

Ajo Improvement Company  
P.O. Drawer 9  
Ajo, AZ 85321  
January 15, 2022

**Docket No. E-00000A-19-0128**

***In Re: Compliance with Decision No. 77849, Quarterly Reporting on Residential Customer Service Terminations and Accounts in Arrears, Q4 2021***

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

The data indicate that either 4 or 5 customers were disconnected in each month in the quarter due to non-payment, and a substantial number of customers in all months avoided disconnection due to the moratorium policies in effect. The number of customers in arrears were slightly higher than, but similar to, the number of customers who avoided disconnection due to the moratorium policies. The total amount in arrears ranged from a high of \$40,946 in October to a low of \$20,150 in December. The average arrearage varied by month, but overall ranged from a low of \$330 to just under \$450.

The number of residential customers enrolled in a deferred payment arrangement (DPA) grew from 1 in October to 6 in December. All customers remained in compliance with the DPA.

On average, about half of customers in arrears were in arrears by more than \$300, although this share dropped considerably by the last month of the quarter. The duration of overdue balances for these customers varied by month.

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

**Ajo, Zip Code 85321**

		<b>October</b>	<b>November</b>	<b>December</b>
Number of Residential Customers:				
Disconnected in the month		5	5	4
Not disconnected due to moratorium		74	68	45
Customer Arrearages				
Residential customers in arrears		92	85	61
Total dollar amount of arrearages		\$ 40,946	\$ 33,723	\$ 20,150
Average dollar amount of arrearages		\$ 445	\$ 397	\$ 330
Deferred Payment Arrangements (DPA)				
Residential customers enrolled in a DPA		1	3	6
Residential customers in compliance with a DPA		1	3	6
Residential Customers With Arrearages > \$300				
Low income customers, by duration <sup>1</sup>				
Up to 30 days overdue		0	0	0
30 to 60 days overdue		0	0	0
60 to 90 days overdue		0	0	0
More than 90 days overdue		0	0	0
Total low income customers		0	0	0
Other residential customers				
Up to 30 days overdue		6	11	1
30 to 60 days overdue		7	6	3
60 to 90 days overdue		12	7	1
More than 90 days overdue		23	12	12
Total other residential customers		48	36	17
% of Customers in Arrears Who Have Received Customer Assistance		40%	35%	28%

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