41,907
85321	\$ 24,253	\$ 29,999	\$ 35,975
85322	\$ 30,505	\$ 39,144	\$ 50,785
85323	\$ 632,712	\$ 696,178	\$ 869,667
85324	\$ 89,298	\$ 96,872	\$ 131,531
85325	\$ 31,577	\$ 36,274	\$ 42,414
85326	\$ 2,095,588	\$ 2,438,973	\$ 3,047,500
85328	\$ 12,499	\$ 15,001	\$ 17,459
85331	\$ 336,380	\$ 357,926	\$ 408,898
85332	\$ 51,282	\$ 53,207	\$ 52,104
85333	\$ 10,649	\$ 12,523	\$ 13,790
85334	\$ 27,444	\$ 30,232	\$ 39,534
85335	\$ 982,759	\$ 1,233,137	\$ 1,501,694
85336	\$ 16,274	\$ 17,294	\$ 19,777
85337	\$ 92,569	\$ 113,201	\$ 128,433

Arizona Public Service Company
Residential Delinquent Dollars by Zip Code
Q3 2022

Zip Code	July Month-End	August Month-End	September Month-End
85338	\$ 1,346,359	\$ 1,587,751	\$ 2,009,987
85340	\$ 704,475	\$ 833,700	\$ 1,024,234
85342	\$ 37,454	\$ 38,485	\$ 62,276
85343	\$ 1,955	\$ 3,075	\$ 4,624
85344	\$ 190,185	\$ 208,771	\$ 298,104
85345	\$ 1,012,747	\$ 1,188,604	\$ 1,457,885
85346	\$ 69,547	\$ 77,347	\$ 88,518
85348	\$ 39,676	\$ 52,588	\$ 59,863
85349	\$ 416,720	\$ 519,012	\$ 740,360
85350	\$ 420,549	\$ 523,197	\$ 613,211
85351	\$ 190,568	\$ 223,618	\$ 304,659
85354	\$ 360,185	\$ 427,121	\$ 515,123
85355	\$ 161,676	\$ 193,160	\$ 263,768
85357	\$ 14,110	\$ 18,280	\$ 22,249
85361	\$ 197,457	\$ 221,330	\$ 298,323
85362	\$ 19,157	\$ 20,484	\$ 20,807
85363	\$ 195,981	\$ 238,254	\$ 285,918
85364	\$ 2,036,556	\$ 2,509,714	\$ 3,156,459
85365	\$ 959,365	\$ 1,119,095	\$ 1,534,630
85367	\$ 286,919	\$ 339,582	\$ 474,559
85373	\$ 247,869	\$ 270,507	\$ 327,516
85374	\$ 768,634	\$ 876,759	\$ 1,080,902
85375	\$ 134,291	\$ 152,038	\$ 168,816
85377	\$ 51,344	\$ 52,872	\$ 63,115
85378	\$ 356,497	\$ 418,569	\$ 487,036
85379	\$ 1,179,290	\$ 1,377,215	\$ 1,730,685
85381	\$ 65,299	\$ 78,335	\$ 101,328
85382	\$ 757,739	\$ 752,536	\$ 1,140,592
85383	\$ 768,435	\$ 859,003	\$ 1,036,177
85387	\$ 307,755	\$ 364,408	\$ 456,634
85388	\$ 695,221	\$ 835,176	\$ 1,020,204
85390	\$ 111,587	\$ 118,160	\$ 153,248
85392	\$ 466,421	\$ 555,429	\$ 655,816
85395	\$ 531,979	\$ 610,886	\$ 772,829
85396	\$ 557,242	\$ 652,664	\$ 832,025
85501	\$ 380,248	\$ 428,738	\$ 477,525
85532	\$ 62	\$ 131	\$ 225
85539	\$ 173,226	\$ 178,725	\$ 212,765
85541	\$ 348,326	\$ 362,134	\$ 421,863
85544	\$ 36,567	\$ 30,929	\$ 44,708
85550	\$ 3,354	\$ 3,561	\$ 3,313
85553	\$ 32,968	\$ 40,173	\$ 47,640
85554	\$ 5,720	\$ 5,059	\$ 6,665
85602	\$ 133	\$ 323	\$ 245

Arizona Public Service Company
Residential Delinquent Dollars by Zip Code
Q3 2022

Zip Code	July Month-End	August Month-End	September Month-End
85603	\$ 133,708	\$ 138,040	\$ 148,031
85607	\$ 454,285	\$ 474,942	\$ 539,812
85615	\$ 113,618	\$ 111,832	\$ 114,136
85618	\$ 1,370	\$ 427	\$ 270
85620	\$ 15,811	\$ 16,160	\$ 18,082
85626	\$ 32,702	\$ 34,159	\$ 38,392
85631	\$ 74,952	\$ 85,124	\$ 90,268
85638	\$ 44,621	\$ 44,245	\$ 58,726
85650	\$ 4,247	\$ 7,828	\$ 7,618
85901	\$ 174,168	\$ 173,232	\$ 199,339
85912	\$ -	\$ 96	\$ -
85931	\$ 3,675	\$ 3,809	\$ 4,429
85937	\$ 132,045	\$ 131,368	\$ 138,635
85939	\$ 61,867	\$ 71,374	\$ 76,807
85942	\$ 1,270	\$ 1,136	\$ 1,333
86001	\$ 168,713	\$ 152,969	\$ 172,847
86004	\$ 332,559	\$ 340,240	\$ 354,381
86005	\$ 98,617	\$ 100,902	\$ 108,267
86015	\$ 3,755	\$ 5,007	\$ 5,443
86016	\$ 15	\$ 29	\$ 44
86017	\$ 40,158	\$ 37,224	\$ 40,905
86018	\$ 16,845	\$ 15,532	\$ 14,629
86020	\$ 365	\$ 485	\$ 810
86023	\$ 16,537	\$ 17,314	\$ 18,528
86024	\$ 5,014	\$ 3,815	\$ 5,714
86025	\$ 81,636	\$ 85,588	\$ 96,366
86028	\$ 245	\$ 71	\$ 82
86029	\$ 4,127	\$ 4,517	\$ 4,377
86030	\$ 12,699	\$ 13,784	\$ 15,613
86032	\$ 21,377	\$ 20,626	\$ 20,832
86034	\$ 5,738	\$ 5,431	\$ 6,335
86038	\$ 984	\$ 1,315	\$ 1,345
86039	\$ 10,953	\$ 12,137	\$ 17,724
86042	\$ 40,684	\$ 41,998	\$ 43,072
86043	\$ 39,092	\$ 32,299	\$ 44,467
86045	\$ 298,914	\$ 315,977	\$ 332,521
86046	\$ 45,941	\$ 43,798	\$ 47,818
86047	\$ 160,983	\$ 173,472	\$ 194,912
86301	\$ 192,388	\$ 193,108	\$ 247,984
86303	\$ 153,501	\$ 161,390	\$ 168,903
86305	\$ 117,817	\$ 121,256	\$ 137,070
86314	\$ 506,753	\$ 552,646	\$ 630,098
86315	\$ 76,396	\$ 76,421	\$ 87,712
86320	\$ 58,854	\$ 61,034	\$ 65,305

Arizona Public Service Company
 Residential Delinquent Dollars by Zip Code
 Q3 2022

Zip Code	July Month-End	August Month-End	September Month-End
86321	\$ 37,924	\$ 46,341	\$ 52,599
86322	\$ 291,778	\$ 335,790	\$ 395,709
86323	\$ 224,805	\$ 252,088	\$ 295,813
86324	\$ 63,502	\$ 72,910	\$ 81,620
86325	\$ 123,855	\$ 123,089	\$ 174,916
86326	\$ 376,142	\$ 418,803	\$ 476,459
86327	\$ 143,657	\$ 159,485	\$ 197,802
86329	\$ 6,069	\$ 5,789	\$ 6,583
86331	\$ 7,487	\$ 8,358	\$ 10,308
86332	\$ 29,625	\$ 31,251	\$ 36,469
86333	\$ 187,736	\$ 197,136	\$ 218,534
86334	\$ 123,415	\$ 135,718	\$ 144,658
86335	\$ 135,594	\$ 159,054	\$ 191,314
86336	\$ 105,792	\$ 112,832	\$ 128,629
86337	\$ 20,336	\$ 20,175	\$ 25,546
86338	\$ 7,213	\$ 7,783	\$ 8,654
86343	\$ 1,121	\$ 1,239	\$ 1,801
86351	\$ 54,940	\$ 56,108	\$ 63,372
Total Delinquent	\$ 57,451,479	\$ 65,323,036	\$ 79,881,710

4. The average dollar amount in arrearages per residential customer, by residential customer rate plan

**Arizona Public Service Company
Average Delinquent Amount per Residential Customer
by Rate Plan
Q3 2022**

	July	August	September
E-12	\$ 206	\$ 285	\$ 343
E-32 XS	\$ -	\$ -	\$ 250
E-47	\$ 55	\$ 60	\$ 60
ECT-1R	\$ 194	\$ 222	\$ 474
ECT-2	\$ 487	\$ 609	\$ 686
ET-1	\$ 191	\$ 257	\$ 316
ET-2	\$ 285	\$ 375	\$ 424
GPS	\$ 23	\$ 27	\$ 32
R-2	\$ 583	\$ 696	\$ 724
R-3	\$ 403	\$ 336	\$ 368
R-3 47	\$ 589	\$ 692	\$ 731
R-BASIC	\$ 342	\$ 402	\$ 434
R-BASIC L	\$ 484	\$ 574	\$ 627
R-TECH	\$ 211	\$ -	\$ 369
R-TOU-E	\$ 608	\$ 576	\$ 782
R-TOU-E 47	\$ 511	\$ 606	\$ 647
R-XS	\$ 283	\$ 335	\$ 356
Payment Arrangement	\$ 592	\$ 590	\$ 643

5. The number of commercial customers that were disconnected, by zip code, or, if a termination of service moratorium is in place, the number of commercial customers that would have been disconnected if not for the moratorium, by zip code.

Arizona Public Service Company
Number of Commercial Disconnects by Zip Code
Q3 2022

Zip Code	July Disconnects	August Disconnects	September Disconnects	Q3 Total Disconnects
85003	1	-	-	1
85004	2	-	3	5
85006	8	4	7	19
85007	-	2	-	2
85008	-	2	3	5
85009	3	10	8	21
85012	-	3	-	3
85013	-	6	4	10
85014	6	4	6	16
85015	2	2	1	5
85016	4	2	2	8
85017	3	6	6	15
85020	2	8	6	16
85021	3	6	-	9
85022	4	20	15	39
85023	1	1	4	6
85024	-	-	2	2
85027	-	6	1	7
85028	-	3	-	3
85029	1	3	6	10
85032	2	10	9	21
85034	-	-	1	1
85050	-	2	-	2
85051	-	-	2	2
85053	2	1	2	5
85122	-	34	4	38
85137	1	1	1	3
85173	2	-	1	3
85225	-	1	-	1
85251	2	1	9	12
85253	-	2	3	5
85254	3	2	-	5
85260	1	2	2	5
85281	1	2	-	3
85282	-	1	-	1
85301	4	8	11	23
85306	-	1	1	2
85307	-	-	1	1
85308	-	1	-	1
85310	1	-	-	1
85323	1	-	5	6
85325	-	1	-	1
85326	1	1	1	3

Arizona Public Service Company
Number of Commercial Disconnects by Zip Code
Q3 2022

Zip Code	July Disconnects	August Disconnects	September Disconnects	Q3 Total Disconnects
85331	-	1	-	1
85335	-	1	-	1
85337	-	-	1	1
85338	2	3	1	6
85340	-	1	1	2
85344	-	-	3	3
85345	-	1	2	3
85346	-	2	10	12
85349	-	4	3	7
85350	-	1	2	3
85351	1	2	-	3
85364	2	20	14	36
85365	1	10	9	20
85367	2	-	2	4
85378	-	1	1	2
85390	-	6	-	6
85392	-	2	-	2
85395	-	14	-	14
85541	2	5	4	11
85544	1	-	1	2
85554	-	1	-	1
85901	1	4	1	6
85937	1	3	1	5
85939	1	-	-	1
86001	-	3	-	3
86004	3	-	2	5
86047	-	7	-	7
86301	1	5	9	15
86303	2	2	3	7
86305	-	3	3	6
86314	4	3	5	12
86322	1	3	1	5
86323	2	2	3	7
86325	-	4	-	4
86326	1	4	2	7
86327	-	3	2	5
86329	-	1	-	1
86331	-	-	2	2
86333	-	-	2	2
86334	-	1	-	1
86336	1	9	4	14
Total	90	291	221	602

Note: When considering the total number of disconnected customers compared to the number of customers disconnected by zip code, all zip codes have 6% or less. This shows that no individual zip code contains a concentration of disconnected customers.

6. The number of commercial customers who have arrearages, by zip code.

Arizona Public Service Company
Number of Commercial Delinquency by Zip Code
Q3 2022

Zip Code	July Month-End	August Month-End	September Month-End
85003	700	582	290
85004	507	230	204
85006	201	155	199
85007	278	291	278
85008	198	92	150
85009	515	400	447
85012	75	42	39
85013	223	105	117
85014	185	133	212
85015	88	44	51
85016	98	61	89
85017	197	134	118
85018	3	4	3
85020	234	182	224
85021	161	141	164
85022	184	173	164
85023	93	86	66
85024	85	107	94
85026	2	2	2
85027	383	262	236
85028	32	20	33
85029	276	170	200
85032	377	289	312
85034	346	246	275
85040	3	2	1
85043	16	17	10
85050	93	56	52
85051	42	40	60
85053	80	60	68
85054	55	62	40
85083	18	10	15
85085	115	61	121
85086	112	110	96
85087	40	23	27
85122	563	458	538
85123	26	22	121
85128	54	34	43
85131	75	43	28
85132	62	30	60
85135	-	-	3
85137	20	7	11
85139	3	2	2
85141	5	4	11
85145	1	5	6
85173	52	53	47
85192	1	1	-
85193	8	4	6
85194	-	3	1

Arizona Public Service Company
 Number of Commercial Delinquency by Zip Code
 Q3 2022

Zip Code	July Month-End	August Month-End	September Month-End
85224	2	3	14
85225	93	99	121
85233	73	99	119
85234	62	69	102
85250	62	63	201
85251	339	281	289
85253	85	99	80
85254	764	106	167
85255	309	222	230
85257	3	3	3
85258	303	285	247
85259	85	82	95
85260	531	492	576
85262	34	40	48
85266	25	34	25
85281	553	405	767
85282	20	8	13
85296	17	25	30
85301	304	196	223
85304	59	15	36
85306	96	73	77
85307	73	42	71
85308	390	210	284
85309	1	-	1
85310	35	98	105
85320	14	11	10
85321	12	6	5
85322	2	11	14
85323	114	149	124
85324	21	21	27
85325	17	10	11
85326	172	157	213
85328	8	3	5
85331	161	119	158
85332	12	18	11
85333	13	19	16
85334	17	6	10
85335	153	116	129
85336	4	-	-
85337	40	38	33
85338	262	206	222
85340	150	122	129
85342	16	9	13
85343	1	2	17
85344	74	71	132
85345	117	136	149
85346	100	54	69
85348	28	32	21
85349	160	40	64
85350	74	63	48

Arizona Public Service Company
 Number of Commercial Delinquency by Zip Code
 Q3 2022

Zip Code	July Month-End	August Month-End	September Month-End
85351	192	198	190
85353	-	1	-
85354	55	46	73
85355	38	39	45
85357	17	7	8
85358	1	1	1
85361	26	33	39
85362	8	4	11
85363	24	25	22
85364	573	451	616
85365	290	213	352
85367	32	30	69
85373	105	116	114
85374	135	93	173
85375	84	77	74
85377	44	32	22
85378	37	187	51
85379	38	34	50
85381	68	52	57
85382	223	145	198
85383	328	284	274
85387	90	61	84
85388	174	72	93
85390	67	52	40
85392	32	53	36
85395	365	258	219
85396	114	133	129
85501	131	74	88
85532	1	-	-
85539	37	6	30
85541	126	101	147
85544	31	18	20
85553	24	37	22
85554	15	14	13
85602	2	2	3
85603	88	77	75
85607	130	115	121
85615	23	16	21
85620	4	3	5
85626	4	3	1
85631	25	35	32
85638	40	29	74
85650	1	2	2
85901	120	108	158
85931	5	9	6
85937	67	50	39
85939	13	11	7
85942	1	2	2
86001	170	341	569
86002	2	2	2

Arizona Public Service Company
 Number of Commercial Delinquency by Zip Code
 Q3 2022

Zip Code	July Month-End	August Month-End	September Month-End
86004	227	177	186
86005	18	18	14
86015	1	1	1
86016	3	2	1
86017	12	12	14
86018	8	1	7
86020	1	1	-
86023	73	149	152
86024	1	1	6
86025	84	37	52
86028	3	4	3
86029	3	-	2
86030	10	8	8
86032	17	13	8
86034	17	17	14
86038	-	1	5
86039	15	14	15
86042	9	8	8
86043	28	13	20
86045	184	122	137
86046	12	20	9
86047	75	57	59
86301	195	128	177
86303	89	81	78
86305	85	62	67
86314	300	210	219
86315	18	14	14
86320	15	9	16
86321	7	48	3
86322	77	54	71
86323	58	47	38
86324	33	24	20
86325	34	9	24
86326	137	135	134
86327	28	21	35
86329	4	4	4
86331	13	9	11
86332	4	8	4
86333	31	34	21
86334	17	10	10
86335	23	20	28
86336	193	159	184
86337	16	6	18
86338	9	11	6
86343	3	3	2
86351	32	58	48
Total	19,387	15,118	17,318

7. The average dollar amount in arrearages per commercial

Arizona Public Service Company
 Average Delinquent Amount per Commercial Customer by Rate Plan
 Q3 2022

	July	August	September
AG1GSP	\$ 572	\$ 1,294	\$ -
APS-NB	\$ 36	\$ 36	\$ 36
CNTRCT12	\$ -	\$ 405	\$ -
E-12	\$ 33	\$ 90	\$ 134
E-20	\$ 624	\$ 178	\$ 253
E-221	\$ 472	\$ 157	\$ 354
E-221-8T	\$ 164	\$ 139	\$ 1,195
E-30	\$ 11	\$ 13	\$ 13
E-32 L	\$ 30,055	\$ 38,570	\$ 32,601
E-32 M	\$ 8,326	\$ 13,702	\$ 7,863
E-32 S	\$ 1,721	\$ 1,676	\$ 1,664
E-32 XS	\$ 233	\$ 257	\$ 268
E-32 XSD	\$ 451	\$ 374	\$ 355
E-32TOUL	\$ 2,195	\$ 34,502	\$ 20,240
E-32TOUM	\$ 1,637	\$ 1,761	\$ 3,031
E-32TOUS	\$ 8,915	\$ 5,498	\$ 6,825
E-32TXS	\$ 284	\$ 180	\$ 166
E-34	\$ 216,661	\$ 385,356	\$ 535,310
E-35	\$ 131,449	\$ 70,893	\$ 94,052
E-36 XL	\$ -	\$ -	\$ -
E-47	\$ 111	\$ 95	\$ 137
E-58	\$ 298	\$ 249	\$ 85
E-59	\$ 51	\$ 45	\$ 46
E-67	\$ 5	\$ 3	\$ 9
ECT-1R	\$ -	\$ -	\$ -
ECT-2	\$ 128	\$ 340	\$ 823
ET-1	\$ 252	\$ 386	\$ 739
ET-2	\$ 207	\$ 307	\$ 334
GPS	\$ 208	\$ 195	\$ 85
GS-SCHL	\$ 203	\$ -	\$ -
GS-SCHM	\$ 1,044	\$ 10,840	\$ 9,919
GS-SCHM1	\$ 31	\$ -	\$ -
R-2	\$ 419	\$ 721	\$ 770
R-3	\$ -	\$ -	\$ -
R3-47	\$ 431	\$ 581	\$ 717
R-BASIC	\$ 98	\$ 159	\$ 208
R-BASICL	\$ 273	\$ 261	\$ 369
R-TOU-E	\$ 28	\$ -	\$ -
RTOUUE47	\$ 127	\$ 199	\$ 272
R-XS	\$ 66	\$ 95	\$ 101
XHLF	\$ -	\$ -	\$ -
Payment Arrangement	\$ 3,623	\$ 3,014	\$ 4,389

Attachment B

Energy Support Program Reapply Letter – English



Want 25% off your energy bill again?

Re-apply for our Energy Support program to see if you qualify.

[CU_Full_Name]
[Mailing_Address_]
[Mailing_City], [Mailing_State] [Mailing_Postal]

July, 2022

Dear [CU_Full_Name]

Currently, you are no longer receiving the Energy Support program discount. But it's not too late to save 25% every month. For example, if the cost of energy you used is \$100, you'd receive a discount of \$25 on the energy charge. See the income guidelines chart to see if you qualify.

Re-apply to save 25% on your energy bill:

- 1 Complete and sign the enclosed application
- 2 Include the required proof of income documentation, an award letter for SNAP (Supplemental Nutrition Assistance Program) or TANF (Temporary Assistance for Needy Families), or a copy of your Quest EBT card
- 3 Return the application and income documents in the enclosed pre-paid envelope

If approved, you'll begin receiving the 25% discount on your bill automatically. Participation in our Energy Support program does not affect any public assistance benefits you may be receiving.

If you'd like to apply online, please visit aps.com/assist or call (844) 309-5655 to talk to a representative.

Sincerely,
APS Customer Service

Energy Support program income guidelines

# of people in the home	Max monthly gross household income*
1	\$2,264
2	\$3,050
3	\$3,838
4	\$4,624
5	\$5,410
6	\$6,198
7	\$6,984
8	\$7,770
9	\$8,558
10	\$9,344
11	\$10,130
12	\$10,918
13+	+\$786 per person

Guarantee effective July 1, 2022. "Monthly" gross household income is defined by the total household income before taxes. This includes all money and non-cash benefits available for living expenses from all sources, both taxable and non-taxable, before deductions, including expenses for all people who live in your home.

Program(s) funded by APS customers and approved by the Arizona Corporation Commission. Customers must have a gross monthly household income at or below 200% of the federal poverty guidelines to qualify for the Energy Support program or Energy Support with Medical program. The discount applies to a customer's cost for electricity and does not apply to the mandatory assessment, fee, or late fees or charges found in Service Schedule. Programs are subject to change. Other restrictions may apply. Assistance is on a first come, first served basis. Funds are subject to availability. Please apply or reapply as soon as possible if you think you may qualify.

Energy Support Program Reapply Letter – Spanish



¿Quieres 25% de descuento
en tu recibo de luz de nuevo?

Vuelve a solicitar nuestro programa *Energy Support* hoy para ver si eres elegible.

[CU_Full_Name]
[Mailing_Address_]
[Mailing_City], [Mailing_State] [Mailing_Postal]

Julio de 2022

Apreciable [CU_Full_Name]

Actualmente ya no estás recibiendo el descuento del programa *Energy Support*, pero no es tarde para ahorrar 25% cada mes. Por ejemplo, si el costo de la energía que utilizaste es de \$100, recibirías un descuento de \$25 en el cargo de energía. Revisa la tabla de pautas de ingreso para ver si eres elegible.

Vuelve a solicitarlo para ahorrar 25% en tu recibo de luz:

- 1 Llena y firma la solicitud adjunta
- 2 Incluye los documentos de ingresos requeridos, una carta de concesión de SNAP (Programa de Asistencia Nutricional Suplementaria) o TANF (Programa de Asistencia Temporal para Familias Necesitadas) o una copia de tu tarjeta Quest EBT
- 3 Envía la solicitud y las copias de los documentos de ingresos en el sobre prepagado incluido

Si tu solicitud es aprobada, empezarás a recibir el 25% de descuento en tu recibo automáticamente. La participación en nuestro programa *Energy Support* no afecta cualquier beneficio de asistencia pública que puedas estar recibiendo.

Si deseas solicitarlo en línea, por favor visita aps.com/auxilio o llámanos al (844) 309-5655 para hablar con un asesor.

Atentamente,
Servicio al Cliente de APS

Pautas de ingreso para el programa <i>Energy Support</i>	
# de personas en el hogar	Ingreso bruto mensual máximo del hogar*
1	\$2,264
2	\$3,050
3	\$3,838
4	\$4,624
5	\$5,410
6	\$6,198
7	\$6,984
8	\$7,770
9	\$8,558
10	\$9,344
11	\$10,130
12	\$10,918
13+	+\$786 por persona

*Pautas efectivas a partir del 1 de julio de 2022. *Los ingresos brutos mensuales del hogar se definen como los ingresos totales del hogar, antes de impuestos. Esto incluye dinero y beneficios no monetarios disponibles para los gastos básicos de todas las fuentes, sean o no sujetas a impuestos, antes de las deducciones, incluyendo los gastos para todas las personas que viven en el hogar.

Programa(s) financiado(s) por clientes de APS y aprobado(s) por Arizona Corporation Commission. Los clientes deben tener ingresos mensuales brutos del hogar en o por debajo del 200% de las pautas federales de pobreza para ser elegibles para el programa *Energy Support* o *Energy Support* con uso de equipo médico. El descuento se aplica al costo de electricidad del cliente y no se aplica a la tasa reguladora, tarifa de franquicia, impuestos o cargos que se encuentran en el anexo 1 de servicio. Los programas están sujetos a cambios. Pueden aplicarse otras restricciones. Existe una gran demanda para recibir asistencia y los fondos de los programas están sujetos a su disponibilidad. Por favor solicita la ayuda o contactanos lo antes posible si crees que eres elegible.

Energy Support Program Reapply – English (1/2)



Want 25% off your energy bill again?

Re-apply for our Energy Support program today to see if you qualify.

Currently, you are no longer receiving the Energy Support program discount. But it's not too late to save 25% every month. 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.

[Apply today](#)

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.

Energy Support Program Reapply – English (2/2)

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. (link to 211)

Emergency Rental Assistance Program (ERAP)
means renters in need may be eligible to receive
assistance for past-due, current or future utility
bill payments.

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.

To find bill assistance, visit [aps.com/assistance](#).

every day,
brighter

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you are subscribed to receive messages from APS.

Program(s) funded by APS customers and approved by the Arizona Corporation
Commission. Customers must have a gross monthly household income at or below 200% of
the federal poverty guidelines to qualify for the Energy Support program or Energy Support
with Medical program. The discount applies to a customer's cost for electricity and does not
apply to the regulatory assessment, franchise fee, taxes or charges found in Service
Schedule 1. Programs are subject to change. Other restrictions may apply. Assistance is in
high demand and program funds are subject to availability. Please apply or reach out as
soon as possible if you think you may qualify.

Energy Support Program Reapply – Spanish (1/2)



¿Quieres 25% de descuento en tu recibo de luz de nuevo?

Vuelve a solicitar nuestro programa *Energy Support* hoy para ver si eres elegible.

Actualmente ya no estás recibiendo el descuento del programa *Energy Support*, pero no es tarde para ahorrar 25% cada mes. Por ejemplo, si el costo de la energía que utilizaste es de \$100, recibirías un descuento de \$25 en el cargo de energía. Determina si eres elegible y solicítalo en aps.com/auxilio.

Solicítalo hoy

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*.

Energy Support Program Reapply – Spanish (2/2)

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 de Asistencia de Emergencia para el Alquiler (ERAP) puede proporcionar a inquilinos elegibles asistencia con los pagos de recibos vencidos, actuales o futuros de servicios públicos.

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

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

cada día,
más brillante

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This email was sent to [REDACTED] because
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Programa(s) financiado(s) por clientes de APS y aprobado(s) por Arizona Corporation Commission. Los clientes deben tener ingresos mensuales brutos del hogar en o por debajo del 200% de las pautas federales de pobreza para ser elegibles para el programa Energy Support o Energy Support con uso de equipo médico. El descuento se aplica al costo de electricidad del cliente y no se aplica a la tasa reguladora, tarifa de franquicia, impuestos o cargos que se encuentran en el anexo 1 de servicio. Los programas están sujetos a cambios. Pueden aplicarse otras restricciones. Existe una gran demanda para recibir asistencia y los fondos de los programas están sujetos a su disponibilidad. Por favor solicita la ayuda o contáctanos lo antes posible si crees que eres elegible.

Every Day, Brighter Print Ad – English



Find ways to save energy and money, even in summer.

Every day we're here to help you save energy and money. Find a variety of savings tips that work with your rate plan during the summer and all year round. Get rebates on smart thermostats and more for your home or business. Pay about the same amount every month with Budget Billing. And get help paying your bill with our Energy Support program and other billing and assistance options. For even more ways to save, visit aps.com/brighter.

every day,
brighter aps.com/brighter



Every Day, Brighter Print Ad – Spanish



Podemos ayudarte a encontrar programas de asistencia y otras opciones para ahorrar dinero.

Cada día, estamos aquí para ayudarte a ahorrar energía y dinero. Entérate si eres elegibles para nuestro programa *Energy Support* y recibe 25% de descuento en tu recibo cada mes. ¿Quieres un recibo más predecible? Inscríbete en *Budget Billing* y paga casi lo mismo cada mes. Para más ahorros, revisa los reembolsos en termostatos inteligentes y más. También podemos ayudarte a encontrar formas de ahorrar que funcionen con tu plan de tarifas. Para estas y más formas de ahorrar visita aps.com/brillante.

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Every Day, Brighter Print Ad – Spanish



Encuentra formas de ahorrar energía y dinero, incluso en el verano.

Cada día, estamos aquí para ayudarte a ahorrar energía y dinero. Encuentra una variedad de consejos de ahorro que funcionen con tu plan de tarifas durante el verano y todo el año. Recibe reembolsos en termostatos inteligentes y más para tu hogar o negocio. Paga casi lo mismo cada mes con *Budget Billing*. Y obtén ayuda para pagar tu recibo con nuestro programa *Energy Support* y otras opciones de facturación y asistencia. Para más formas de ahorrar, visita aps.com/brillante.

cada día,
más brillante aps.com/brillante



Every Day, Brighter Digital Banner Ads Examples – English and Spanish



Every Day, Brighter Emails (July and August) – English



Judith, APS Representative

Every day, savings

Find ways to save energy and money, even in summer.

Every day we're here to help you save energy and money. Find a variety of savings tips that work with your rate plan during the summer and all year round. Get rebates on smart thermostats and more for your home or business. Pay about the same amount every month with Budget Billing. And get help paying your bill with our Energy Support program and other billing and assistance options.

Together, all of us can help make every day brighter. For even more ways to save, visit aps.com/brighter.



Barry,
APS Representative

"I help our customers by offering information about our rate plans and provide savings options."

every day,
brighter

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Joaquin, APS Representative

Every day, helping

We can help you find assistance programs and other money-saving options.

Learn if you qualify for our Energy Support program and receive 25% off your bill each month. Want a more predictable bill? Sign up for Budget Billing and pay about the same amount every month. For more savings, check out rebates on smart thermostats and more. And we can help you find ways to save that work with your rate plan. For these and more ways to save, visit aps.com/brighter.



Candice,
Customer Care Supervisor

"I help our customers by providing energy and money-saving tips and resources to help them save on their energy bill."

every day,
brighter

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