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January 13, 2023

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 (November 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 fourth quarter 2022 Termination of Service Report. This report is being filed concurrently in 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. This is the last report filing in Docket No. E-00000A-19-0128.

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 4 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, both of which require APS to track and report on a quarterly basis the status of past-due residential and commercial customers, including deferred payment arrangements (DPA), amount in arrears, and disconnections.

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

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;
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. This will be the last report filing in Docket No. E-00000A-19-0128.

APS helps customers who are past due on utility bills to stay connected by providing customers with flexible payment arrangements, partial payments, and emergency assistance. APS also supports customers through mass and targeted communications and education about account status, limited-income programs, assistance to avoid disconnection, energy efficiency, and how to save on different rate plans. 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			
October Disconnections	November Disconnections	December Disconnections	Q4 Total Disconnections
-	-	581	581

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

APS extended the hold period for the disconnection moratorium until November 14 to finalize system changes required due to the new disconnect rules implemented in April 2022. From November 14 to December 12, APS automatically placed residential customers who were past due \$75 or more on six-month payment arrangements by billing cycle. Disconnections for non-payment resumed on December 15. Additionally, APS voluntarily held residential disconnections December 19-26 in observation of the holidays. Below is a summary of the total residential accounts that might have been disconnected had the moratorium and voluntary hold not been in place.

Number of Residential Customers Eligible for Disconnection			
October Eligible Disconnections	November Eligible Disconnections	December Eligible Disconnections	Q4 Total Eligible Disconnections
15,452	8,163	3,227	26,842

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

During the summer moratorium on residential disconnections for non-payment (moratorium), APS observed a decrease in new payment arrangements being set and an increase in broken payment arrangements absent the risk of disconnection. This trend continued into the fourth quarter with a steady increase in the total residential delinquent dollars and the total number of delinquent residential customers. After exiting the moratorium and setting up the automatic six-month payment arrangements for delinquent customers beginning on November 14, there has been a slight decline in past-due balances, indicating that some customers change payment behaviors outside of the moratorium when there is a risk of disconnection. During the fourth quarter, 26,842 residential disconnections might have occurred had the moratorium not been in place, a 44% decrease from the third quarter.

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. As of the end of December, 86% of residential customers were current on their APS bills. The number of accounts in past-due status increased to 171,909, which is 12% higher than the previous month-end peak observed in January 2022. The Company is seeing an increase in customers becoming delinquent during and following the end of the moratorium.

Number of Active Residential Delinquent Accounts		
October Month-End	November Month-End	December Month-End
134,543	149,056	171,909

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	15%
\$75 to \$300	45%
More than \$300	40%

3. At the start of the summer moratorium, total active residential delinquent dollars were \$43.8 million. Residential delinquent dollars increased throughout the moratorium until reaching a month-end peak of \$92.6 million in November. APS attributes this uptick to customers who stopped paying their new and past-due amounts and did not seek to extend or make new payment arrangements during the moratorium, causing the accrued balances to increase significantly during the third and fourth quarters. The residential delinquency dollars continued to increase in October and November until the six-month automatic payment arrangements were set and disconnect activity resumed on December 15, resulting in a slight decrease in delinquent dollars at the end of December. APS is continuing its efforts to communicate with customers about deferred payment arrangements, acceptance of partial payments, and customer assistance.

Active Residential Delinquent Dollars		
October Month-End	November Month-End	December Month-End
\$84,016,720	\$92,634,466	\$91,452,605

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 \$532 at the end of the fourth quarter. This is a decrease of \$45, or 8%, since the end of the third quarter and was driven by both a decrease in delinquent dollars and increase in number of past-due accounts. The Average Delinquent Amount at the end of the third quarter was \$577.

Q4 2022 Average Amount of Residential Delinquency by Month			
Month	Total Delinquent Dollars	Number of Past-Due Accounts	Average Delinquent Amount
October	\$84,016,720	134,543	\$624
November	\$92,634,466	149,056	\$621
December	\$91,452,605	172,909	\$532

Note: Please see Attachment A for the Average Delinquent Amount per residential customer by rate plan.

5. Below is a summary of disconnection metrics for commercial customers. A total of 651 commercial premises were disconnected during the fourth quarter. The total number of disconnections each month in the fourth quarter represents fewer than 1% of the total commercial customer base.

Number of Actual Commercial Disconnections			
October Disconnections	November Disconnections	December Disconnections	Q4 Total Disconnections
172	254	225	651

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 the end of December, there were 7,796 unique commercial accounts in arrears, which includes 15,408 commercial premises (many commercial accounts have several premises receiving service).

Number of Commercial Delinquent Accounts		
October Month-End	November Month-End	December Month-End
7,033	7,526	7,796

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 \$1,300 at the end of the fourth quarter. This is a decrease of \$539, or 29%, compared to the end of the third quarter. The Average Delinquent Amount at the end of the third quarter was \$1,839.

Q4 2022 Average Amount of Commercial Delinquency by Month			
Month	Total Delinquent Dollars	Number of Delinquent Accounts	Average Delinquent Amount
October	\$12,417,774	7,033	\$1,766
November	\$10,829,318	7,526	\$1,439
December	\$10,136,275	7,796	\$1,300

Note: Please see Attachment A for the Average Delinquent Amount 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. Year-to-date, APS issued 281,191 new residential payment arrangements. APS set up residential customers with past-due balances of \$75 or more on automatic six-month payment arrangements from November 14 to December 12 as part of its process exiting the summer moratorium on residential disconnects. More than 119,000 automatic six-month payment arrangements were set up at the end of the moratorium.

In 2022, more than 76,000 payment arrangements were paid in full, a 7% increase compared to 2021. However, during this same period, customers broke payment arrangements at two times the rate compared to payment arrangements that were paid in full. Many broken arrangements were reset as new arrangements, often more than once. 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 continues to offer flexible payment arrangement options to meet the needs of customers. At the end of December, 123,035 payment arrangements remained active, with the lengths of the active payment arrangements varying as follows: 5% of the active arrangements were set for five months or less, 75% for six months, and 20% for seven or more months.

Residential Customers in a DPA				
Status	October	November	December	Q4 2022
Enrolled (New)	17,576	78,867	60,966	157,409
Broken Arrangement	8,200	7,451	30,209	45,860
Paid In Full	4,010	4,668	9,737	18,415
Active End-of-Period	35,616	102,224	123,035	123,035

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 customers did not make payments or contact APS to modify 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 period

9. The number of active residential customers with delinquent balances equal to or greater than \$100 increased in the fourth quarter by approximately 13%, or about 16,000, from the third quarter.

Residential Customers with a Delinquent Balance $\geq \\$100$			
	October	November	December
Limited-Income Customers*	16,243	16,958	16,856
Medical Care Program Customers*	378	394	395
Other Residential Customers	99,833	109,417	118,747
Total Residential Customers	116,454	126,769	135,998

*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 bills 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 bills, 25% for E-3 and 35% for E-4.

In the fourth quarter, more than 17,800 APS customers received some form of bill assistance, totaling more than \$9.2 million. In 2022, 60,114 customers received bill assistance, totaling \$29.59 million. This was 29.3% higher than the total for 2021 and has been driven by the large assistance programs administered by the State of Arizona. The largest source of assistance was the Emergency Rental Assistance Program (ERAP). ERAP provided \$16.2 million in assistance to APS customers in 2022, which is 55% of the total assistance amount. The State Low-Income Home Energy Assistance program (LIHEAP) was the second-largest assistance provider in 2022 with \$4.3 million, or 15% of the total. Other significant sources of customer assistance are the State Homeowner Assistance Fund (HAF) 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.

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

% of Limited-Income Customers with Accounts in Arrears Who Received an Assistance Guarantee			
October	November	December	Q4 2022 Total
0.7%	3.0%	3.8%	7.6%

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 as bad debt expense.

As of December month-end, limited-income customers make up 13% of the total number of customers in arrears by more than \$100, and their past-due amounts make up approximately 11% of the total delinquent dollars.

Residential Customers with a Delinquent Balance ≥ \$100					
October 2022					
	Number of Accounts ≥ \$100	Payment Arrangements*	30 to 60 Days	60 to 90 Days	90+ Days
Limited-Income**	16,243	\$4,499,241	\$2,052,110	\$1,582,178	\$3,260,815
Medical Care Program**	378	\$125,288	\$40,120	\$32,257	\$133,895
Other Residential Customers	99,833	\$22,393,736	\$16,795,599	\$10,199,784	\$21,866,822
Total Residential Customers	116,454	\$27,018,265	\$18,887,829	\$11,814,219	\$25,261,532

Residential Customers with a Delinquent Balance ≥ \$100					
November 2022					
	Number of Accounts ≥ \$100	Payment Arrangements*	30 to 60 Days	60 to 90 Days	90+ Days
Limited-Income**	16,958	\$9,311,928	\$725,028	\$646,948	\$1,378,684
Medical Care Program**	394	\$261,691	\$12,494	\$20,249	\$50,445
Other Residential Customers	109,417	\$58,538,807	\$5,853,398	\$4,454,913	\$10,031,424
Total Residential Customers	126,769	\$68,112,426	\$6,590,920	\$5,122,110	\$11,460,553

Residential Customers with a Delinquent Balance ≥ \$100					
December 2022					
	Number of Accounts ≥ \$100	Payment Arrangements*	30 to 60 Days	60 to 90 Days	90+ Days
Limited-Income**	16,856	\$9,276,938	\$1,956,983	\$132,854	\$29,151
Medical Care Program**	395	\$253,401	\$73,513	\$6,691	\$571
Other Residential Customers	118,747	\$60,229,065	\$16,220,917	\$694,053	\$262,971
Total Residential Customers	135,998	\$69,759,403	\$18,251,413	\$833,598	\$292,693

* 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 those enrolled in the Energy Support (E-3) program, and Medical Care program (MCP) customers are defined as those 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 APS Energy Support with Medical program for customers with life-threatening medical conditions, offering an additional 10% discount (35% in all) for qualifying limited-income customers;
- the Safety Net program, in which a customer can select a friend or relative to also receive the customer's bills 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 bills 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 an APS Energy Support program.

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

13. APS connects customers to assistance and discount programs that help them pay part or all of their electric bill. The following section is an overview of the Company's customer education and outreach efforts to support customers in need during the fourth 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 fourth quarter:

Call Type	October	November	December	Q4 2022
Residential Bill Assistance*	17,646	17,474	27,317	62,437
Energy Support Programs	2,345	1,824	1,528	5,697

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

- b. The estimated number of customers notified about tariffs for limited-income customers or other available tariffs during the fourth quarter are included in the Customer Education and Outreach Details section below.
- c. At the end of December, 74,685 customers were enrolled in APS's Energy Support programs (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 State LIHEAP program, 144 APS customers received assistance in October, 989 in November, and 497 in December. In 2022, 7,025 APS customers received LIHEAP assistance. The State LIHEAP program added an online application option for customers on October 1. That change is the main reason the October numbers are low and the November totals are high. The program was catching up with application processing in late October and November.
- e. In the fourth quarter, customers were notified about energy efficiency programs using emails, newsletters, bill inserts, direct mail, and digital ads totaling more than 28.7 million impressions.

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 fourth quarter, 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 promoting energy efficiency.

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 and outreach efforts, in addition to those listed below, generated 25.7 million customer impressions. Please see Attachment B for examples of customer assistance communications materials distributed in the fourth quarter.

- The "Every Day, Brighter" paid media campaign ran in October and included TV, radio, and digital ads. It contained messaging on ways customers can save on their energy bills 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 a letter and email reminding them that the summer moratorium on residential disconnections for non-payment ended on October 15, and if they had a past-due balance of \$75 or more, they would be placed on a one-time, automatic six-month payment arrangement. APS also offered a variety of assistance program options. All residential customers were also provided this information in the APS newsletter, e-newsletter and in a bill message.

- 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 Bisbee, Douglas, San Luis, and Somerton. APS sent event details to local news outlets and targeted communications to more than 25,000 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.
- 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 fourth quarter, APS performed above industry benchmarks in most areas when compared to its large investor-owned utility peer group in these metrics:

- APS customer recall on customer communications remained relatively flat performing near or above industry benchmarks;
- 60% of APS customers indicated awareness of energy efficiency/conservation programs, which is above the peer group 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 in the first quartile; and
- 30% of APS customers also reported being aware of limited-income assistance programs, which is above the peer group average of 28% and in the second quartile.

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
Q4 2022

Zip Code	October Disconnects	October Disconnects Held	November Disconnects	November Disconnects Held	December Disconnects	December Disconnects Held	Q4 Total Disconnects Held	Q4 Total Disconnects
85003	-	59	-	23	12	41	123	12
85004	-	59	-	55	29	74	188	29
85006	-	216	-	26	3	24	266	3
85007	-	178	-	70	26	116	364	26
85008	-	198	-	41	2	25	264	2
85009	-	272	-	329	61	146	747	61
85012	-	29	-	8	5	12	49	5
85013	-	50	-	31	14	18	99	14
85014	-	100	-	23	1	28	151	1
85015	-	126	-	58	-	1	185	-
85016	-	95	-	12	-	14	121	-
85017	-	13	-	21	-	1	35	-
85020	-	183	-	55	1	32	270	-1
85021	-	35	-	118	-	38	191	-
85022	-	750	-	318	36	103	1,171	36
85023	-	462	-	209	11	37	708	11
85024	-	211	-	127	-	18	356	-
85027	-	415	-	186	9	38	639	9
85028	-	89	-	-	1	1	90	1
85029	-	513	-	402	10	202	1,117	10
85032	-	731	-	282	26	105	1,118	26
85034	-	56	-	3	-	4	63	-
85050	-	39	-	39	-	15	93	-
85051	-	130	-	52	14	48	230	14
85053	-	338	-	129	9	35	502	9
85054	-	17	-	1	-	-	18	-
85083	-	27	-	-	3	3	30	3
85085	-	68	-	13	-	-	81	-
85086	-	66	-	25	-	1	92	-
85087	-	3	-	1	-	-	4	-
85122	-	-	-	346	27	98	444	27
85123	-	-	-	96	8	48	144	8
85128	-	-	-	26	-	20	46	-
85131	-	-	-	82	32	68	150	32
85132	-	-	-	-	-	7	7	-
85135	-	2	-	3	-	2	7	-
85137	-	34	-	5	-	1	40	-
85141	-	-	-	-	-	1	1	-
85173	-	38	-	33	-	7	78	-
85191	-	-	-	-	-	1	1	-
85192	-	1	-	1	-	-	2	-
85193	-	-	-	4	-	5	9	-
85224	-	-	-	-	-	2	2	-
85225	-	22	-	-	2	53	75	2
85233	-	4	-	-	-	2	6	-
85234	-	7	-	-	-	8	15	-
85250	-	-	-	5	-	1	6	-
85251	-	-	-	44	1	17	61	1
85253	-	-	-	16	-	4	20	-
85254	-	14	-	-	-	-	14	-
85255	-	35	-	-	-	-	35	-
85258	-	9	-	-	-	13	22	-
85259	-	23	-	-	-	-	23	-
85260	-	31	-	-	-	1	32	-
85281	-	28	-	153	-	81	262	-
85282	-	-	-	3	-	2	5	-
85296	-	-	-	-	-	2	2	-
85301	-	409	-	251	-	21	681	-
85304	-	124	-	40	-	25	189	-
85306	-	378	-	138	-	65	581	-

Arizona Public Service Company
Number of Residential Disconnects by Zip Code
Q4 2022

Zip Code	October Disconnects	October Disconnects Held	November Disconnects	November Disconnects Held	December Disconnects	December Disconnects Held	Q4 Total Disconnects Held	Q4 Total Disconnects
85307	-	9	-	52	-	10	71	-
85308	-	554	-	184	8	51	789	8
85310	-	30	-	-	-	1	31	-
85321	-	15	-	4	-	7	26	-
85323	-	260	-	77	2	28	365	2
85324	-	2	-	-	-	-	2	-
85325	-	6	-	2	-	4	12	-
85326	-	110	-	81	1	34	225	1
85328	-	4	-	1	-	-	5	-
85331	-	4	-	-	-	-	4	-
85333	-	7	-	-	-	-	7	-
85335	-	223	-	60	-	6	289	-
85336	-	6	-	5	-	-	11	-
85337	-	49	-	23	-	1	73	-
85338	-	235	-	20	2	19	274	2
85340	-	79	-	175	7	71	325	7
85345	-	268	-	165	-	28	461	-
85346	-	35	-	12	14	19	66	14
85348	-	12	-	6	-	1	19	-
85349	-	258	-	53	-	12	323	-
85350	-	267	-	192	6	78	537	6
85351	-	12	-	-	-	-	12	-
85354	-	-	-	-	1	1	1	1
85355	-	37	-	6	-	1	44	-
85357	-	15	-	1	-	7	23	-
85363	-	17	-	-	-	-	17	-
85364	-	1,704	-	969	89	478	3,151	89
85365	-	489	-	234	4	50	773	4
85367	-	88	-	41	-	12	141	-
85373	-	42	-	37	-	7	86	-
85374	-	291	-	138	1	34	463	1
85375	-	30	-	-	-	-	30	-
85378	-	76	-	29	2	5	110	2
85379	-	557	-	133	1	30	720	1
85381	-	19	-	3	-	-	22	-
85382	-	217	-	38	1	9	264	1
85383	-	48	-	41	-	8	97	-
85387	-	35	-	-	-	-	35	-
85388	-	228	-	183	1	43	454	1
85392	-	161	-	51	3	25	237	3
85395	-	96	-	86	11	31	213	11
85396	-	10	-	4	-	5	19	-
85541	-	169	-	65	17	26	260	17
85544	-	15	-	2	-	-	17	-
85553	-	19	-	13	-	-	32	-
85554	-	1	-	-	-	-	1	-
85631	-	39	-	17	-	7	63	-
85901	-	75	-	34	-	-	109	-
85931	-	2	-	5	-	-	7	-
85937	-	26	-	31	-	-	57	-
85939	-	28	-	22	-	-	50	-
85942	-	1	-	-	-	-	1	-
86001	-	104	-	23	7	16	143	7
86004	-	192	-	142	5	39	373	5
86005	-	43	-	8	-	5	56	-
86015	-	1	-	1	1	2	4	1
86017	-	7	-	-	-	-	7	-
86023	-	6	-	1	-	-	7	-
86025	-	37	-	23	-	17	77	-
86030	-	1	-	-	-	-	1	-
86032	-	7	-	-	1	1	8	1
86034	-	1	-	1	-	-	2	-
86038	-	1	-	-	-	-	1	-
86039	-	4	-	1	-	1	6	-
86042	-	8	-	3	-	2	13	-

Arizona Public Service Company
 Number of Residential Disconnects by Zip Code
 Q4 2022

Zip Code	October Disconnects	October Disconnects Held	November Disconnects	November Disconnects Held	December Disconnects	December Disconnects Held	Q4 Total Disconnects Held	Q4 Total Disconnects
86043	-	10	-	2	-	1	13	-
86045	-	-	-	55	-	-	55	-
86047	-	121	-	66	11	31	218	11
86301	-	96	-	34	1	14	144	1
86303	-	95	-	65	4	24	184	4
86305	-	76	-	42	2	16	134	2
86314	-	295	-	200	17	68	563	17
86315	-	31	-	27	-	10	68	-
86320	-	4	-	-	-	-	4	-
86321	-	59	-	-	-	11	70	-
86322	-	41	-	41	-	3	85	-
86323	-	91	-	14	-	2	107	-
86324	-	30	-	21	-	15	66	-
86325	-	32	-	-	-	-	32	-
86326	-	138	-	112	17	50	300	17
86327	-	68	-	10	-	2	80	-
86329	-	3	-	1	-	-	4	-
86331	-	6	-	-	-	-	6	-
86332	-	11	-	-	-	1	12	-
86333	-	33	-	21	-	1	55	-
86334	-	37	-	11	-	-	48	-
86335	-	35	-	15	-	1	51	-
86336	-	34	-	12	-	-	46	-
86337	-	11	-	-	-	-	11	-
86338	-	7	-	9	-	6	22	-
86343	-	1	-	-	-	-	1	-
86351	-	8	-	4	1	4	16	1
Total	-	15,452	-	8,163	581	3,227	26,842	581

Note: More population-dense zip codes tend to have greater numbers of customers who received messaging indicating they were 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
Q4 2022

Zip Code	October	November	December
	Month-End	Month-End	Month-End
85003	664	731	851
85004	816	901	985
85006	1,970	1,953	2,373
85007	1,227	1,341	1,412
85008	1,674	1,768	1,947
85009	2,414	2,740	2,855
85012	565	614	714
85013	1,067	1,161	1,372
85014	1,846	1,902	2,295
85015	625	635	742
85016	833	883	1,025
85017	88	92	100
85018	6	7	11
85020	2,086	2,204	2,673
85021	896	1,072	1,160
85022	3,520	3,877	4,223
85023	2,363	2,561	2,982
85024	1,293	1,453	1,683
85027	2,445	2,713	3,130
85028	422	486	664
85029	3,239	3,762	4,076
85032	4,003	4,591	5,190
85034	512	516	574
85050	885	1,099	1,261
85051	497	529	551
85053	2,007	2,111	2,423
85054	649	747	874
85083	307	348	502
85085	1,104	1,229	1,615
85086	1,177	1,325	1,614
85087	262	297	370
85122	3,205	3,463	3,969
85123	958	953	1,018
85128	812	878	976
85131	721	813	847
85132	851	947	1,163
85135	38	42	46
85137	142	138	166
85139	20	22	24
85141	18	19	25

Arizona Public Service Company
 Number of Residential Delinquency by Zip Code
 Q4 2022

Zip Code	October Month-End	November Month-End	December Month-End
85145	104	104	143
85173	230	252	250
85191	16	19	25
85192	23	22	21
85193	163	166	195
85194	5	14	17
85224	116	113	138
85225	1,966	2,175	2,415
85233	444	487	554
85234	295	340	380
85236	1	1	1
85239	-	-	-
85250	95	117	129
85251	1,343	1,518	1,674
85253	391	495	560
85254	1,145	1,269	1,876
85255	954	1,189	1,603
85258	676	882	969
85259	457	509	671
85260	1,284	1,407	1,808
85262	133	161	222
85266	127	156	245
85281	2,289	2,412	2,808
85282	36	40	42
85295	-	-	-
85296	52	60	90
85301	2,061	2,173	2,452
85304	458	521	614
85306	1,410	1,648	1,812
85307	549	602	691
85308	2,877	3,232	4,003
85310	406	458	656
85320	65	75	76
85321	114	109	114
85322	40	46	60
85323	1,429	1,496	1,676
85324	169	170	229
85325	93	87	96
85326	4,197	4,857	5,285
85328	27	26	37
85331	583	700	904
85332	79	93	102
85333	34	34	34
85334	80	92	97

Arizona Public Service Company
 Number of Residential Delinquency by Zip Code
 Q4 2022

Zip Code	October Month-End	November Month-End	December Month-End
85335	1,982	2,135	2,550
85336	40	43	45
85337	253	276	290
85338	2,963	3,173	3,915
85340	1,453	1,779	1,944
85342	84	82	124
85343	6	9	5
85344	369	417	519
85345	2,184	2,304	2,602
85346	130	166	175
85348	137	140	146
85349	1,592	1,685	2,154
85350	1,332	1,617	1,622
85351	754	802	956
85354	511	576	668
85355	394	516	590
85357	43	50	52
85361	372	442	513
85362	51	43	58
85363	428	468	511
85364	6,144	6,946	7,151
85365	2,607	2,841	3,410
85367	850	940	1,171
85373	580	689	751
85374	1,591	1,849	1,996
85375	484	592	598
85377	70	86	99
85378	709	796	875
85379	2,090	2,404	2,699
85381	166	189	243
85382	1,350	1,501	2,090
85383	1,507	1,885	2,202
85387	684	861	1,004
85388	1,297	1,551	1,692
85390	299	355	392
85392	929	1,041	1,118
85395	1,248	1,496	1,692
85396	1,358	1,611	1,815
85501	881	899	978
85532	2	1	1
85539	328	315	363
85541	976	1,102	1,393
85544	136	141	198
85550	5	4	5

Arizona Public Service Company
 Number of Residential Delinquency by Zip Code
 Q4 2022

Zip Code	October Month-End	November Month-End	December Month-End
85553	80	85	95
85554	36	46	50
85602	2	1	2
85603	307	306	341
85607	1,119	1,165	1,277
85615	146	138	158
85618	4	4	5
85620	64	54	62
85626	81	81	84
85631	204	219	237
85638	84	85	113
85650	12	14	17
85901	630	641	748
85912	2	2	1
85931	38	38	35
85937	363	370	445
85939	170	201	251
85942	4	7	6
86001	814	865	1,115
86004	1,581	1,695	1,924
86005	468	473	610
86015	37	31	46
86016	1	1	4
86017	98	90	132
86018	45	48	58
86020	4	1	4
86023	44	43	47
86024	31	35	53
86025	340	308	366
86028	4	4	3
86029	20	29	30
86030	38	33	43
86032	76	71	91
86034	35	36	36
86038	13	14	17
86039	56	56	62
86042	129	135	164
86043	152	142	218
86045	934	906	976
86046	121	132	157
86047	602	617	663
86301	575	616	907
86303	673	715	787
86305	482	568	632

Arizona Public Service Company
 Number of Residential Delinquency by Zip Code
 Q4 2022

Zip Code	October Month-End	November Month-End	December Month-End
86312	-	1	3
86314	1,794	2,009	2,221
86315	232	284	306
86320	109	116	145
86321	139	172	171
86322	719	742	888
86323	652	661	887
86324	200	245	251
86325	178	199	275
86326	1,153	1,322	1,402
86327	374	400	535
86329	13	11	17
86331	36	25	30
86332	84	84	113
86333	386	396	457
86334	265	293	384
86335	267	264	347
86336	330	369	422
86337	48	52	64
86338	27	23	27
86343	12	16	18
86351	194	183	244
Total Count of Delinquency	134,543	149,056	171,909

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
Q4 2022**

Zip Code	October Month-End	November Month-End	December Month-End
85003	\$ 313,082	\$ 354,486	\$ 334,713
85004	\$ 345,108	\$ 404,321	\$ 386,251
85006	\$ 1,122,241	\$ 1,206,345	\$ 1,186,383
85007	\$ 861,742	\$ 967,515	\$ 893,971
85008	\$ 955,292	\$ 1,046,546	\$ 984,912
85009	\$ 1,656,340	\$ 1,865,335	\$ 1,702,287
85012	\$ 296,640	\$ 322,747	\$ 314,122
85013	\$ 542,438	\$ 595,547	\$ 623,391
85014	\$ 944,977	\$ 992,971	\$ 1,031,396
85015	\$ 405,544	\$ 430,047	\$ 436,721
85016	\$ 421,225	\$ 460,620	\$ 465,595
85017	\$ 73,598	\$ 75,191	\$ 70,040
85018	\$ 3,336	\$ 1,689	\$ 2,060
85020	\$ 1,226,797	\$ 1,352,855	\$ 1,368,112
85021	\$ 565,511	\$ 638,313	\$ 605,662
85022	\$ 2,211,179	\$ 2,445,401	\$ 2,352,387
85023	\$ 1,569,570	\$ 1,698,026	\$ 1,708,870
85024	\$ 922,188	\$ 996,037	\$ 953,647
85027	\$ 1,629,148	\$ 1,794,175	\$ 1,757,551
85028	\$ 292,360	\$ 322,323	\$ 354,255
85029	\$ 2,195,878	\$ 2,439,521	\$ 2,298,413
85032	\$ 2,700,289	\$ 3,012,468	\$ 2,934,837
85034	\$ 293,811	\$ 311,935	\$ 304,810
85050	\$ 626,082	\$ 742,708	\$ 701,245
85051	\$ 270,646	\$ 300,613	\$ 274,269
85053	\$ 1,326,982	\$ 1,430,041	\$ 1,399,771
85054	\$ 316,123	\$ 357,425	\$ 347,871
85083	\$ 292,433	\$ 323,274	\$ 348,858
85085	\$ 764,305	\$ 869,881	\$ 912,210
85086	\$ 971,969	\$ 1,078,095	\$ 1,064,527
85087	\$ 210,787	\$ 229,167	\$ 239,795
85122	\$ 2,383,203	\$ 2,593,747	\$ 2,605,102
85123	\$ 542,766	\$ 587,828	\$ 543,415
85128	\$ 562,839	\$ 607,032	\$ 628,501
85131	\$ 461,615	\$ 511,257	\$ 469,276
85132	\$ 598,638	\$ 659,531	\$ 666,045
85135	\$ 15,011	\$ 15,468	\$ 15,568
85137	\$ 103,467	\$ 112,589	\$ 107,986
85139	\$ 18,362	\$ 19,652	\$ 19,561
85141	\$ 10,858	\$ 14,200	\$ 15,083
85145	\$ 71,907	\$ 76,792	\$ 83,703

Arizona Public Service Company
 Residential Delinquent Dollars by Zip Code
 Q4 2022

Zip Code	October Month-End	November Month-End	December Month-End
85173	\$ 105,210	\$ 114,092	\$ 104,801
85191	\$ 23,800	\$ 26,437	\$ 28,275
85192	\$ 9,275	\$ 9,544	\$ 8,703
85193	\$ 99,456	\$ 102,954	\$ 101,613
85194	\$ 4,031	\$ 6,151	\$ 6,721
85224	\$ 73,621	\$ 75,421	\$ 81,916
85225	\$ 1,295,949	\$ 1,425,690	\$ 1,406,669
85233	\$ 284,352	\$ 301,406	\$ 310,377
85234	\$ 173,170	\$ 202,504	\$ 197,049
85236	\$ 738	\$ 967	\$ 806
85250	\$ 46,126	\$ 54,307	\$ 48,646
85251	\$ 617,239	\$ 673,932	\$ 624,013
85253	\$ 284,920	\$ 355,863	\$ 344,806
85254	\$ 800,137	\$ 905,232	\$ 988,228
85255	\$ 631,333	\$ 765,825	\$ 775,927
85258	\$ 389,446	\$ 463,396	\$ 423,240
85259	\$ 316,926	\$ 343,272	\$ 384,556
85260	\$ 816,616	\$ 894,645	\$ 962,829
85262	\$ 85,401	\$ 105,740	\$ 114,018
85266	\$ 108,352	\$ 122,583	\$ 131,143
85281	\$ 1,128,908	\$ 1,271,602	\$ 1,268,452
85282	\$ 24,115	\$ 27,641	\$ 27,363
85295	\$ -	\$ -	\$ -
85296	\$ 50,936	\$ 55,366	\$ 48,647
85301	\$ 1,416,548	\$ 1,499,663	\$ 1,484,597
85304	\$ 357,642	\$ 401,683	\$ 400,051
85306	\$ 1,047,180	\$ 1,160,672	\$ 1,129,065
85307	\$ 342,976	\$ 377,605	\$ 390,073
85308	\$ 2,074,101	\$ 2,308,239	\$ 2,279,038
85310	\$ 369,828	\$ 422,930	\$ 445,985
85320	\$ 42,602	\$ 45,157	\$ 45,666
85321	\$ 38,826	\$ 36,673	\$ 35,595
85322	\$ 46,620	\$ 54,295	\$ 56,483
85323	\$ 916,827	\$ 999,719	\$ 961,938
85324	\$ 127,528	\$ 134,986	\$ 140,402
85325	\$ 45,911	\$ 50,632	\$ 46,321
85326	\$ 3,254,888	\$ 3,609,847	\$ 3,384,166
85328	\$ 17,510	\$ 17,794	\$ 19,361
85331	\$ 461,596	\$ 513,810	\$ 544,747
85332	\$ 57,152	\$ 61,969	\$ 59,536
85333	\$ 13,095	\$ 13,700	\$ 15,055
85334	\$ 44,387	\$ 50,462	\$ 51,692
85335	\$ 1,629,466	\$ 1,735,849	\$ 1,791,201
85336	\$ 18,361	\$ 18,289	\$ 17,321

Arizona Public Service Company
 Residential Delinquent Dollars by Zip Code
 Q4 2022

Zip Code	October Month-End	November Month-End	December Month-End
85337	\$ 141,190	\$ 157,141	\$ 152,787
85338	\$ 2,196,421	\$ 2,384,247	\$ 2,440,590
85340	\$ 1,108,237	\$ 1,249,594	\$ 1,192,412
85342	\$ 53,319	\$ 59,677	\$ 61,821
85343	\$ 3,071	\$ 3,242	\$ 2,495
85344	\$ 276,304	\$ 316,875	\$ 334,857
85345	\$ 1,565,611	\$ 1,674,732	\$ 1,649,325
85346	\$ 82,282	\$ 89,741	\$ 83,390
85348	\$ 59,969	\$ 62,365	\$ 61,571
85349	\$ 804,466	\$ 869,662	\$ 913,825
85350	\$ 683,866	\$ 779,294	\$ 703,421
85351	\$ 314,535	\$ 348,736	\$ 355,828
85354	\$ 564,899	\$ 618,460	\$ 631,195
85355	\$ 290,742	\$ 346,702	\$ 344,330
85357	\$ 23,468	\$ 26,247	\$ 27,590
85361	\$ 316,809	\$ 352,591	\$ 353,938
85362	\$ 19,195	\$ 21,755	\$ 25,793
85363	\$ 306,885	\$ 342,476	\$ 342,141
85364	\$ 3,538,645	\$ 3,960,435	\$ 3,611,520
85365	\$ 1,615,477	\$ 1,797,919	\$ 1,754,728
85367	\$ 475,242	\$ 539,819	\$ 561,250
85373	\$ 342,347	\$ 380,411	\$ 353,072
85374	\$ 1,152,785	\$ 1,261,459	\$ 1,198,921
85375	\$ 172,565	\$ 188,875	\$ 168,268
85377	\$ 56,574	\$ 62,792	\$ 59,035
85378	\$ 511,307	\$ 558,449	\$ 545,774
85379	\$ 1,911,190	\$ 2,093,595	\$ 2,035,009
85381	\$ 102,769	\$ 115,256	\$ 127,651
85382	\$ 1,012,498	\$ 1,135,134	\$ 1,160,973
85383	\$ 1,141,215	\$ 1,291,529	\$ 1,242,251
85387	\$ 489,227	\$ 552,206	\$ 540,287
85388	\$ 1,109,351	\$ 1,246,893	\$ 1,182,489
85390	\$ 163,948	\$ 182,735	\$ 172,656
85392	\$ 701,588	\$ 750,518	\$ 671,004
85395	\$ 827,775	\$ 977,829	\$ 952,855
85396	\$ 923,481	\$ 1,069,813	\$ 1,032,272
85501	\$ 503,951	\$ 540,704	\$ 540,066
85532	\$ 592	\$ 424	\$ 498
85539	\$ 217,092	\$ 226,685	\$ 233,195
85541	\$ 435,727	\$ 470,722	\$ 508,531
85544	\$ 37,238	\$ 41,175	\$ 46,367
85550	\$ 3,790	\$ 3,830	\$ 3,808
85553	\$ 50,452	\$ 50,021	\$ 43,804
85554	\$ 6,956	\$ 9,205	\$ 7,092

Arizona Public Service Company
 Residential Delinquent Dollars by Zip Code
 Q4 2022

Zip Code	October Month-End	November Month-End	December Month-End
85602	\$ 628	\$ 125	\$ 239
85603	\$ 152,728	\$ 158,908	\$ 169,914
85607	\$ 548,551	\$ 575,783	\$ 582,475
85615	\$ 103,115	\$ 116,330	\$ 115,708
85618	\$ 1,140	\$ 542	\$ 600
85620	\$ 18,879	\$ 19,638	\$ 21,133
85626	\$ 39,282	\$ 44,698	\$ 46,381
85631	\$ 102,719	\$ 103,595	\$ 100,626
85638	\$ 53,739	\$ 54,832	\$ 57,310
85650	\$ 8,056	\$ 9,743	\$ 10,064
85901	\$ 202,444	\$ 215,852	\$ 247,043
85912	\$ 223	\$ 364	\$ 219
85931	\$ 3,996	\$ 4,379	\$ 5,007
85937	\$ 140,776	\$ 148,100	\$ 169,215
85939	\$ 76,721	\$ 78,200	\$ 86,866
85942	\$ 1,106	\$ 1,465	\$ 1,622
86001	\$ 169,644	\$ 185,939	\$ 221,650
86004	\$ 368,109	\$ 405,069	\$ 433,302
86005	\$ 110,843	\$ 116,567	\$ 139,702
86015	\$ 6,777	\$ 7,064	\$ 8,300
86016	\$ 58	\$ 72	\$ 446
86017	\$ 39,683	\$ 39,340	\$ 49,769
86018	\$ 15,047	\$ 16,490	\$ 18,768
86020	\$ 78	\$ 517	\$ 758
86023	\$ 15,487	\$ 16,428	\$ 19,744
86024	\$ 3,988	\$ 5,431	\$ 7,770
86025	\$ 99,881	\$ 97,817	\$ 102,884
86028	\$ 277	\$ 502	\$ 257
86029	\$ 4,098	\$ 4,434	\$ 6,216
86030	\$ 13,899	\$ 14,048	\$ 16,383
86032	\$ 24,507	\$ 24,018	\$ 27,231
86034	\$ 6,530	\$ 6,952	\$ 8,754
86038	\$ 972	\$ 942	\$ 1,284
86039	\$ 14,990	\$ 15,251	\$ 17,017
86042	\$ 44,541	\$ 46,858	\$ 56,943
86043	\$ 38,380	\$ 39,296	\$ 52,903
86045	\$ 348,751	\$ 360,394	\$ 389,425
86046	\$ 37,298	\$ 43,558	\$ 49,932
86047	\$ 210,339	\$ 226,462	\$ 229,288
86301	\$ 213,613	\$ 234,179	\$ 276,801
86303	\$ 178,366	\$ 183,666	\$ 186,625
86305	\$ 133,668	\$ 148,529	\$ 152,023
86312	\$ -	\$ 159	\$ 379
86314	\$ 659,373	\$ 710,590	\$ 686,458

Arizona Public Service Company
 Residential Delinquent Dollars by Zip Code
 Q4 2022

Zip Code	October Month-End	November Month-End	December Month-End
86315	\$ 85,569	\$ 103,535	\$ 100,637
86320	\$ 66,403	\$ 68,308	\$ 77,995
86321	\$ 58,764	\$ 70,924	\$ 67,938
86322	\$ 414,485	\$ 428,984	\$ 478,566
86323	\$ 291,128	\$ 292,162	\$ 337,076
86324	\$ 80,361	\$ 84,821	\$ 87,820
86325	\$ 142,498	\$ 162,648	\$ 177,106
86326	\$ 508,597	\$ 543,629	\$ 522,433
86327	\$ 179,433	\$ 188,234	\$ 213,160
86329	\$ 7,490	\$ 8,743	\$ 10,066
86331	\$ 11,245	\$ 11,234	\$ 12,181
86332	\$ 37,615	\$ 39,808	\$ 47,409
86333	\$ 230,359	\$ 238,284	\$ 245,592
86334	\$ 153,641	\$ 167,671	\$ 188,096
86335	\$ 193,012	\$ 200,778	\$ 213,355
86336	\$ 128,136	\$ 137,093	\$ 141,419
86337	\$ 23,947	\$ 26,355	\$ 28,789
86338	\$ 11,330	\$ 10,928	\$ 11,004
86343	\$ 1,854	\$ 2,364	\$ 4,295
86351	\$ 73,111	\$ 70,609	\$ 81,295
Total Delinquent	\$ 84,016,720	\$ 92,634,466	\$ 91,452,605

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
Q4 2022**

	October	November	December
E-12	\$ 359	\$ 252	\$ 188
E-32 S	\$ 630	\$ 181	\$ -
E-32 XS	\$ -	\$ -	\$ 228
E-47	\$ 62	\$ 47	\$ 155
ECT-1R	\$ 508	\$ 1,034	\$ 129
ECT-2	\$ 612	\$ 563	\$ 598
ET-1	\$ 347	\$ 217	\$ 227
ET-2	\$ 436	\$ 379	\$ 253
GPS	\$ 39	\$ 42	\$ 32
R-2	\$ 708	\$ 671	\$ 597
R-3	\$ -	\$ -	\$ -
R3-47	\$ 717	\$ 633	\$ 538
R-BASIC	\$ 433	\$ 376	\$ 369
R-BASIC L	\$ 636	\$ 607	\$ 682
R-TECH	\$ -	\$ -	\$ -
R-TOU-E	\$ 19	\$ 40	\$ -
R-TOU-E 4-7	\$ 647	\$ 584	\$ 516
R-XS	\$ 362	\$ 282	\$ 200
Payment Arrangement	\$ 762	\$ 672	\$ 577

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
Q4 2022**

Zip Code	October Disconnects	November Disconnects	December Disconnects	Q4 Total
85003	1	2	2	5
85004	-	2	3	5
85006	2	7	5	14
85007	3	7	8	18
85008	-	-	5	5
85009	18	19	13	50
85012	-	-	6	6
85013	1	-	6	7
85014	2	13	4	19
85015	2	4	4	10
85016	-	4	5	9
85017	3	4	4	11
85020	3	8	1	12
85021	-	7	3	10
85022	2	4	17	23
85023	-	1	1	2
85024	6	1	-	7
85027	3	3	1	7
85028	-	-	2	2
85029	6	10	6	22
85032	6	7	7	20
85034	3	7	8	18
85043	-	-	1	1
85051	3	2	1	6
85053	2	-	-	2
85085	-	-	1	1
85086	-	3	1	4
85087	-	-	2	2
85122	-	8	1	9
85123	-	1	-	1
85128	-	1	-	1
85131	-	2	2	4
85173	1	-	1	2
85191	-	1	-	1
85224	-	-	1	1
85225	-	1	2	3
85251	-	3	7	10
85253	-	1	-	1
85254	5	1	1	7
85255	-	-	5	5
85258	-	1	-	1
85260	-	3	-	3
85281	-	13	3	16

Arizona Public Service Company
 Number of Commercial Disconnects by Zip Code
 Q4 2022

Zip Code	October Disconnects	November Disconnects	December Disconnects	Q4 Total
85282	-	3	-	3
85301	6	15	2	23
85304	1	-	-	1
85306	1	1	2	4
85307	-	-	1	1
85308	6	1	3	10
85320	-	-	1	1
85323	2	1	5	8
85324	-	1	-	1
85326	-	3	2	5
85331	-	-	1	1
85335	4	1	-	5
85338	-	5	2	7
85340	-	1	1	2
85342	-	-	1	1
85345	-	3	-	3
85346	-	-	1	1
85349	3	4	2	9
85350	4	1	5	10
85351	-	1	-	1
85354	-	3	-	3
85361	-	-	1	1
85363	-	-	1	1
85364	8	11	7	26
85365	5	3	6	14
85367	-	-	1	1
85373	1	-	1	2
85374	17	1	-	18
85377	-	-	1	1
85378	2	-	2	4
85381	-	1	-	1
85383	-	3	-	3
85387	-	1	-	1
85390	-	-	1	1
85392	-	1	-	1
85395	-	4	-	4
85501	-	1	10	11
85541	3	3	1	7
85901	1	5	-	6
85937	2	-	-	2
85939	1	-	1	2
86001	3	2	-	5
86004	3	1	1	5
86025	-	3	1	4
86042	-	1	-	1
86045	-	3	-	3
86046	-	-	1	1
86047	4	2	-	6
86301	8	-	4	12

Arizona Public Service Company
 Number of Commercial Disconnects by Zip Code
 Q4 2022

Zip Code	October Disconnects	November Disconnects	December Disconnects	Q4 Total
86303	-	1	1	2
86305	1	-	-	1
86314	3	1	6	10
86320	1	-	-	1
86322	1	-	6	7
86323	2	1	-	3
86325	-	1	-	1
86326	3	4	1	8
86327	-	1	-	1
86329	1	-	-	1
86331	1	-	1	2
86333	-	2	-	2
86336	2	1	1	4
86338	-	1	-	1
Total	172	254	225	651

Note: When considering the total number of disconnected customers compared to the number of customers disconnected by zip code, all zip codes have 8% 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
Q4 2022

Zip Code	October Month-End	November Month-End	December Month-End
85003	268	287	170
85004	539	182	402
85006	218	187	215
85007	272	206	197
85008	133	118	109
85009	419	402	431
85012	55	65	42
85013	84	211	126
85014	182	158	152
85015	55	82	79
85016	74	77	62
85017	154	147	150
85018	5	4	3
85020	189	170	239
85021	252	159	154
85022	143	154	192
85023	104	79	90
85024	93	71	103
85026	2	2	2
85027	253	351	273
85028	33	42	42
85029	236	209	203
85031	1	-	-
85032	330	329	310
85034	476	287	242
85037	-	-	2
85040	-	3	3
85043	12	13	16
85050	95	89	64
85051	54	43	29
85053	78	54	69
85054	35	35	61
85083	23	11	9
85085	109	61	108
85086	79	66	84
85087	30	27	24
85122	495	402	284
85123	21	21	26
85128	56	56	61
85131	35	58	62
85132	62	59	62
85135	2	5	4
85137	40	8	15
85139	3	6	7
85141	6	7	14

Arizona Public Service Company
 Number of Commercial Delinquency by Zip Code
 Q4 2022

Zip Code	October Month-End	November Month-End	December Month-End
85145	4	6	4
85173	23	25	23
85191	1	2	2
85192	1	-	1
85193	6	7	4
85194		2	1
85224	11	2	3
85225	100	98	103
85233	112	106	110
85234	104	71	71
85250	85	57	57
85251	353	274	288
85253	82	96	94
85254	144	127	182
85255	177	162	372
85257	3	3	3
85258	295	256	248
85259	79	80	98
85260	544	481	507
85262	58	43	44
85266	19	19	27
85281	299	255	483
85282	16	11	23
85296	33	30	25
85301	246	189	268
85304	42	33	29
85306	77	50	230
85307	60	74	46
85308	215	191	248
85310	25	126	20
85320	11	8	4
85321	3	11	10
85322	4	5	6
85323	69	75	97
85324	12	12	16
85325	6	8	12
85326	214	216	215
85328	4	3	4
85331	160	123	106
85332	5	6	6
85333	21	18	14
85334	7	5	10
85335	99	87	107
85336		4	
85337	43	41	61
85338	216	198	177
85340	125	157	113
85342	13	13	11
85343	3	3	2

Arizona Public Service Company
 Number of Commercial Delinquency by Zip Code
 Q4 2022

Zip Code	October Month-End	November Month-End	December Month-End
85344	84	62	69
85345	116	147	114
85346	65	48	69
85348	24	18	11
85349	53	65	57
85350	62	73	49
85351	169	156	127
85354	65	49	46
85355	55	47	31
85357	6	4	6
85358	1	-	-
85361	56	53	47
85362	9	8	9
85363	29	45	22
85364	545	527	555
85365	318	348	341
85367	36	19	24
85373	95	90	87
85374	148	75	72
85375	160	52	68
85377	32	38	44
85378	49	41	72
85379	45	52	44
85381	66	72	62
85382	151	211	195
85383	276	322	267
85387	74	97	108
85388	157	80	105
85390	41	57	62
85392	35	44	45
85395	186	93	131
85396	152	147	127
85501	134	80	108
85539	28	31	39
85541	121	90	112
85544	12	11	25
85553	34	18	15
85554	9	8	6
85602	2	3	4
85603	78	77	82
85607	118	116	97
85615	19	19	12
85618	-	1	1
85620	5	3	3
85626	-	1	1
85631	26	23	28
85638	48	26	39
85650	2	2	1
85901	146	126	172

Arizona Public Service Company
 Number of Commercial Delinquency by Zip Code
 Q4 2022

Zip Code	October Month-End	November Month-End	December Month-End
85931	5	-	-
85937	60	52	54
85939	16	13	14
85942	2	1	1
86001	407	348	181
86002	2	1	1
86004	212	137	198
86005	27	17	48
86015	2	2	5
86016	-	2	-
86017	7	9	6
86018	3	6	2
86020	1	1	1
86023	289	137	44
86024	2	3	4
86025	28	32	48
86028	55	3	4
86029	3	-	2
86030	6	-	4
86032	8	8	6
86034	14	14	13
86038	23	17	11
86039	14	5	7
86042	8	26	15
86043	16	11	20
86045	146	94	100
86046	11	8	12
86047	57	50	59
86301	112	140	161
86303	81	64	71
86305	49	62	54
86312	1	-	-
86314	256	242	176
86315	19	15	16
86320	10	17	12
86321	47	96	97
86322	61	65	48
86323	54	42	52
86324	37	31	21
86325	10	10	21
86326	126	155	158
86327	30	24	23
86329	5	6	4
86331	14	9	8
86332	9	9	1
86333	32	26	30
86334	13	15	12
86335	13	19	20
86336	192	98	137

Arizona Public Service Company
Number of Commercial Delinquency by Zip Code
Q4 2022

Zip Code	October	November	December
	Month-End	Month-End	Month-End
86337	20	7	16
86338	10	12	4
86343	3	1	2
86351	24	36	16
Total	16,828	14,845	15,408

7. The average dollar amount in arrearages per commercial customer, by commercial rate plan

**Arizona Public Service Company
Average Delinquent Amount per Commercial Customer by
Rate Plan
Q4 2022**

	October	November	December
AG1GSP	\$ -	\$ 51,227	\$ -
APS-NB	\$ 36	\$ 36	\$ 36
CNTRCT12	\$ 405	\$ 158	\$ 416
E-12	\$ 93	\$ 221	\$ 104
E-20	\$ 17	\$ 968	\$ 668
E-221	\$ 719	\$ 1,009	\$ 288
E-221-8T	\$ 1,079	\$ 1,242	\$ 375
E-30	\$ 11	\$ 9	\$ 6
E-32 L	\$ 29,224	\$ 20,528	\$ 29,997
E-32 M	\$ 9,414	\$ 6,694	\$ 4,816
E-32 S	\$ 1,557	\$ 1,452	\$ 1,403
E-32 XS	\$ 278	\$ 272	\$ 212
E-32 XSD	\$ 556	\$ 403	\$ 341
E-32 TOUL	\$ 15,002	\$ 6,711	\$ 9,337
E-32 TOUM	\$ 4,078	\$ 4,958	\$ 3,117
E-32 TOUS	\$ 5,307	\$ 12,293	\$ 23,698
E-32 TXS	\$ 423	\$ 729	\$ 436
E-34	\$ 738,448	\$ 146,167	\$ 74,906
E-35	\$ 123,276	\$ 99,121	\$ 120,878
E-36 XL	\$ -	\$ 24,618	\$ 224,382
E-47	\$ 125	\$ 279	\$ 239
E-58	\$ 80	\$ 81	\$ 82
E-59	\$ 61	\$ 88	\$ 722
E-67	\$ 6	\$ 6	\$ 2
ECT-1R	\$ 207	\$ -	\$ 549
ECT-2	\$ 222	\$ 165	\$ -
ET-1	\$ 433	\$ 29	\$ 373
ET-2	\$ 289	\$ 370	\$ 266
GPP	\$ 1	\$ -	\$ 0
GPS	\$ 19	\$ 17	\$ 110
GS-SCHL	\$ 172	\$ -	\$ 309
GS-SCHL1	\$ 170	\$ -	\$ 429
GS-SCHM	\$ 946	\$ 6,856	\$ 94
GS-SCHM1	\$ -	\$ 12,745	\$ 379
R-2	\$ 601	\$ 1,465	\$ 100
R-3	\$ -	\$ -	\$ -
R3-47	\$ 692	\$ 526	\$ 500
R-BASIC	\$ 177	\$ 80	\$ 220
R-BASIC L	\$ 393	\$ 258	\$ 430
R-TOU-E	\$ -	\$ -	\$ -
R-TOU-E 4-7	\$ 250	\$ 96	\$ 212
R-XS	\$ 125	\$ 85	\$ 96
XHLF	\$ -	\$ -	\$ -
TPEAK	\$ -	\$ -	\$ 294
Payment Arrangement	\$ 3,989	\$ 2,237	\$ 1,871

Attachment B

Safety Net Email



"My daughter is my Safety Net partner."

Pick someone to remind you when your bill is due.

When you can't view your energy bill in a timely manner, it's nice to know someone you trust is there to help. You still manage your bill, and your Safety Net partner is not responsible for paying it. They're just there to remind you when your bill is due and to be notified if your account becomes past-due. Here's how it works:

- You designate your Safety Net partner
- Your partner receives a copy of your APS bills
- If needed, your partner reminds you when the bill is due or past-due
- Safety Net partners can set you up on payment arrangements

[Designate Your Safety Net Partner](#)

Extra peace of mind with "Guest Roles."

Reminders can offer peace of mind you won't miss a bill. But if you want help managing your APS account, you can assign a "guest" to your account. "Guests" are not financially responsible for the account, but can help keep an eye on it with you. [Learn more about "Guest Roles" today.](#)

every day,
brighter

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Safety Net Digital Banner Ad Examples



sponsored by Arizona Public Service (APS)

"My Daughter is my Safety Net Partner." Pick Someone to Remind You When Your Bill is Due.

When you can't view your energy bill in a timely manner, your Safety Net partner is there to remind you when your bill is due. [Safety Net](#)



sponsored by Arizona Public Service (APS)

"My Daughter is my Safety Net Partner." Pick Someone to Remind You When Your Bill is Due.

How it works: You pick your Safety Net partner. They receive a copy of your APS bill and offer a reminder when your bill is due. [Safety Net](#)



sponsored by Arizona Public Service (APS)

"My Daughter is my Safety Net Partner."

You can pick someone as your Safety Net partner. They're not responsible for paying the bill; they're just there to remind you when it's due. [Safety Net](#)



sponsored by Arizona Public Service (APS)

Safety Net Partner

You can pick someone as your Safety Net partner to help remind you when your bill is due. [Safety Net](#)



sponsored by Arizona Public Service (APS)

"My Daughter Helps"

With Safety Net, you can pick a Safety Net partner to remind you when your bill is due. [Safety Net](#)



sponsored by Arizona Public Service (APS)

Your Safety Net Partner

You can pick someone as your Safety Net partner to help remind you when your bill is due. [Safety Net](#)

Energy Support Print Ad



Energy Support program — save 25% off your energy bill.

If you or someone you know needs assistance, we're here to help. Customers who qualify for our Energy Support program save 25% on their energy bill 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. Or call **(844) 309-5655** to receive an application in the mail.

[View all your bill assistance 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.

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.

For details on bill assistance programs, visit aps.com/assistance.

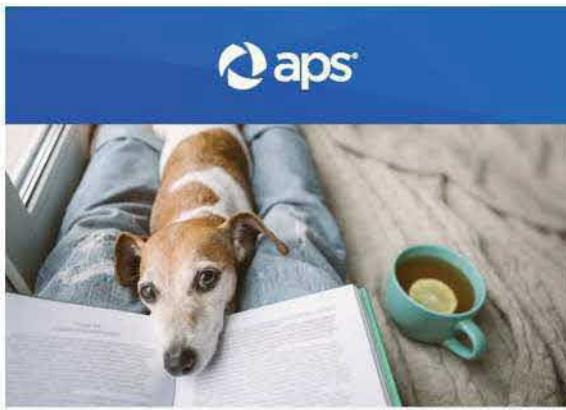


aps.com/brighter



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 Email – Spanish



Ahorra este mes y cada mes con 25% de descuento en tu recibo de luz

Hay opciones de asistencia con el recibo disponibles. Aprende cómo puedes ahorrar 25% cada mes con nuestro programa Energy Support.

Si tú o alguien que conoces necesita asistencia, estamos aquí para ayudar. Los clientes elegibles para nuestro programa *Energy Support* ahorran 25% en su recibo de luz 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.

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

Programa(s) financiado(s) por clientes de APS y aprobado(s) por Arizona Corporation Commission. Los clientes deben tener ingresos mensuales brutos del hogar 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.

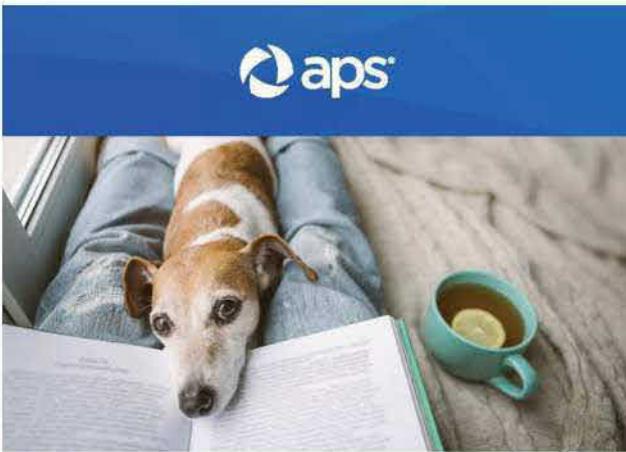
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Energy Support Email – English



Save this month and every month with 25% off your energy bill

Bill assistance options are available. Learn how you could save 25% every month with our Energy Support program.

If you or someone you know needs assistance, we're here to help. Customers who qualify for our Energy Support program save 25% on their energy bill 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 your bill. Here are 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.

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.

Emergency Rental Assistance Program

(ERAP) 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.

For details on bill assistance programs, visit aps.com/assistance.

every day,
brighter

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](#). 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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Project SHARE Email



Project SHARE: join the effort to provide assistance to Arizonans in need for as little as \$1 a month

You can help provide financial assistance to those in need through our partnership with The Salvation Army and Project SHARE (Service to Help Arizonans with Relief on Energy).

For as little as \$1 each month, your contribution to Project SHARE helps fill an important community need and can make a big difference in people's lives. Emergency assistance is given to people who, due to crisis situations, are unable to pay their household energy bills and have exhausted all other potential sources of aid. To lend a hand, visit aps.com/share.

[Give to Project SHARE](#)

Power of Giving: help someone you know.

Do you know someone who needs help paying their energy bill? You can contribute to their APS bill through the Power of Giving program. Learn how you can help at aps.com/powerofgiving.

Together we can help make every day brighter. Find more assistance program options at aps.com/assistance.

every day,
brighter

400 N 5th Street, Phoenix, AZ 85004
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Project SHARE Digital Banner Ad Examples

For as little as \$1 a month
Project SHARE helps Arizonans in need
pay their utility bill [Lend a hand >](#)



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**For as little as \$1 a month you can help
Arizonans in need pay their utility bills**
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For as little as \$1 a month
Help Arizonans in need pay their utility bills
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For as little as
\$1 a month
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in need pay their utility bill
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For as little as \$1 a
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Arizonans in need pay
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For as little as
\$1 a month
Help Arizonans in need
pay their utility bills
[Give to Project SHARE >](#)

San Luis Open House Postcard – Spanish



**Cada día,
más brillante**

**Evento de asistencia directa a clientes:
jueves el 17 de noviembre**

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

aps

**Reúnete con un representante
de APS para:**

**Aprender sobre opciones de asistencia con tu recibo,
incluyendo nuestro programa *Energy Support***
Para verificar si calificas, por favor trae tu tarjeta Quest
EBT o carta de concesión de SNAP/TANF. También
puedes presentar otro comprobante de ingreso del
hogar como los talones de pago de un mes, formularios
W-2 o tu declaración de impuestos federales más
reciente para comenzar la aplicación.

Revisar tu recibo y uso de energía
Aprende sobre consejos de ahorro de energía
para ayudarte a ahorrar en tu recibo.

Jueves el 17 de noviembre
10 a.m. a 2 p.m.
Cesar Chavez Cultural Center
1015 N. Main Street
San Luis, AZ 85349

**No se requiere programar una cita. Los clientes
serán atendidos por orden de llegada.**

**cada día,
más brillante**

Programa financiado por clientes de APS y aprobado 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. El 200% de las pautas se aplica al costo de la electricidad y
no a los servicios de gas natural o agua. Los clientes deben solicitar el
programa cada dos años para mantener su descuento. El programa está sujeto a
cambios. Pueden aplicarse otras restricciones.

POST STD.
US POSTAGE
PAID
PHOENIX, AZ
PERMIT NO.
2174

San Luis Open House Postcard – English



Every day, Brighter

Customer Open House
Thursday, November 17

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

aps

Meet with an APS representative to:

Learn about bill-assistance options, including our Energy Support program. To see if you qualify, please bring your Quest EBT card or SNAP/TANF award letter. Or, bring another proof of household income such as one month's pay stubs, W-2s or most recent federal tax forms to start the application.

Review your bill and energy usage
Learn about energy-saving tips to help you save on your bill.

Thursday, November 17
10 a.m. to 2 p.m.
Cesar Chavez Cultural Center
1015 N. Main Street
San Luis, AZ 85349

No appointment required. Customers will be assisted on a first-come, first-served basis.

**every day
brighter**

Program 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. The 25% discount will be deducted from the monthly bill prior to the application of taxes, regulatory assessment, and franchise fees. Customers must reapply for the program every two years to maintain their discount. Program is subject to change. Other restrictions may apply.

PRST STD
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374

Here to Help Past-Due Letter – Spanish

Estamos aquí para ayudar
a mantenerte conectado



Noviembre de 2022

[First Name] [Last Name] [Count]
[Mailing Address]
[Mailing City] [Mailing State] [Mailing Zip]

Apreciable [First Name],

Nuestros registros indican que tu cuenta tiene un saldo pendiente de \$75 o más*. Si hiciste el pago de tu saldo pendiente y estás al día con tu cuenta, por favor ignora este mensaje y gracias por tu pago.

La suspensión de desconexiones residenciales del verano terminó el 15 de octubre. Clientes con un saldo pendiente de \$75 o más a partir del 13 de noviembre serán colocados automáticamente en un plan de pagos de única instancia de 6 meses. Tomamos este paso cada año cuando la suspensión de desconexiones residenciales termina para ayudar a mantenerte conectado y darte más tiempo para pagar tu recibo. El plan de pagos aparecerá en tu recibo de noviembre. Puedes revisar los detalles del plan de pagos en tu recibo impreso o al ingresar a tu cuenta para ver tu recibo.

Manteniéndote conectado

Los planes de pago son una forma para darte más tiempo para pagar los saldos pendientes y evitar la desconexión del servicio distribuyendo tu saldo a lo largo de un periodo de tiempo determinado. La cuota de tu plan de pagos se calcula dividiendo tu saldo pendiente a lo largo de 6 meses.

Cada mes, el monto total a pagar en tu recibo incluye la cuota de tu plan de pagos y tu cargo mensual de electricidad actual. Si no pagas el monto total a pagar a más tardar en la fecha de pago de tu recibo, tu plan de pagos se considerará roto. Si rompes tu plan de pagos, y si debes más de \$300, tu servicio puede ser desconectado. Si tu servicio es desconectado, tendrás que pagar tu saldo pendiente total para restaurar el servicio. Nuestro objetivo es trabajar con los clientes para evitar la desconexión del servicio eléctrico por medio de los planes de pago y programas de asistencia con el recibo. Si tú o alguien que conoces necesita asistencia, podemos ayudar.

Los clientes elegibles tienen una variedad de opciones de asistencia con el recibo para ayudar a reducir el pago mensual o pagar un recibo.

Programa de Asistencia en Crisis — Asistencia de pago de hasta \$800 al año para cubrir recibos de APS

Programa Energy Support — 25% de descuento en el recibo de APS cada mes

Proyecto SHARE — Asistencia temporal con el recibo de hasta \$300 por medio de *The Salvation Army*

Programa de Asistencia de Energía para Hogares de Bajos Ingresos (LIHEAP) — Ayuda del gobierno con los recibos de calefacción y enfriamiento

Nuestro programa *Safety Net* también puede ayudarte a ti o alguien que conoces. Puedes designar a un familiar o amigo para que reciban una copia de tu recibo de APS y te recuerden tu fecha de pago.

Estamos aquí para ayudarte las 24 horas al día, los 7 días de la semana. Para aprender más sobre todas tus opciones de asistencia con el recibo y ver si eres elegible, visita aps.com/asistencia. También puedes llamarnos al (602) 371-6861 (metro Phoenix) o al (800) 252-9410 (otras áreas) para que trabajemos juntos para encontrar una solución que se ajuste a tus necesidades.

Atentamente,

Servicio al Cliente de APS

Por favor nota: Si estás inscrito en Budget Billing, tu cuenta puede ser retirada del programa si hay un saldo pendiente.

*Saldo de cuenta a partir del 10/18/2022

Here to Help Past-Due Letter – English

We're here to help
keep you connected.



November 2022

[First Name] [Last Name]
[Mailing Address]
[Mailing City] [Mailing State] [Mailing Zip]

Dear [First Name],

According to our records, your account has a past-due balance of \$75 or more*. If you have paid your past-due balance and are current on your account, please disregard this message and thank you for your payment.

The summer moratorium on residential disconnections ended on October 15. Customers with a past-due balance of \$75 or more as of November 13 will be put on a one-time, automatic 6-month payment arrangement. We take this step each year when the residential moratorium ends to help keep you connected and provide more time to pay off your bill. The payment arrangement will be reflected on your November bill. You can review the details of the payment arrangement on your paper bill or by logging in to your account to view your bill.

Keeping you connected

Payment arrangements are a way for you to have more time to pay past-due balances to avoid disconnection of service, by spreading out your balance due over a set time period. Your payment arrangement amount is calculated by dividing your past-due balance over 6 months.

Each month, the total amount due on your bill includes the payment arrangement amount and your current charges for electricity. If you do not pay the total amount due by your bill due date, your payment arrangement will be considered broken. If you break your payment arrangement, and you owe more than \$300, your power may be disconnected. If your service becomes disconnected, you will need to pay your total past-due balance to have your service turned back on. Our goal is to work with customers to avoid having electric services disconnected through extended payment arrangements and bill assistance programs. If you or someone you know needs assistance, we can help.

Qualified customers have a variety of bill assistance options to help reduce the monthly payment or help pay down their bill.

Crisis Bill Assistance — Payment assistance of up to \$800 a year to cover your APS bill

Energy Support program — 25% discount on your APS bill each month

Project SHARE — Temporary bill assistance of up to \$300 through The Salvation Army

Low Income Home Energy Assistance Program (LIHEAP) — Government assistance for heating and cooling bills

Also, our Safety Net program can help you or someone you know. You select a relative or friend to also receive your APS bill so they can remind you when your payment is due.

We're here for you 24 hours a day, 7 days a week. To learn more about all your bill assistance options and see if you qualify, visit aps.com/assistance. Or, please call us at **(602) 371-7607** (metro Phoenix) or **(800) 253-9409** (other areas) so we can work together to find a solution that fits your needs.

Sincerely,

APS Customer Care

Please note: If you're enrolled in Budget Billing, your account may be removed from the program if there is a past-due balance.

*Account balance as of 10/18/22