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April 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), APS was required to:

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 first quarter 2021 Quarterly Customer Outreach Report, which provides details of the Company's Customer Education and Outreach Program 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 1 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 DPAs, 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 in 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 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 represented a combined voluntary suspension of disconnects by APS due to the COVID pandemic and compliance with a summer moratorium for disconnections. The Company's first-quarter efforts to support customers included:

- Placing all customers with a past-due balance of \$75 or more on an eight-month payment arrangement in January when the disconnection moratorium ended;
- Continuing to waive late fees while giving customers more time to pay down their balance;
- Increasing communications about bill assistance programs including a paid advertising campaign;
- Offering customers flexible payment arrangements up to 24 months if needed;
- Introducing a self-serve option for customers to enter extended payment arrangements of up to 12 months on aps.com;
- Continuing to apply deposits to help pay down past-due balances to avoid disconnection;
- Continuing the increased disconnection threshold of \$300; and
- Accepting partial payments and reworking of payment arrangements to avoid disconnection and/or to have services reconnected.

The above policies are set with the goal 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.

The data about DPAs, disconnections and arrearages show an overall positive trend of customers paying down or paying off their past-due balances. The number of customers in arrears, 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 in the first quarter of 2021.

The following data and narrative are submitted as requested:

I. Below is a summary of disconnection metrics:

Number of Residential Disconnections			
January Disconnections	February Disconnections	March Disconnections	Q1 Total Disconnections
0	6,278	3,929	10,207

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

A total of 10,207 residential accounts were disconnected during Q1 2021. In March, monthly disconnection activity decreased 63% month over month, indicating that residential customers are maintaining their payment arrangements and continuing to work with APS by re-setting their payment arrangements or paying off their past-due balances. Within Q1 2021, a range of 0% to 0.5% of the overall residential customer base was disconnected monthly, demonstrating the Company's new processes and approaches are effective in working with customers in good faith.

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 customers are current on their APS bills. The number of accounts in past-due status has remained relatively stable, but declined slightly since the end of the disconnection moratorium. Of APS's residential customers with payment arrangements, 10% have paid their past-due balance in full before the arrangement ended. At the end of the first quarter, the data shows that customers made positive progress in paying down their overdue balances:

Amount of Past-Due Balance	
Past-Due Balance	% of Past-Due Accounts
Less than \$75	17%
\$75 to \$300	46%
More than \$300	37%

The Company is optimistic the decline will continue as customers continue to pay according to the terms of their extended payment arrangements. This progress may be offset with the start of a new disconnection moratorium currently scheduled to begin June 1 -- before customers will fully pay off their balance in accordance with the standard 8-month payment arrangements.

Number of Residential Delinquent Accounts		
January Month-End	February Month-End	March Month-End
125,076	127,901	111,374

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

III. The cumulative total dollar amount of all residential accounts in arrears has decreased 30% since December 31, 2020. This trend continued as customers paid down past-due balances, many through payment arrangements as seen below.

Residential Delinquent Dollars		
January Month-End	February Month-End	March Month-End
\$ 69,552,352	\$ 60,494,144	\$ 49,523,867

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

IV. As shown in the table below, the average overdue account balance per residential customer has decreased by 20% since January 2021 month-end.

Q1 2021 Average Amount of Residential Delinquency by Month			
Month	Total Delinquent Dollars	Number of Delinquent Accounts	Average Delinquent Amount
January	\$69,552,352	125,076	\$556
February	\$60,494,144	127,901	\$473
March	\$49,523,867	111,374	\$445

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.

In total for first quarter 2021, 56% of payment arrangements were kept; however, it is worth noting that the success rate of payment arrangements improved significantly from February to March. APS attributes that to customers learning the importance of working with APS in good faith and their option to make partial payments and modify payment arrangements through self-serve options or calling into the care center. In February, just under 60% of payment arrangements were kept, while in March that reached nearly 80%. This is also a significant improvement following the 2019 disconnection moratorium when in the first month after disconnections resumed, 35% of payment arrangements were kept.

The length of the 65,480 active payment arrangements varies: 11% are set for less than 8 months, 74% for 8 months, 12% for 9 to 12 months, and 3% for more than 12 months.

Residential Customers in a DPA				
	January	February	March	Q1 2021
Enrolled (New)	109,750	14,907	13,770	138,427
Broken Arrangement	1,473	40,596	18,253	60,322
Paid in-Full	2,157	5,760	5,402	13,319
Active End of Period	110,018	76,967	65,480	65,480

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 are active on the last day of the time period.*

VI. Since January 2021, the number of active and delinquent residential accounts with an arrearage more than \$300 has decreased by 30%.

Residential Customers with a Delinquent Balance ≥ \$300			
	January 2021	February 2021	March 2021
Limited-Income Customers	6,503	6,313	6,004
Other Residential Customers	52,823	43,080	35,656
Total Residential Customers	59,326	49,393	41,660

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. APS defines a low-income (or limited-income) customer as someone who is enrolled in the Company's 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.

To see a more holistic picture of customer assistance during the first quarter, 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 5,200 assistance guarantees that provided customers with \$3.65 million in bill assistance. This is a 56% increase compared to the first quarter of 2020. The new federal Emergency Rental Assistance program (ERAP) got started in Arizona in March. 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 the program. APS will promote the ERAP program to the Company's eligible customers while it is available.

While this reporting request is for this calendar year and reported as such below, it is important to note that 21% of the limited-income customers who were past due as of the end of March received guarantee support in the previous six months of 2020.

% of Limited-Income Customers with Accounts in Arrears who Received an Assistance Guarantee			
January	February	March	Q1 2021 Total
5.5%	1.4%	0.9%	7.9%

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. Therefore, in February when a large portion of customers broke their first payment arrangement, the debt in the 30-to-60-day category increased significantly.

As noted in the charts, in March, limited-income customers made up 14% of the total customers in arrears greater than \$300, and their past-due dollars made up approximately 13% of the total delinquent dollars.

Residential Accounts with a Delinquent Balance ≥ \$300

January 2021					
	Number of Accounts >\$300	Payment Arrangements*	30 to 60 Days	60 to 90 Days	90+ Days
Limited Income	6,503	\$ 6,091,460	\$ 3,576	\$ 2,408	\$ 2,315
Other Residential Customers	52,823	\$ 54,527,926	\$ 41,392	\$ 29,215	\$ 96,065
Total Residential Customers	59,326	\$ 60,619,385	\$ 44,968	\$ 31,623	\$ 97,381

Residential Customers with a Delinquent Balance ≥ \$300

February 2021					
	Number of Accounts >\$300	Payment Arrangements*	30 to 60 Days	60 to 90 Days	90+ Days
Limited Income	6,313	\$ 4,683,437	\$ 1,190,108	\$ 9,873	\$ 3,661
Other Residential Customers	43,080	\$ 33,704,261	\$10,195,113	\$ 92,835	\$ 90,605
Total Residential Customers	49,393	\$ 38,387,698	\$11,385,220	\$ 102,708	\$ 94,266

Residential Customers with a Delinquent Balance ≥ \$300

March 2021					
	Number of Customers >\$300	Payment Arrangements*	30 to 60 Days	60 to 90 Days	90+ Days
Limited Income	6,004	\$ 4,302,578	\$ 297,301	\$ 643,254	\$ 9,745
Other Residential Customers	35,656	\$ 27,942,188	\$ 2,080,542	\$ 5,086,946	\$ 116,315
Total Residential Customers	41,660	\$ 32,244,766	\$ 2,377,843	\$ 5,730,199	\$ 126,061

*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.

IX. Brief Narrative

Customer Education and Outreach Details

On January 15, 2021, APS filed a customer outreach and education plan (CEOP) as directed by Decision No. 77849 (December 17, 2020). The CEOP detailed how APS has communicated 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 gain access to assistance, and collaborating with stakeholders on program enhancements and additional communication efforts continue to be a priority for APS.

Throughout the first quarter, APS executed the filed plan using a diverse mix of media channels and a combination of personalized, targeted and mass communications. This includes 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 information about extended DPA, available assistance including utility bill assistance, discount programs, energy efficiency and the Safety Net program, which provides notice to a family member or third party about account status. 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 all aspects of customer service through customer research and feedback based on industry best practices.

APS is evaluating the effectiveness of communication activities through customer recall and awareness as measured by JD Power with a goal of performing in line with industry benchmarks and best practices. APS is also tracking effectiveness of the Company's customer calls to action, based on participation in programs and visits to the website. As noted above, customer assistance participation has increased as a measure of success. The metrics APS included in the CEOP are:

- Increase in overall communications recall from 43% in 2020 to 45% for Q1-2 2021, as measured by JD Power (above industry average of 44%);
- Increase in customer awareness of low-income assistance programs from 28% in 2020 to 30% for Q1-2 2021 as measured by JD Power (above industry average of 27%);
- Increase in customer awareness of energy efficiency programs from 59% in 2020 to 61% for Q1-2 2021 as measured by JD Power (above industry average of 59%);
- Increased enrollment in the Energy Support program, surpassing 79,000 customers by the end of June (reflecting more than 9% growth from 2020 year-end levels); and
- APS will track the following metrics cumulatively and gauge them against benchmarks:
 - Visits to relevant landing pages (vs. average monthly visits in Q4 2020)
 - Email open rates
 - Digital display ad click-through rates

A status update through first quarter 2021 is below. Goals were set as cumulative for the end of Q2. APS's focus is on continuously improving customer communications and the customer experience. These measures will allow us to gauge whether customers are receptive and responsive to the Company's communications and will help identify specific topics important to customers and pertinent to this plan.

In summary, metrics such as program participation in the Energy Support discount program and overall customer assistance, website visits for Here to Help and targeted landing pages, and email open rates are on track or surpassing goals through Q1. Other measures such as communication recall, program awareness and click-through rates are close to benchmarks or targets for the Company's Q1 status, but require further growth and improvement in order to hit targets by the end of Q2.

Q1 2021 Metrics and Results

Metric	Target	Results (Q1)	Description
Overall Communications Recall (as measured by JDP)	45% by Q2	42%	APS ended Q1 2021 in the 2 nd quartile for Recall of 1+ Communications and are performing on par with the Large Investor-Owned Utility ("Large IOU") average level at 42% recall. For the CEOP, APS set a stretch goal of 45% for this metric and while the Company's Communications Recall is 3% below target as of Q1 2021, the Company would like to note that the percentage of APS customers who recall 3 or more of the Company's communications increased significantly in Q1 and is performing significantly above the average level of APS's Large IOU peer set. With continued messaging emphasizing the points of assistance and energy savings, and broad mass market outreach, APS expect to see improved recall/awareness as communication continues through the year.
Customer Awareness of Low-Income Assistance Programs (as measured by JDP)	30% by Q2	29%	Customer awareness of low-income assistance programs is 1% below target through Q1 but improved from last year and is above the industry average of 27%. Communications and outreach regarding assistance programs continue to be a focus for Q2.
Customer Awareness of Energy Efficiency Programs (as measured by JDP)	61% by Q2	57%	While 4% below target through Q1, this result is on par with the Large Investor-Owned Utility (IOU) average (also 57%). As summer approaches, energy efficiency and ways to lower the bill will be a major focus of customer messaging.

Metric	Target	Results (Q1)	Description
Enrollment in Energy Support Program	Surpassing 79,000 customers by end of June	77,744	Energy Support Program enrollment is on track with the June goal of surpassing 79,000 customers. 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. APS has also increased communication on this program and other customer assistance through the first quarter of 2021, and email campaigns have resulted in the largest new enrollments. APS will continue its efforts to increase customer outreach and assistance communications for the program including direct mail letters, newsletters/e-newsletters, and targeted digital and social.
Website visits to the Here to Help, assistance and other relevant landing pages	Tracking against benchmarks	72,078 average monthly visits in Q1 2021 vs. 48,530 in Q4 2020.	APS is tracking above historical benchmarks for visits to these pages, especially the Here to Help page which served as the landing page for the Company's current advertising campaign. Landing pages included information on customer assistance and energy efficiency campaign.
Email open rates	Tracking against benchmarks	38%	Open rates for emails related to payment arrangements, assistance programs or energy efficiency in first quarter were significantly above industry benchmark of 25%.
Digital ad click-through rates	Tracking against benchmarks	.07% (vs. Benchmark .10%)	Visits to aps.com from digital ads through Q1 trailed industry benchmarks. However, there was significant increase in the number of actions customers took once landing on the site, such as clicking on links or action buttons.

ATTACHMENT A

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

Arizona Public Service Company
 Number of Residential Disconnects by Zip Code
 Q1 2021

Zip Code	January Disconnects*	February Disconnects	March Disconnects	Q1 Total Disconnects
85003	-	24	33	57
85004	-	48	37	85
85006	-	98	126	224
85007	-	92	46	138
85008	-	52	74	126
85009	-	197	108	305
85012	-	25	21	46
85013	-	92	40	132
85014	-	126	37	163
85015	-	53	13	66
85016	-	82	20	102
85017	-	9	2	11
85018	-	-	1	1
85020	-	177	70	247
85021	-	46	61	107
85022	-	167	139	306
85023	-	155	111	266
85024	-	56	54	110
85027	-	83	86	169
85028	-	25	7	32
85029	-	254	89	343
85032	-	362	108	470
85034	-	6	39	45
85050	-	21	31	52
85051	-	34	8	42
85053	-	101	55	156
85054	-	4	11	15
85083	-	5	3	8
85085	-	32	19	51
85086	-	1	14	15
85087	-	-	2	2
85122	-	147	83	230
85123	-	9	27	36
85128	-	36	10	46
85131	-	14	29	43
85132	-	13	4	17
85135	-	1	1	2
85137	-	8	1	9
85141	-	1	-	1
85145	-	2	1	3
85173	-	9	8	17
85191	-	-	1	1
85192	-	3	-	3
85193	-	1	8	9
85224	-	2	1	3
85225	-	32	97	129

85233	-	7	11	18
85234	-	6	9	15
85250	-	-	2	2
85251	-	9	87	96
85253	-	5	4	9
85254	-	17	13	30
85255	-	18	15	33
85258	-	5	13	18
85259	-	15	8	23
85260	-	29	21	50
85262	-	-	3	3
85266	-	-	3	3
85281	-	69	63	132
85282	-	-	1	1
85301	-	136	92	228
85304	-	21	3	24
85306	-	61	59	120
85307	-	64	15	79
85308	-	75	72	147
85310	-	10	1	11
85320	-	-	1	1
85321	-	9	1	10
85322	-	3	1	4
85323	-	109	65	174
85324	-	-	2	2
85326	-	216	160	376
85331	-	1	15	16
85333	-	4	1	5
85335	-	122	42	164
85336	-	-	3	3
85337	-	17	22	39
85338	-	196	87	283
85340	-	86	48	134
85342	-	2	-	2
85344	-	-	8	8
85345	-	108	28	136
85349	-	83	33	116
85350	-	61	59	120
85351	-	34	6	40
85354	-	43	25	68
85355	-	14	-	14
85361	-	-	6	6
85363	-	17	6	23
85364	-	455	220	675
85365	-	144	55	199
85367	-	69	17	86
85373	-	3	8	11
85374	-	65	10	75
85375	-	4	3	7
85377	-	-	1	1
85378	-	22	25	47
85379	-	85	29	114
85381	-	3	5	8

85382	-	40	35	75
85383	-	12	30	42
85387	-	1	12	13
85388	-	42	12	54
85392	-	42	46	88
85395	-	83	38	121
85396	-	50	24	74
85501	-	3	24	27
85539	-	23	11	34
85541	-	88	31	119
85544	-	7	8	15
85553	-	-	4	4
85554	-	-	2	2
85618	-	1	-	1
85631	-	19	-	19
85901	-	21	21	42
85931	-	-	1	1
85937	-	11	11	22
85939	-	11	1	12
86001	-	52	16	68
86004	-	39	56	95
86005	-	24	9	33
86017	-	4	2	6
86023	-	2	-	2
86025	-	2	9	11
86029	-	-	1	1
86032	-	2	5	7
86042	-	4	1	5
86043	-	4	3	7
86045	-	5	-	5
86047	-	28	13	41
86301	-	59	19	78
86303	-	16	28	44
86305	-	14	22	36
86314	-	72	51	123
86315	-	3	7	10
86320	-	3	2	5
86321	-	-	1	1
86322	-	51	12	63
86323	-	46	8	54
86324	-	4	11	15
86325	-	12	11	23
86326	-	40	66	106
86327	-	25	7	32
86329	-	1	-	1
86332	-	-	2	2
86333	-	14	5	19
86334	-	26	6	32
86335	-	20	6	26
86336	-	10	10	20
86337	-	3	2	5
86351	-	12	4	16
Total	-	6,278	3,929	10,207

Note: When considering the total number of disconnected customers compared to the number of customers disconnected by zip code, all zip codes have 7% 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
Q1 2021**

Zip Code	January Month-End	February Month-End	March Month-End
85003	521	577	502
85004	557	604	520
85006	1,720	1,770	1,480
85007	1,143	1,217	1,038
85008	1,449	1,597	1,378
85009	2,333	2,347	2,090
85012	458	466	429
85013	1,055	1,104	971
85014	1,707	1,675	1,443
85015	637	651	586
85016	794	782	691
85017	88	87	73
85018	5	10	8
85020	2,065	2,007	1,819
85021	965	1,008	848
85022	3,407	3,507	3,071
85023	2,483	2,460	2,172
85024	1,311	1,366	1,206
85027	2,311	2,417	2,109
85028	513	487	435
85029	3,232	3,270	2,871
85032	4,004	4,014	3,642
85034	459	504	443
85050	887	903	798
85051	442	429	386
85053	1,891	1,920	1,763
85054	524	575	528
85083	352	332	282
85085	1,029	1,045	907
85086	1,195	1,208	1,030
85087	273	285	236
85122	2,958	2,943	2,522
85123	683	745	623
85128	694	695	611
85131	658	699	580
85132	747	715	626
85135	30	28	29
85137	117	101	97
85139	12	15	14
85141	11	9	8
85145	99	100	82
85173	188	200	164

85191	17	17	17
85192	15	14	14
85193	133	141	141
85194	6	8	4
85224	111	116	106
85225	1,878	1,940	1,707
85233	412	423	362
85234	265	269	233
85236	-	1	1
85239	1	1	1
85250	123	126	99
85251	1,357	1,484	1,274
85253	424	421	394
85254	1,324	1,314	1,139
85255	1,195	1,174	975
85258	773	772	656
85259	550	497	443
85260	1,282	1,246	1,086
85262	179	160	138
85266	202	181	142
85281	2,054	2,336	2,087
85282	32	36	21
85295	-	-	1
85296	59	53	49
85301	1,921	1,947	1,725
85304	489	486	433
85306	1,374	1,379	1,229
85307	479	469	426
85308	2,674	2,677	2,346
85310	462	417	397
85320	56	57	47
85321	84	85	61
85322	41	36	33
85323	1,207	1,246	1,104
85324	166	154	133
85325	84	100	101
85326	3,501	3,707	3,171
85328	25	27	20
85331	715	708	614
85332	73	71	71
85333	24	20	21
85334	75	77	75
85335	1,839	1,839	1,662
85336	38	37	27
85337	198	226	183
85338	2,535	2,442	2,113
85340	1,248	1,230	1,057
85342	86	84	63
85343	4	5	4

85344	363	370	309
85345	1,775	1,756	1,572
85346	153	164	146
85348	95	114	99
85349	1,193	1,211	1,032
85350	1,105	1,215	1,001
85351	611	604	506
85354	444	435	359
85355	353	351	298
85357	39	39	41
85361	341	347	309
85362	47	57	44
85363	388	400	353
85364	4,967	5,206	4,377
85365	2,132	2,096	1,866
85367	768	718	610
85373	500	546	491
85374	1,465	1,448	1,264
85375	449	426	359
85377	88	84	79
85378	595	622	550
85379	1,959	1,968	1,701
85381	168	171	140
85382	1,313	1,287	1,106
85383	1,408	1,491	1,218
85387	496	509	420
85388	1,132	1,121	978
85390	233	256	230
85392	778	821	742
85395	957	982	888
85396	1,024	1,063	888
85501	771	830	700
85539	257	274	265
85541	1,050	1,104	921
85544	149	145	118
85550	4	3	4
85553	84	93	79
85554	37	42	33
85602	2	3	1
85603	282	321	275
85607	871	1,028	914
85615	123	137	120
85618	5	3	3
85620	42	53	44
85626	71	74	70
85631	196	197	178
85638	95	94	86
85650	3	5	6
85901	651	687	583

85912	2	2	-
85931	32	43	30
85937	357	398	323
85939	188	193	170
85942	6	5	6
86001	893	878	715
86004	1,583	1,705	1,466
86005	555	557	472
86015	25	24	23
86016	1	1	-
86017	101	96	89
86018	52	55	53
86020	3	7	4
86023	40	42	34
86024	31	34	31
86025	279	308	257
86028	-	2	3
86029	18	20	16
86030	21	24	24
86032	59	64	53
86034	13	17	17
86038	12	10	16
86039	38	39	28
86042	84	96	98
86043	93	108	97
86045	697	780	740
86046	377	241	173
86047	517	550	492
86301	669	673	572
86303	662	726	655
86305	517	508	432
86312	2	2	2
86314	1,752	1,865	1,594
86315	228	231	202
86320	118	134	110
86321	101	107	89
86322	653	651	587
86323	753	742	668
86324	177	190	156
86325	197	207	179
86326	1,131	1,230	1,035
86327	416	393	364
86329	15	12	15
86331	43	44	41
86332	75	84	73
86333	372	410	345
86334	297	289	256
86335	289	280	250
86336	405	416	373

86337	59	63	51
86338	30	31	22
86343	19	11	8
86351	190	202	172
Total Count of	125,076	127,901	111,374

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

ATTACHMENT C

The total dollar amount of arrearages, by zip code.

Arizona Public Service Company
Residential Delinquent Dollars by Zip Code
Q1 2021

Zip Code	January Month-End	February Month-End	March Month-End
85003	\$ 246,918	\$ 233,047	\$ 181,402
85004	\$ 238,657	\$ 218,076	\$ 177,446
85006	\$ 914,431	\$ 786,385	\$ 609,109
85007	\$ 690,214	\$ 606,063	\$ 496,586
85008	\$ 817,416	\$ 733,155	\$ 584,773
85009	\$ 1,464,129	\$ 1,251,537	\$ 1,040,523
85012	\$ 207,938	\$ 182,871	\$ 150,432
85013	\$ 509,538	\$ 414,837	\$ 348,033
85014	\$ 857,409	\$ 687,394	\$ 523,121
85015	\$ 389,850	\$ 327,222	\$ 274,640
85016	\$ 407,717	\$ 314,970	\$ 258,347
85017	\$ 59,301	\$ 50,269	\$ 43,663
85018	\$ 2,069	\$ 2,850	\$ 2,912
85020	\$ 1,110,544	\$ 902,619	\$ 742,945
85021	\$ 566,712	\$ 505,052	\$ 401,245
85022	\$ 1,927,880	\$ 1,687,209	\$ 1,343,599
85023	\$ 1,406,089	\$ 1,203,201	\$ 979,585
85024	\$ 786,453	\$ 706,014	\$ 588,123
85027	\$ 1,363,268	\$ 1,226,450	\$ 1,005,934
85028	\$ 271,945	\$ 230,052	\$ 197,347
85029	\$ 1,942,710	\$ 1,652,744	\$ 1,336,599
85032	\$ 2,358,835	\$ 1,993,195	\$ 1,689,008
85034	\$ 254,358	\$ 234,879	\$ 190,018
85050	\$ 534,128	\$ 478,021	\$ 382,894
85051	\$ 212,913	\$ 169,552	\$ 137,552
85053	\$ 1,118,413	\$ 947,115	\$ 791,269
85054	\$ 212,802	\$ 193,745	\$ 177,111
85083	\$ 242,419	\$ 207,957	\$ 159,320
85085	\$ 580,880	\$ 502,791	\$ 405,753
85086	\$ 778,584	\$ 714,767	\$ 601,789
85087	\$ 170,339	\$ 158,208	\$ 129,125
85122	\$ 2,042,579	\$ 1,765,098	\$ 1,414,255
85123	\$ 448,030	\$ 413,221	\$ 326,385
85128	\$ 503,815	\$ 442,546	\$ 358,595
85131	\$ 389,868	\$ 362,065	\$ 293,974
85132	\$ 523,290	\$ 448,346	\$ 373,377
85135	\$ 10,754	\$ 9,713	\$ 9,680
85137	\$ 87,247	\$ 69,839	\$ 60,765
85139	\$ 9,907	\$ 11,699	\$ 5,317
85141	\$ 4,620	\$ 3,708	\$ 3,227
85145	\$ 66,010	\$ 54,442	\$ 42,404
85173	\$ 103,437	\$ 95,041	\$ 74,648

85191	\$	13,837	\$	13,893	\$	12,599
85192	\$	10,060	\$	6,454	\$	5,625
85193	\$	84,662	\$	82,030	\$	68,807
85194	\$	3,670	\$	4,006	\$	2,588
85224	\$	67,664	\$	64,115	\$	58,993
85225	\$	1,062,814	\$	935,385	\$	768,052
85233	\$	235,143	\$	206,459	\$	163,062
85234	\$	145,108	\$	120,374	\$	99,358
85236	\$	-	\$	161	\$	138
85239	\$	2,027	\$	2,282	\$	1,488
85250	\$	66,669	\$	62,331	\$	48,123
85251	\$	555,842	\$	528,005	\$	395,947
85253	\$	262,256	\$	219,806	\$	193,040
85254	\$	731,446	\$	644,426	\$	525,659
85255	\$	670,648	\$	592,269	\$	463,804
85258	\$	367,086	\$	317,179	\$	265,685
85259	\$	316,639	\$	251,514	\$	201,022
85260	\$	688,201	\$	598,854	\$	490,071
85262	\$	102,816	\$	75,605	\$	61,129
85266	\$	104,214	\$	90,501	\$	67,931
85281	\$	1,020,055	\$	895,226	\$	764,388
85282	\$	14,413	\$	13,151	\$	8,319
85295	\$	-	\$	-	\$	21
85296	\$	40,738	\$	31,615	\$	25,670
85301	\$	1,203,137	\$	1,006,172	\$	796,910
85304	\$	333,687	\$	278,877	\$	224,779
85306	\$	878,342	\$	780,601	\$	652,396
85307	\$	328,082	\$	275,188	\$	219,247
85308	\$	1,755,968	\$	1,549,083	\$	1,282,822
85310	\$	307,343	\$	263,207	\$	232,781
85320	\$	18,473	\$	16,319	\$	14,711
85321	\$	34,007	\$	25,165	\$	18,460
85322	\$	30,444	\$	24,611	\$	21,102
85323	\$	693,014	\$	597,931	\$	504,089
85324	\$	111,505	\$	84,652	\$	65,110
85325	\$	58,318	\$	59,687	\$	55,242
85326	\$	2,464,676	\$	2,182,201	\$	1,737,897
85328	\$	11,337	\$	11,248	\$	9,849
85331	\$	420,212	\$	392,706	\$	322,513
85332	\$	33,346	\$	30,260	\$	30,075
85333	\$	9,959	\$	6,654	\$	6,629
85334	\$	47,498	\$	41,542	\$	40,658
85335	\$	1,326,142	\$	1,106,730	\$	921,735
85336	\$	17,780	\$	17,604	\$	14,002
85337	\$	107,211	\$	93,447	\$	69,490
85338	\$	1,663,071	\$	1,355,138	\$	1,067,990
85340	\$	882,024	\$	753,289	\$	616,549
85342	\$	39,341	\$	33,597	\$	27,638
85343	\$	1,254	\$	1,110	\$	700

85344	\$	205,453	\$	188,559	\$	160,732
85345	\$	1,180,675	\$	1,003,851	\$	846,887
85346	\$	90,537	\$	89,058	\$	79,606
85348	\$	47,619	\$	45,131	\$	41,568
85349	\$	512,368	\$	419,750	\$	323,003
85350	\$	476,337	\$	407,575	\$	321,409
85351	\$	221,688	\$	181,182	\$	148,312
85354	\$	391,068	\$	345,109	\$	284,208
85355	\$	220,347	\$	185,393	\$	149,368
85357	\$	16,555	\$	15,190	\$	14,174
85361	\$	218,103	\$	204,474	\$	167,505
85362	\$	13,241	\$	16,038	\$	12,879
85363	\$	251,079	\$	200,797	\$	162,403
85364	\$	2,639,389	\$	2,240,308	\$	1,730,420
85365	\$	1,173,778	\$	950,138	\$	780,816
85367	\$	406,845	\$	304,288	\$	248,398
85373	\$	265,011	\$	252,393	\$	217,879
85374	\$	891,092	\$	771,511	\$	634,590
85375	\$	122,425	\$	97,886	\$	89,564
85377	\$	63,003	\$	52,275	\$	56,782
85378	\$	376,537	\$	310,929	\$	272,225
85379	\$	1,549,407	\$	1,327,380	\$	1,103,076
85381	\$	84,085	\$	71,872	\$	53,994
85382	\$	808,116	\$	684,293	\$	576,565
85383	\$	848,707	\$	734,321	\$	594,928
85387	\$	295,645	\$	281,383	\$	222,600
85388	\$	848,390	\$	726,205	\$	597,574
85390	\$	106,251	\$	100,087	\$	85,206
85392	\$	533,043	\$	456,896	\$	381,788
85395	\$	592,819	\$	487,050	\$	389,060
85396	\$	601,246	\$	523,812	\$	414,429
85501	\$	364,337	\$	358,715	\$	303,534
85539	\$	124,891	\$	117,552	\$	107,237
85541	\$	433,736	\$	420,265	\$	332,145
85544	\$	43,316	\$	39,482	\$	29,908
85550	\$	1,920	\$	2,028	\$	2,369
85553	\$	31,798	\$	33,935	\$	28,237
85554	\$	10,619	\$	9,961	\$	7,864
85602	\$	186	\$	129	\$	89
85603	\$	105,721	\$	103,700	\$	92,771
85607	\$	317,667	\$	333,059	\$	308,964
85615	\$	90,778	\$	89,357	\$	85,159
85618	\$	1,147	\$	885	\$	376
85620	\$	7,769	\$	8,556	\$	6,169
85626	\$	17,920	\$	20,864	\$	20,419
85631	\$	94,046	\$	75,002	\$	62,616
85638	\$	43,790	\$	44,253	\$	40,102
85650	\$	2,132	\$	2,439	\$	1,765
85901	\$	209,524	\$	202,833	\$	157,849

85912	\$	1,471	\$	1,537	\$	-
85931	\$	4,104	\$	4,535	\$	2,595
85937	\$	146,855	\$	146,496	\$	124,088
85939	\$	60,806	\$	57,784	\$	52,059
85942	\$	810	\$	711	\$	965
86001	\$	237,351	\$	196,884	\$	158,154
86004	\$	431,888	\$	419,206	\$	344,996
86005	\$	147,821	\$	120,956	\$	104,192
86015	\$	5,734	\$	5,256	\$	4,059
86016	\$	500	\$	736	\$	-
86017	\$	37,000	\$	31,571	\$	28,097
86018	\$	12,645	\$	13,589	\$	15,233
86020	\$	1,117	\$	1,443	\$	1,079
86023	\$	13,700	\$	14,541	\$	14,147
86024	\$	6,683	\$	6,179	\$	5,452
86025	\$	82,344	\$	83,241	\$	69,641
86028	\$	-	\$	18	\$	21
86029	\$	5,224	\$	6,199	\$	3,817
86030	\$	6,437	\$	5,812	\$	4,276
86032	\$	19,507	\$	16,384	\$	13,880
86034	\$	1,407	\$	1,920	\$	1,784
86038	\$	2,172	\$	2,062	\$	2,705
86039	\$	8,703	\$	9,091	\$	6,094
86042	\$	17,978	\$	21,501	\$	20,225
86043	\$	14,705	\$	16,944	\$	17,401
86045	\$	206,004	\$	211,356	\$	203,473
86046	\$	139,739	\$	74,901	\$	61,869
86047	\$	159,957	\$	156,646	\$	130,375
86301	\$	210,838	\$	184,329	\$	145,113
86303	\$	203,116	\$	202,422	\$	167,080
86305	\$	147,353	\$	132,075	\$	111,955
86312	\$	1,540	\$	1,586	\$	1,310
86314	\$	657,102	\$	617,126	\$	496,729
86315	\$	84,355	\$	74,892	\$	63,407
86320	\$	52,567	\$	58,226	\$	50,776
86321	\$	40,259	\$	35,197	\$	29,276
86322	\$	338,560	\$	315,997	\$	272,211
86323	\$	304,472	\$	266,010	\$	234,510
86324	\$	63,784	\$	61,659	\$	52,386
86325	\$	108,077	\$	100,631	\$	84,464
86326	\$	442,846	\$	418,561	\$	336,283
86327	\$	193,450	\$	173,171	\$	140,997
86329	\$	6,257	\$	5,023	\$	5,495
86331	\$	11,866	\$	10,904	\$	9,734
86332	\$	28,725	\$	30,579	\$	26,546
86333	\$	172,668	\$	174,371	\$	157,005
86334	\$	154,490	\$	136,184	\$	117,604
86335	\$	147,205	\$	139,995	\$	103,711
86336	\$	163,590	\$	147,295	\$	139,696

86337	\$	21,707	\$	23,181	\$	16,703
86338	\$	7,909	\$	7,358	\$	5,739
86343	\$	1,270	\$	1,860	\$	1,472
86351	\$	86,934	\$	69,240	\$	55,748
Total Delinquent	\$	69,552,352	\$	60,494,144	\$	49,523,867

ATTACHMENT D



We're here to help

Arizona is more to us than our place of business, it is our home. You are a valued part of our community and we recognize the financial impact many of our customers face during the ongoing pandemic. We are here to partner with and help our customers.

Last fall, we announced that we would continue not disconnecting customers for non-payment through the end of 2020. As we reached the end of the year, customers who had a past-due balance of \$75 or more were automatically set up on an 8-month payment arrangement, as of their January bill, to give them more time to pay.

What are payment arrangements and how do they work?

Payment arrangements are a way for customers to have more time to pay past-due balances to avoid disconnection of service, by spreading out the balance over a set time period. These commitments are partnerships made in good faith, and APS does not charge interest or penalties for this extension as long as payments are made regularly.

In the case of the automatic payment arrangements put in place in January, the amounts are calculated by dividing the past-due balance over 8 months — the term of the payment arrangement. Each month, the total amount due on the bill includes the payment arrangement amount and current charges for electricity.

We hope this gives customers who are struggling to pay their bills additional time to get caught up, or to reach out to us for any available bill assistance programs. Customers who need a longer payment arrangement should contact us, and we will work together on a solution that works for you and your budget. Additionally, customers who may become past due in the future and find themselves in need of more time to get caught up should also contact us about initiating a payment arrangement.

It is important for all customers on a payment arrangement to pay both the payment arrangement amount and current charges for electricity each month to prevent disconnection. Late fees will continue to be waived through October 15, 2021.

What other help is there?

There are various bill assistance programs that may help reduce your monthly payment or help pay down the bill. In 2020, APS contributed more than \$10.5 million in special COVID-related bill assistance to APS customers, one of the largest commitments of any utility. This included an additional credit in December to limited-income customers who were past due on their bill.

Programs currently available include:

- **APS's Energy Support program** provides a 25% discount every month for eligible customers (*new income guidelines may allow more customers to qualify*)
- **Low-Income Home Energy Assistance Program (LIHEAP)** provides government energy bill assistance
- **Crisis Bill Assistance** can provide up to \$800 annually
- **Project SHARE** provides up to \$300 in energy bill payment assistance annually
- Call 2-1-1 or visit 211arizona.org for community information and referral resources

Find more information about these and other assistance programs at aps.com/support.

Also find ways to save money and energy with energy efficiency programs, rebates, savings tips, a plan comparison tool and more at aps.com/save.



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 so we can work together to find a solution that fits your needs.

Thank you for the opportunity to serve you.



Estamos aquí para ayudar

Arizona es más que nuestro lugar de negocios, es nuestro hogar. Eres una parte valiosa de nuestra comunidad, y entendemos el impacto financiero que la pandemia ha tenido en muchos de nuestros clientes. Estamos aquí para trabajar con y ayudar a nuestros clientes.

El otoño pasado, anunciamos que no desconectaríamos el servicio a clientes por falta de pago hasta el fin de 2020. Al llegar el fin de año, clientes con un saldo pendiente de \$75 o más fueron colocados automáticamente en un plan de pagos de 8 meses, comenzando con el recibo de enero, para darles más tiempo para pagar.

¿Qué es un plan de pagos y cómo funciona?

Los planes de pago son una forma para que los clientes tengan más tiempo para pagar sus montos pendientes y evitar la desconexión del servicio, distribuyendo el saldo a lo largo de un período de tiempo determinado. Estos compromisos son acuerdos hechos de buena fe, y APS no cobra intereses o recargos por esta extensión siempre y cuando los pagos se hagan regularmente.

En el caso de los planes de pago automáticamente establecidos en enero, las cantidades se calculan dividiendo el saldo pendiente a lo largo de 8 meses, es decir, el plazo del plan de pagos. Cada mes, el monto total a pagar en el recibo incluye la cuota del plan de pagos y los cargos actuales por uso de luz.

Esperamos que esto le ofrezca a clientes con dificultades para pagar sus recibos un tiempo adicional para ponerse al día, o para contactarnos sobre los programas de asistencia disponibles para ayudarles con el recibo. Los clientes que necesitan un plan de pagos más largo deben contactarnos, y juntos trabajaremos para encontrar una solución acorde al presupuesto. Además, los clientes que puedan atrasarse en el futuro y necesiten más tiempo para ponerse al día también deben contactarnos para iniciar un plan de pagos.

Para evitar la desconexión es importante que todos los clientes en un plan de pagos, paguen tanto la cuota del plan de pagos como los cargos actuales por uso de luz mensual. Los cargos por retraso seguirán eliminándose hasta el 15 de octubre de 2021.

¿Qué otra ayuda hay?

Hay varios programas de asistencia que pueden ayudar a reducir tu pago mensual o a pagar un recibo. En 2020, APS contribuyó más de \$10.5 millones en asistencia especial con los recibos de clientes de la compañía afectados por COVID, uno de los mayores compromisos de cualquier compañía de servicios públicos. Esto incluyó un crédito adicional en diciembre para los clientes de ingresos limitados con recibos atrasados.

Los programas disponibles actualmente incluyen:

- El Programa **Energy Support** proporciona 25% de descuento mensual para clientes elegibles (*nuevas pautas de ingresos podrían permitir que más clientes sean elegibles*)
- El Programa de Asistencia de Energía para Hogares de Bajos Ingresos (LIHEAP) proporciona asistencia del gobierno con el recibo de energía
- El Programa de Asistencia en Crisis puede proporcionar hasta \$800 al año
- El proyecto **SHARE** ofrece hasta \$300 al año en asistencia con el recibo de luz
- Llama al 2-1-1 o visita 211arizona.org para información y recursos comunitarios

Encuentra más información sobre estos y otros programas de asistencia en aps.com/apoyo.

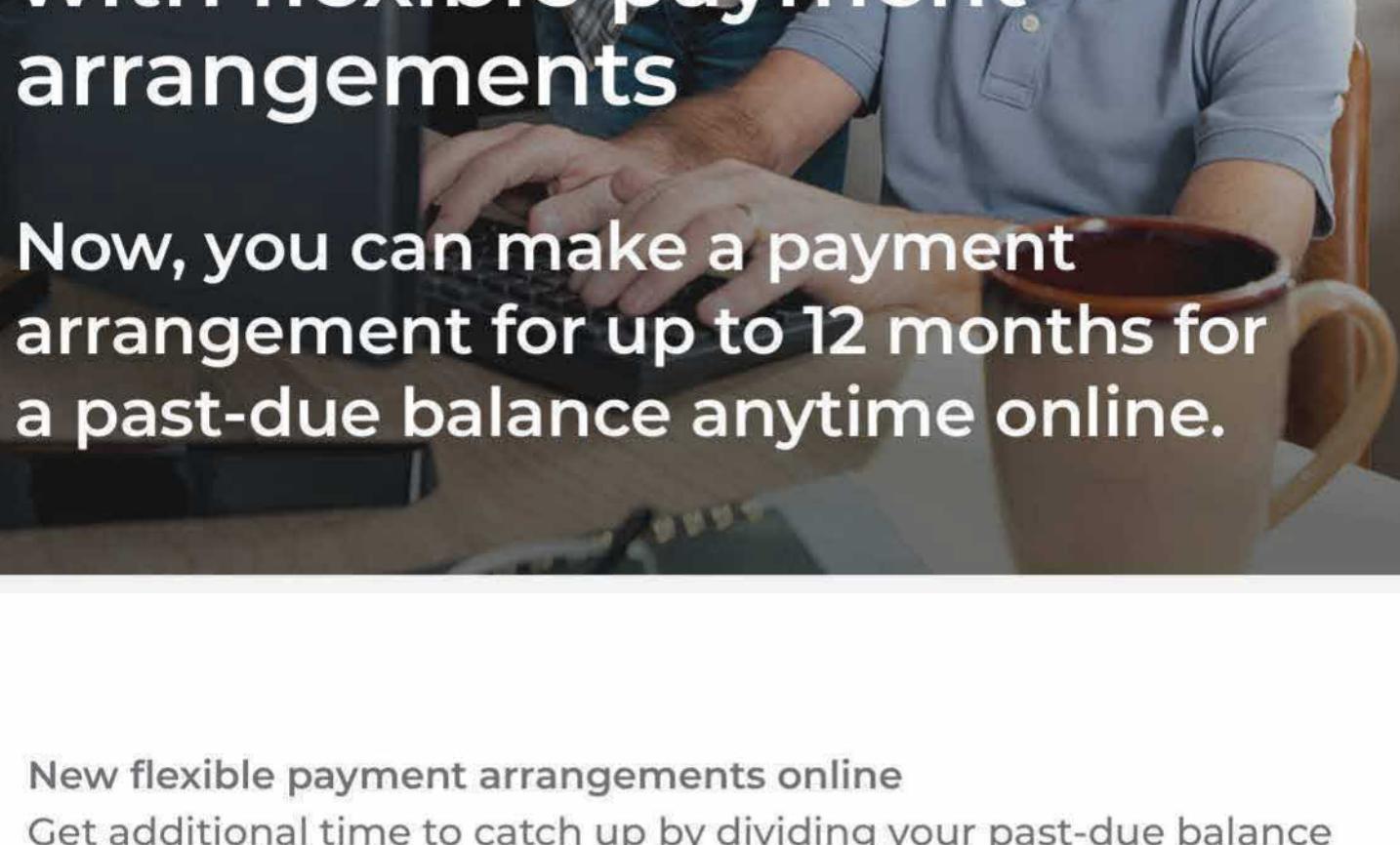
También encontrarás formas de ahorrar dinero y energía con programas de eficiencia energética, reembolsos, consejos de ahorro, la herramienta de comparación de planes y más en aps.com/save.

Estamos aquí para ayudarte las 24 horas del 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 para trabajar juntos y encontrar una solución que se ajuste a tus necesidades.

Gracias por la oportunidad de servirte.





We're here to help with flexible payment arrangements

Now, you can make a payment arrangement for up to 12 months for a past-due balance anytime online.

New flexible payment arrangements online

Get additional time to catch up by dividing your past-due balance over a set amount of time with payment arrangements from 1 to 12 months. You can set up the payment arrangement yourself online anytime.

Not currently on a payment arrangement? See if you qualify and make an arrangement online for 1 to 12 months at aps.com/arrangements.

Currently on a payment arrangement but having trouble making the payment? Please call us at (602) 371-7607 (metro Phoenix) or (800) 253-9409 (other areas).

Please note, if you have broken three or more payment arrangements in the past 12 months, in order to get a new payment arrangement, you will need to pay at least 25% of your past due balance (up to \$500 or \$250 if you are enrolled in the Energy Support program), plus your current charges for electricity. Please contact us if you need help figuring out the amount you will need to pay. Once this payment is made, call us at (602) 371-7607 to set up a new payment arrangement.

Bill assistance programs

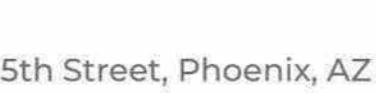
Whether you need help to get through a temporary rough spot, or you need long-term assistance, you'll find a variety of programs and resources. Below are just some of the options.

- **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.
- **Weatherization** and other energy-saving home improvements can help reduce electric bills.

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](http://aps.com/support) so we can work together to find a solution that fits your needs.





Email - Spanish

**Estamos aquí para ayudar
con planes de pago flexibles**

**Ahora puedes crear en línea y a cualquier hora
planes de pago de hasta 12 meses para
manejar un saldo pendiente.**

Nuevos planes de pago flexibles en línea

Recibe tiempo adicional para ponerte al día dividiendo tu saldo pendiente en un periodo determinado con planes de pago de 1 a 12 meses. Tú mismo puedes crear el plan de pago en línea y en cualquier momento.

¿No tienes un plan de pagos actualmente? Verifica tu elegibilidad y crea un plan de pagos de 1 a 12 meses en línea en aps.com/arrangements.

Por favor toma en cuenta que, si no has cumplido con tres o más planes de pago en los últimos 12 meses, para poder crear un plan de pagos nuevo, tendrás que pagar al menos 25% de tu saldo pendiente (hasta \$500 o \$250 si estas inscrito en el programa Energy Support), más los cargos actuales por uso de luz. Por favor contáctanos si necesitas ayuda para determinar el monto que debes pagar. En cuanto hagas ese pago, llámanos al 602-371-7607 para crear un nuevo plan de pagos.

Programas de asistencia

No importa si necesitas ayuda para afrontar temporalmente un momento difícil o si necesitas asistencia a largo plazo, encontrarás una variedad de programas y recursos. Estas son solo algunas de las opciones.

- El **Programa de Asistencia en Crisis** puede proporcionar hasta \$800 al año para cubrir recibos de APS.
- El **Proyecto SHARE** ofrece hasta \$300 al año en asistencia temporal con el recibo de luz por medio de The Salvation Army.
- El **Programa de Asistencia de Energía para Hogares de Bajos Ingresos** (LIHEAP) proporciona 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 Impermeabilización** y otras mejoras del hogar para la eficiencia energética pueden ayudar a reducir los recibos de luz.

Para encontrar asistencia con el pago de tu recibo, visita aps.com/asistencia.

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

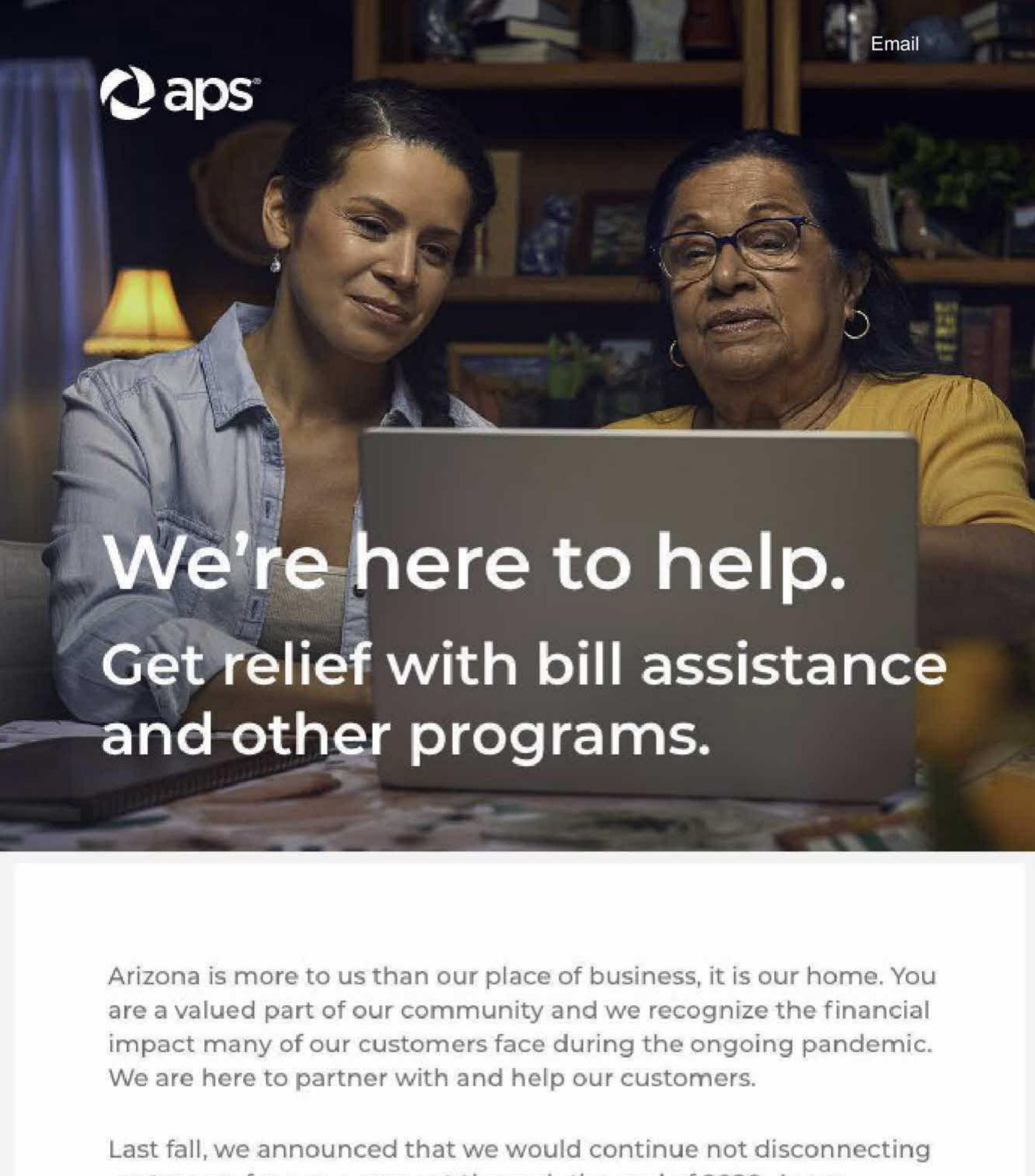
Por favor llámanos al (602) 371-7607 (metro Phoenix) o al (800) 253-9409 (otras áreas) o visita aps.com/apoyo para trabajar juntos y encontrar una solución que se ajuste a tus necesidades.



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We're here to help.

Get relief with bill assistance and other programs.

Arizona is more to us than our place of business, it is our home. You

are a valued part of our community and we recognize the financial impact many of our customers face during the ongoing pandemic. We are here to partner with and help our customers.

Last fall, we announced that we would continue not disconnecting customers for non-payment through the end of 2020. As we reached the end of the year, customers who had a past-due balance of \$75 or more were automatically set up on an 8-month payment arrangement, as of their January bill, to give them more time to pay.

And late fees will continue to be waived through October 15, 2021.

We hope this gives customers who are struggling to pay their bills additional time to get caught up, or to reach out to us for any available bill assistance programs. Customers who need a longer payment arrangement should contact us, and we will work together on a solution that works for you and your budget. Additionally,

customers who may become past due in the future and find themselves in need of more time to get caught up should also

contact us about initiating a payment arrangement.

More help paying your bill.

There are various bill assistance programs that may help reduce your monthly payment or help pay down the bill.

Since the beginning of the pandemic, APS contributed \$12.4 million in special COVID-related bill assistance to APS customers, one of the largest commitments of any utility. This included a credit in December to limited-income customers who were past due on their bill.

If you or someone you know needs help, the programs currently available include:

Energy Support program provides a 25% discount every month for eligible customers (*new income guidelines may allow more customers to qualify*)

Low-Income Home Energy Assistance Program (LIHEAP) provides government energy bill assistance

Crisis Bill Assistance can provide up to \$800 annually

Project SHARE provides up to \$300 in energy bill payment assistance annually

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

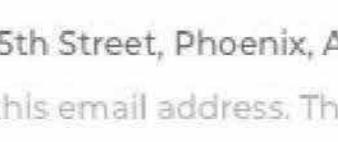
Weatherization and other energy-saving efficient home improvements can help reduce electric bills

Find more information about these and other assistance programs at aps.com/support.

Also find ways to save money and energy with energy efficiency programs, rebates, savings tips, a plan comparison tool and more at aps.com/save.

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 so we can work together to find a solution that fits your needs.

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.



f t y in



Estamos aquí para ayudar.

Obtén alivio a través de asistencia con tu recibo y otros programas.

Arizona es más que nuestro lugar de negocios, es nuestro hogar.

Eres una parte valiosa de nuestra comunidad, y entendemos el impacto financiero que muchos de nuestros clientes están atravesando durante esta pandemia. Estamos aquí para ayudar y trabajar con nuestros clientes.

El otoño pasado, anunciamos que no desconectaríamos el servicio a clientes por falta de pago hasta el fin de 2020. Al llegar el fin de año, clientes con un saldo pendiente de \$75 o más fueron colocados automáticamente en un plan de pagos de 8 meses, empezando con el recibo de enero, para darles más tiempo para pagar. No se cobrarán recargos por pagos tardíos hasta el 15 de octubre de 2021.

Esperamos que el plan de pagos le dé a clientes con dificultades para pagar sus recibos más tiempo para ponerse al día, o para contactarnos para encontrar programas de asistencia disponibles. Los clientes que necesiten un plan de pagos más largo deben llamarnos para trabajar juntos y encontrar una solución que funcione para su presupuesto. Adicionalmente, los clientes que puedan tener un saldo pendiente en el futuro y necesiten más tiempo para ponerse al día también deben contactarnos para iniciar un plan de pagos.

Más ayuda para pagar tu recibo.

Existen varios programas de asistencia que pueden ayudar a reducir tu pago mensual o a pagar un recibo.

Desde el inicio de la pandemia, APS ha contribuido \$12.4 millones en asistencia especial con recibos relacionada a COVID para clientes de APS; uno de los mayores compromisos de cualquier compañía de servicios públicos. Esta ayuda incluyó un crédito en diciembre para los clientes de ingresos limitados que estaban atrasados en sus recibos.

Si tú o alguien que conoces necesita ayuda, los programas disponibles actualmente incluyen:

El Programa *Energy Support* proporciona 25% de descuento cada mes para clientes elegibles (*nuevas pautas de ingresos podrían permitir que más clientes sean elegibles)

El Programa de Asistencia de Energía para Hogares de Bajos Ingresos (LIHEAP) proporciona asistencia del gobierno con el recibo de energía

El Programa de Asistencia en Crisis puede proporcionar hasta \$800 al año

El Proyecto SHARE ofrece hasta \$300 al año en asistencia con el recibo de luz

Llama al 2-1-1 o visita 211arizona.org para información comunitaria y recursos

El programa de Impermeabilización ofrece a clientes elegibles mejoras de eficiencia energética del hogar sin costo.

Encuentra más información sobre estos y otros programas de asistencia en aps.com/apoyo.

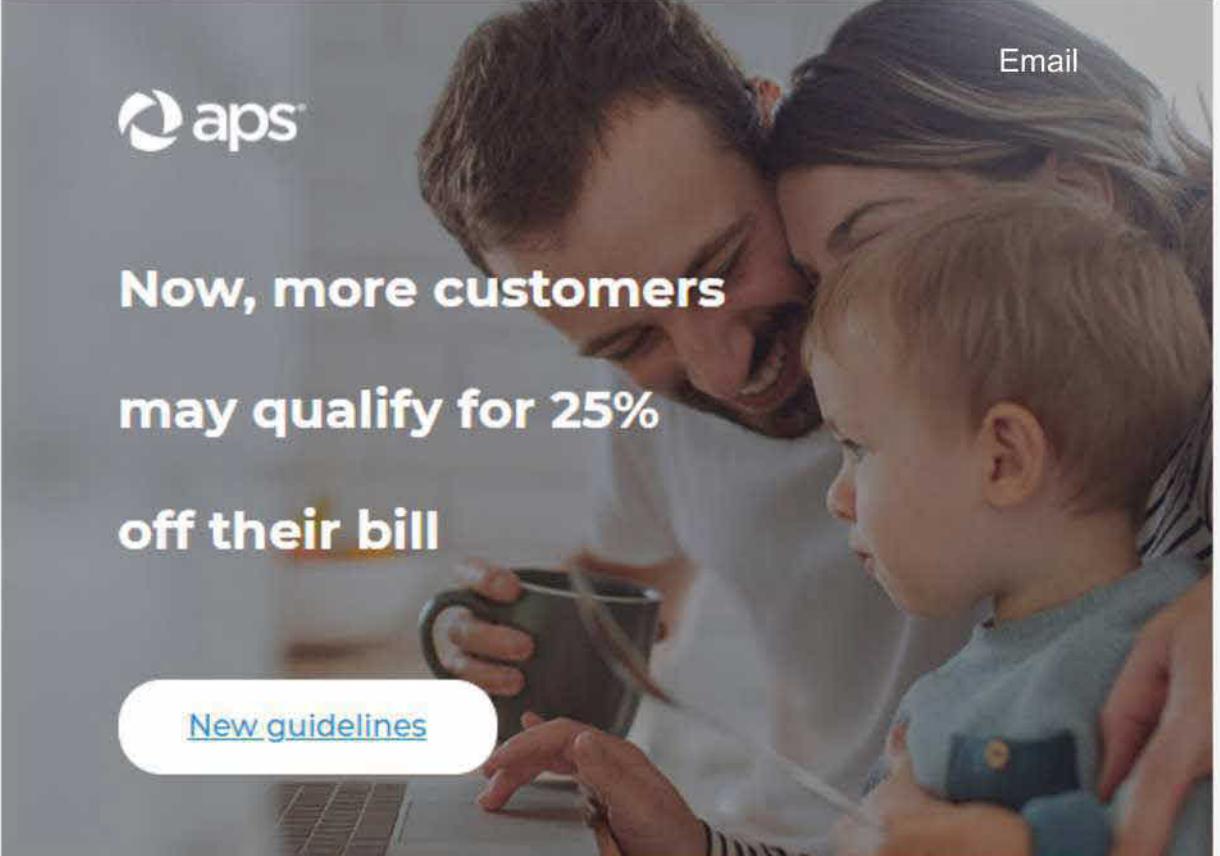
También encontrarás formas de ahorrar dinero y energía con programas de eficiencia energética, reembolsos, consejos de ahorro, la herramienta de comparación de planes y más en aps.com/save.

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

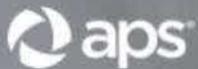
Por favor llámanos al **(602) 371-7607** (metro Phoenix) o al **(800) 253-9409** (otras áreas) o visita aps.com/apoyo para trabajar juntos y encontrar una solución que se ajuste a tus necesidades.

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.



A photograph of a woman with long brown hair holding a young child. They are both looking down at a laptop computer. The woman is holding a silver coffee mug. The background is slightly blurred.

Email



**Now, more customers
may qualify for 25%
off their bill**

[New guidelines](#)

**If you need help paying your APS bill, or
know someone who does, we're here to
help.**

Whether you need help to get through a temporary rough spot, or you need long-term assistance, we offer a variety of programs and resources to lend a hand. That includes our Energy Support program, which offers qualified limited-income customers 25% off their APS bill each month. For example, if the cost of electricity you used is \$100, you'd receive a

discount of \$25 on the electricity charge. And now, our new income guidelines make the program available to more customers. See if you qualify below.

[Apply now](#)



New guidelines — see if you qualify for the Energy Support program

If you qualify, you'll receive a 25% discount on your bill for 24 months.

Participation in the program does not affect any public assistance benefits you may be receiving.

Number of people in the home	Max monthly gross household income*
1	\$2,127
2	\$2,873
3	\$3,620
4	\$4,367

4	\$4,367
5	\$5,113
6	\$5,860
7	\$6,607
8	\$7,353
9	\$8,100
10	\$8,847
11	\$9,593
12	\$10,340
13	+ \$746 per person

*Guidelines for the program are in effect until July 1, 2021. *Complete details at aps.com/assist.*

Watch our [video](#) on how to apply.

To apply for our Energy Support program, visit aps.com/assist or call **(844) 309-5655** to talk to a representative.

View all your bill assistance options.

Short term or ongoing assistance is available through our programs and local non-profit resources. Here are just some of the options that can reduce your monthly payment or help pay down the bill.

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.

Learn more at aps.com/assistance.

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](#) charges. 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.



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**Ahora, más clientes pueden
ser elegibles para recibir 25%
de descuento en su recibo**

[Nuevas pautas](#)

**Si necesitas ayuda para pagar tu recibo de
APS, o conoces a alguien quien la
necesita, estamos aquí para ayudar.**

No importa si necesitas ayuda para superar un momento difícil temporal o si necesitas asistencia a largo plazo, ofrecemos una variedad de programas y recursos para echarte la mano. Eso incluye nuestro programa Energy Support, que ofrece a clientes elegibles con ingresos limitados un 25% de descuento mensual en su recibo de APS. Por

ejemplo, si el costo de electricidad que usaste es de \$100, ahorrarías \$25 por el cargo de energía. Y ahora, nuestros requisitos de ingresos nuevos hacen que el programa esté disponible para más clientes. Determina tu elegibilidad a continuación.

Solicítalo ahora



Nuevas pautas — verifica si eres elegible para el programa *Energy Support*

Si eres elegible, recibirás 25% de descuento en tu recibo por 24 meses. La participación en el programa no afecta cualquier otro beneficio de asistencia pública que puedas estar recibiendo.

Número de personas en el hogar	Ingreso bruto mensual máximo del hogar*
1	\$2,127
2	\$2,873
3	\$3,620

4	\$4,367
5	\$5,113
6	\$5,860
7	\$6,607
8	\$7,353
9	\$8,100
10	\$8,847
11	\$9,593
12	\$10,340
13	+ \$746 por persona

Las pautas del programa están en efecto hasta el 1 de julio de 2021.

*Detalles completos en aps.com/assist.

Ve nuestro [video](#) sobre cómo solicitar la ayuda.

Para presentar una solicitud de inscripción en nuestro programa *Energy Support*, visita aps.com/assist o llama al **(844) 309-5655** para hablar con un asesor.

Revisa todas tus opciones de asistencia con tu recibo.

Hay asistencia a corto o largo plazo disponible a través de nuestros programas y recursos de organizaciones locales sin fines de lucro. Estas son algunas de las opciones que pueden reducir tu pago mensual o ayudarte a pagar el recibo.

- El Programa de Asistencia en Crisis puede proporcionar hasta \$800 al año para cubrir recibos de APS.
- El proyecto SHARE ofrece hasta \$300 al año en asistencia temporal con el recibo por medio de *The Salvation Army*.
- El Programa de Asistencia de Energía para Hogares de Bajos Ingresos (LIHEAP) proporciona asistencia del gobierno para recibos de calefacción y enfriamiento.
- Llama al 2-1-1- o visita 211arizona.org para información comunitaria y recursos.

Aprende más en aps.com/asistencia.

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 [Service Schedule 1](#). 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.



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[aps.com](#)



Looking for help
paying your
energy bill?

Find options today >

A man with grey hair and a beard, wearing a blue plaid shirt, is sitting at a table and looking down at several papers or bills he is holding. He appears to be focused on the documents.

New 12-month
payment arrangements
for past due bills.

Schedule online >

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