

Ajo Improvement Company
P.O. Drawer 9
Ajo, AZ 85321
October 13, 2021

Docket No. E-00000A-19-0128

In Re: Compliance with Decision No. 77849, Quarterly Reporting on Residential Customer Service Terminations and Accounts in Arrears, Q3 2021

Ajo Improvement Company (AIC) hereby provides its quarterly report on residential customer service terminations and accounts in arrears for the period July - September 2021. As required by Decision No. 77849, the data are reported for the AIC service territory by applicable zip code. See the following table for the requested information for Ajo, zip code 85321, which is the only zip code that AIC serves.

The data indicate that no customers were disconnected in any month in the quarter due to non-payment, and a substantial number of customers in all months avoided disconnection due to the moratorium policies in effect. The number of customers in arrears were similar to the number of customers who avoided disconnection due to the moratorium policies. The total amount in arrears ranged from a high of \$32,412 in September to a low of \$12,320 in July. The average arrearage varied by month, but overall ranged from a low of \$187 to just over \$250.

One residential customer was enrolled in a deferred payment arrangement (DPA) in each month of the quarter but did not remain in compliance with the DPA.

On average, about a quarter of customers in arrears were in arrears by more than \$300. The duration of overdue balances for these customers varied by month.

AIC does not have a low income discount tariff and therefore does not have information related specifically to low income customers.

Ajo, Zip Code 85321

	July	August	September
Number of Residential Customers:			
Disconnected in the month	0	0	0
Not disconnected due to moratorium	37	49	150
Customer Arrearages			
Residential customers in arrears	64	89	173
Total dollar amount of arrearages	\$ 12,320	\$ 22,700	\$ 32,412
Average dollar amount of arrearages	\$ 193	\$ 255	\$ 187
Deferred Payment Arrangements (DPA)			
Residential customers enrolled in a DPA	1	1	1
Residential customers in compliance with a DPA	0	0	0
Residential Customers With Arrearages > \$300			
Low income customers, by duration ¹			
Up to 30 days overdue	0	0	0
30 to 60 days overdue	0	0	0
60 to 90 days overdue	0	0	0
More than 90 days overdue	0	0	0
Total low income customers	0	0	0
Other residential customers			
Up to 30 days overdue	2	3	5
30 to 60 days overdue	5	9	12
60 to 90 days overdue	2	14	10
More than 90 days overdue	2	1	13
Total other residential customers	11	27	40
% of Low Income Customers in Arrears Who Have Received Customer Assistance	20%	21%	20%

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