

Ajo Improvement Company  
P.O. Drawer 9  
Ajo, AZ 85321  
April 15, 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, Q1 2021***

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

The data indicate that a small number of customers in each month were disconnected due to non-payment, and a much higher number of customers 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 \$24,574 in February to a low of \$13,612 in March. The average arrearage varied by month, but overall ranged from a low of \$278 to just over \$390. Please note that the data for January is incomplete and therefore AIC's reporting begins with February activity.

Three residential customers enrolled in a deferred payment arrangement (DPA) in February and in March. All customers on a DPA remained in compliance with the DPA.

About one-quarter to one-third of customers in arrears were in arrears by more than \$300. Of these customers, almost all of them had balances more than 90 days overdue.

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**

		<b>January</b>	<b>February</b>	<b>March</b>
Number of Residential Customers:				
Disconnected in the month		0	5	3
Not disconnected due to moratorium		N/A	58	45
Customer Arrearages				
Residential customers in arrears		N/A	63	49
Total dollar amount of arrearages		N/A	\$ 24,573.74	\$ 13,611.53
Average dollar amount of arrearages		N/A	\$ 390.06	\$ 277.79
Deferred Payment Arrangements (DPA)				
Residential customers enrolled in a DPA		N/A	3	3
Residential customers in compliance with a DPA		N/A	3	3
Residential Customers With Arrearages > \$300				
Low income customers, by duration <sup>1</sup>				
Up to 30 days overdue		N/A	N/A	N/A
30 to 60 days overdue		N/A	N/A	N/A
60 to 90 days overdue		N/A	N/A	N/A
More than 90 days overdue		N/A	N/A	N/A
Total low income customers		N/A	N/A	N/A
Other residential customers				
Up to 30 days overdue		N/A	0	0
30 to 60 days overdue		N/A	1	1
60 to 90 days overdue		N/A	1	0
More than 90 days overdue		N/A	22	11
Total other residential customers		N/A	24	12
% of Low Income Customers in Arrears Who Have Received Customer Assistance <sup>1</sup>		N/A	N/A	N/A

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