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October 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 accordance with Decision No. 77849 (Dec. 17, 2020), Section 20(i), APS is required to file a quarterly compliance report containing specific monthly information for the previous quarter regarding deferred payments, delinquent accounts, and customer assistance.

Attached is the Company's third quarter 2021 Deferred Payment Arrangement Metrics Report.

Please let me know if you have any questions.

Sincerely,

/s/ Todd Komaromy

Todd Komaromy

TK/lm

Attachment

cc: Elijah Abinah  
Ranelle Paladino

Arizona Public Service Company's (APS or Company) *2021 Quarter 3 Deferred Payment Arrangement (DPA) Metrics Report* was prepared in compliance with Decision No. 77849 (December 17, 2020) (Decision), which requires APS to track and report on a quarterly basis the status of the past-due residential customers, including deferred payment arrangements, 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 for 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 throughout 2021. In addition, the Company has continued communications and outreach in preparation for the 2021 summer moratorium ending on October 15, 2021. APS's third-quarter 2021 efforts to support customers included:

- Continuing to waive late fees while giving customers more time to pay down their balance;
- Offering customers flexible payment arrangements up to 24 months, if needed;
- Continuing to apply deposits to help pay down past-due balances to avoid disconnection;
- Continuing the increased disconnection threshold of \$300;
- Accepting partial payments and reworking of payment arrangements to avoid disconnection and/or to have services reconnected;
- Continuing training of Customer Care Center Advisors to ensure they have a full range of skills and resources to help customers, especially those who are most vulnerable;
- Continuing partnerships and training with 100+ regional local non-profits and help agencies;
- Connecting customers with assistance through referrals, such as to heat relief programs including Emergency Shelter and Eviction Prevention, Cooling and Hydration Stations, and 2-1-1 AZ Transportation Program; and
- Continuing communications focusing on energy savings and assistance programs, including direct outreach to customers who were past-due encouraging them to pay what they could to keep their balance from building, connecting them to assistance programs, and informing them about payment arrangements when the 2021 summer moratorium ends.

The goal of these policies and efforts is to operate in a good faith partnership with customers. In the first half of 2021, the data in this report reflected a positive trend of customers paying down their past-due balances and maintaining electrical service, which is demonstrated by the monthly average disconnection activity of 30-60% less than historical averages. However, with the start of the summer moratorium on June 1, 2021, APS has observed more customers break their payment arrangements which in turn increases 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. APS continues to support these customers by providing flexible payment arrangements and referring customers to assistance.

I. Below is a summary of disconnection metrics.

<b>Number of Actual Residential Disconnections</b>			
<b>July Disconnections</b>	<b>August Disconnections</b>	<b>September Disconnections</b>	<b>Q3 Total Disconnections</b>
0	0	0	0

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

On June 1, 2021, the Company entered the summer moratorium where disconnections were held until October 15, 2021. Below is a summary of the number of residential accounts that would have been disconnected had the moratorium not been in place.

<b>Number of Residential Customers Eligible for Disconnection</b>			
<b>July Eligible Disconnections that did not occur due to moratorium</b>	<b>August Eligible Disconnections that did not occur due to moratorium</b>	<b>September Eligible Disconnections that did not occur due to moratorium</b>	<b>Q3 Total Eligible Disconnections that did not occur due to moratorium</b>
16,106	19,105	20,369	55,580

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

For Q3, had the moratorium not been in place, 55,580 residential disconnections may have occurred. Throughout Q1 and most of Q2, many residential customers were maintaining their payment arrangements and continuing to work with the Company by re-setting their payment arrangements, receiving assistance with their utility bill, or paying down or off their past-due balances. However, since entering the summer moratorium on June 1<sup>st</sup>, the Company has seen approximately 60% of customers break their existing payment arrangement absent the risk of disconnection, and many with past due balances not making new payment arrangements or payments. As such, there was an increase of customers who could have faced disconnection absent the hold period that started on June 1<sup>st</sup>. Additionally, APS has seen an increase in the number of customers acquiring new debt and, in turn, having balances above the disconnection threshold if disconnects were occurring.

II. The table below shows the number of residential accounts that were in arrears at month-end. This includes accounts that were past due or were on a payment arrangement. To date, 90% of residential customers are current on their APS bills. The number of accounts in past-due status has declined since its peak in February 2021; however, the Company is seeing an increase in customers becoming delinquent following the start of the moratorium in June. As of the end of third quarter, 25% of APS's residential customers with payment arrangements paid their past-due balance in full. Though the data shows that customers have started to accrue additional past-due balances.

<b>Number of Residential Delinquent Accounts</b>		
<b>July Month-End</b>	<b>August Month-End</b>	<b>September Month-End</b>
124,580	111,005	118,037

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

<b>Amount of Past-Due Balance</b>	
<b>Past-Due Balance</b>	<b>% of Past-Due Accounts</b>
Less than \$75	13%
\$75 to \$300	38%
More than \$300	49%

III. When exiting the hold period on January 4, 2021, the cumulative total dollar amount of all active residential accounts in arrears was \$62.6 million which was two times higher than the previous 2019 moratorium. Prior to entering the 2021 moratorium, APS had seen a 32% decrease in the balance of active residential customers delinquent dollars since January. However, since June when the moratorium started, total residential delinquent dollars increased by 53% thereby returning total dollars in arrears to slightly above January 2021 levels. APS attributes this trend to customers who have not connected with APS to extend or make new payment arrangements during the moratorium so the accrued balances increased during the third quarter as shown below. As stated above, APS is continuing its efforts to communicate with customers about deferred payment arrangements and customer assistance.

<b>Residential Delinquent Dollars</b>		
<b>July Month-End</b>	<b>August Month-End</b>	<b>September Month-End</b>
\$49,871,907	\$55,447,101	\$64,357,102

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

IV. As shown in the tables below, the average overdue account balance (Average Delinquent Amount) per residential customer has increased by 48% since June 2021 month-end, which is 1% higher than the average on January 4, 2021, when it was \$539.

<b>Q3 2021 Average Amount of Residential Delinquency by Month</b>			
<b>Month</b>	<b>Total Delinquent Dollars</b>	<b>Number of Delinquent Accounts</b>	<b>Average Delinquent Amount</b>
July	\$49,871,907	124,580	\$400
August	\$55,447,101	111,005	\$500
September	\$64,357,102	118,037	\$545*

\* Represents a 48% increase since June 2021

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.

Throughout 2021, APS has issued 194,000 residential payment arrangements illustrating how the Company's efforts to find payment terms that work for customers is making a difference. Following February, the initial month of payment arrangements, the success rate improved significantly with over 80% of our customers maintaining their payment terms. APS attributes this to the importance of working with customers in good faith and providing options to make partial payments to modify arrangements through self-serve on [aps.com](#), or by calling the Care Center. However, since entering the moratorium in June, APS has seen an increase in customers breaking their arrangements with only about 40% maintaining their payment terms.

At the end of September 2021, 22,277 payment arrangements remained active with the lengths of the active payment arrangements varying: 45% are set for less than 8 months, 12% for 8 months, 36% for 9 to 12 months, and 7% for more than 12 months.

<b>Residential Customers in a DPA</b>				
	<b>July</b>	<b>August</b>	<b>September</b>	<b>Q3 2021</b>
Enrolled (New)	9,826	10,018	9,135	28,979
Broken Arrangement	12,005	16,709	13	28,727
Paid In Full	4,001	10,716	9,093	23,810
Active End-of-Period	39,865	22,331	22,277	22,277

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 were active on the last day of the time period

VI. In Q3, the number of active residential customers with a delinquent balance greater than or equal to \$300 increased by 65% compared to Q2 with a year-to-date overall decrease of 2%.

APS defines a low-income (or limited-income) customer as someone who is enrolled in the Energy Support (E-3) or Energy Support with Medical (E-4) programs. All of those customers receive a monthly discount on their electricity bill: 25% for E-3 and 35% for E-4. Of the limited-income customers with a past-due balance (regardless of balance owed) 18% are new E-3/E-4 program enrollees in 2021 due to the expansion of eligibility guidelines and increased marketing efforts.

<b>Residential Customers with a Delinquent Balance ≥ \$300</b>			
	<b>July 2021</b>	<b>August 2021</b>	<b>September 2021</b>
Limited-Income Customers	7,541	9,081	10,579
Other Residential Customers	36,795	41,846	47,275
Total Residential Customers	44,336	50,927	57,854

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. As stated above, APS defines a low-income (or limited-income) customer as someone who is enrolled in the E-3 or E-4 programs. All of those customers receive a monthly discount on their electricity bill: 25% for E-3 and 35% for E-4.

To see a more holistic picture of customer assistance, 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 4,500 individual customer accounts receive \$3.65 million in bill assistance. The second quarter saw over 5,400 more customers receive bill assistance of \$3.69 million. The third quarter saw over 12,800 customers receive bill assistance of \$7.61 million. The combined total is 22,700 customers and \$14.95 million so far this year. This is a 94% increase in bill assistance dollars compared to the first three quarters of 2020.

The federal Emergency Rental Assistance Program (ERAP) has been in operation since March of 2021. 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 (SRP), and many other agencies to build awareness for ERAP. APS has been promoting ERAP to our eligible customers while it is available. The volume of APS customer participation in the ERAP program in the third quarter was higher than both the first and second quarter combined.

The table below shows an increase in limited income customers who are in arrears receiving assistance.

% of Limited-Income Customers with Accounts in Arrears who Received an Assistance Guarantee			
July	August	September	Q3 2021 Total
0.9%	1.1%	26.4%	28.4%

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. If a customer breaks a payment arrangement, the debt will continue to age from the time it was incurred.

As of September month-end, limited-income customers make up 18% of the total customers in arrears by more than \$300, and their past-due dollars make up approximately 17% of the total delinquent dollars.

**Residential Customers with a Delinquent Balance  $\geq \$300$**

<b>July 2021</b>					
	<b>Number of Accounts <math>\geq \\$300</math></b>	<b>Payment Arrangements*</b>	<b>30 to 60 Days</b>	<b>60 to 90 Days</b>	<b>90+ Days</b>
Limited-Income	7,541	\$1,744,725	\$1,441,235	\$1,082,061	\$1,906,275
Other Residential Customers	36,795	\$8,794,724	\$8,536,125	\$5,325,617	\$10,831,698
Total Residential Customers	44,336	\$10,539,450	\$9,977,360	\$6,407,677	\$12,737,973

**Residential Customers with a Delinquent Balance ≥ \$300**

August 2021					
	Number of Accounts ≥\$300	Payment Arrangements*	30 to 60 Days	60 to 90 Days	90+ Days
Limited-Income	9,081	\$1,597,913	\$1,659,349	\$1,568,891	\$2,789,229
Other Residential Customers	41,846	\$7,801,627	\$9,467,192	\$7,402,087	\$14,376,530
Total Residential Customers	50,927	\$9,399,540	\$11,126,541	\$8,970,978	\$17,165,759

**Residential Customers with a Delinquent Balance ≥ \$300**

September 2021					
	Number of Accounts ≥\$300	Payment Arrangements*	30 to 60 Days	60 to 90 Days	90+ Days
Limited-Income	10,579	\$1,822,666	\$2,127,717	\$1,683,253	\$3,691,950
Other Residential Customers	47,275	\$8,213,504	\$11,745,376	\$8,026,450	\$18,223,036
Total Residential Customers	57,854	\$10,036,170	\$13,873,093	\$9,709,703	\$21,914,986

\*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.

## Customer Education and Outreach Details

On January 15, 2021, APS filed a Customer Education and Outreach Plan (CEOP) as directed by Decision No. 77849 (December 17, 2020). The CEOP detailed how APS has 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. While the CEOP period as filed ended on June 30, making customers aware of assistance programs and resources, helping customers access assistance, and collaborating with stakeholders on program enhancements and additional communication efforts continue to be a priority for APS.

In the third quarter, this was evident through three main areas of focus:

1. The Here to Help mass market advertising campaign continued through the summer. With the hot weather, the focus was on how to save energy despite the heat and how to lower bills. This included a diverse mix of media channels and both English and Spanish advertising.
2. APS continued efforts to encourage participation in limited-income assistance programs. For the Energy Support programs, communications were sent to both customers who could qualify to drive awareness and participation, as well as to existing participants who needed to recertify to continue participation. Additionally, the communications encouraged customers to participate in the Safety Net program, including the creation of a joint promotional effort with SRP and TEP, as well as connect customers with federal funding through the ERAP.
3. For customers who were past-due on their bills, APS did direct outreach to encourage them to pay what they could to prevent their balance from building and to connect them with assistance programs. In addition, as the summer moratorium neared its end, APS notified these customers that at the end of the moratorium, if they had a past-due balance of \$75 or more, their account would be placed on an automatic 6-month payment arrangement to give them more time to get caught up.

Altogether, this outreach was conducted using a diverse mix of media channels and a combination of personalized (to the individual account level), segmented (based on audience characteristics or demographics), and mass communications. This included 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).

APS's commitment to its customers and the Commission is to be transparent, collaborate with stakeholders, and improve customer communications and service through customer research and feedback based on industry best practices.

The original CEOP included several JD Power (JDP) metrics that the communications were intended to influence. Several of these measures show improvement between the second and third quarters. Recall of 1+ APS Communications has increased quarter over quarter in 2021 to reach 44% recall as of Q3 2021 YTD. APS is performing on par with the Large Investor-Owned Utility ("Large IOU") average level of 44% recall. Also, the percentage of APS customers who recall 3 or more APS communications continues to perform above the average level within the Large IOU peer set. With continued messaging emphasizing the points of assistance and energy savings, and broad mass market outreach, APS expects to see continued improvements of recall/awareness as communication continues. Customer awareness of energy efficiency/conservation programs also increased from end of second quarter to end of third quarter to reach 58% awareness as of Q3 2021 YTD. This result is equal to the Large IOU average level of 58% awareness. APS attributes this increase to the summer customer messaging focus on energy efficiency and ways to lower energy bills.

APS continues to see increases in utility bill assistance and enrollments in customer programs. Notably, the Energy Support program has reached 83,884 customers as of the end of September which is a 23% increase from the same time last year.

## **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  
Q3 2021

<b>Zip Code</b>	<b>July Doorhangers</b>	<b>August Doorhangers</b>	<b>September Doorhangers</b>	<b>Q3 Total Disconnects</b>
85003	58	78	49	185
85004	92	98	57	247
85006	258	394	317	969
85007	184	270	180	634
85008	281	365	331	977
85009	320	624	439	1,383
85012	88	99	76	263
85013	187	220	188	595
85014	309	389	360	1,058
85015	137	111	103	351
85016	149	183	218	550
85017	6	26	15	47
85018	-	-	2	2
85020	353	339	364	1,056
85021	147	218	210	575
85022	553	722	832	2,107
85023	451	688	787	1,926
85024	163	127	139	429
85027	292	380	443	1,115
85028	39	44	42	125
85029	570	761	614	1,945
85032	391	317	320	1,028
85034	82	122	62	266
85050	42	13	23	78
85051	69	95	91	255
85053	352	530	584	1,466
85054	80	82	76	238
85083	9	-	-	9
85085	154	129	15	298
85086	61	94	9	164
85087	24	24	-	48
85122	414	274	479	1,167
85123	98	53	81	232
85128	110	37	137	284
85131	89	49	41	179
85132	115	60	87	262
85135	7	5	9	21
85137	27	30	43	100
85139	-	-	-	-
85141	2	-	-	2
85145	11	3	-	14

85173	20	39	40	99
85191	3	-	1	4
85192	2	4	3	9
85193	16	16	14	46
85194	1	1	-	2
85224	28	17	6	51
85225	258	173	88	519
85233	43	22	19	84
85234	21	25	4	50
85239	-	-	-	-
85250	8	4	1	13
85251	158	176	130	464
85253	47	33	34	114
85254	233	158	180	571
85255	174	123	104	401
85258	67	70	30	167
85259	75	35	6	116
85260	285	186	121	592
85262	-	-	-	-
85266	-	-	-	-
85281	342	280	310	932
85282	5	5	3	13
85296	-	3	-	3
85301	275	342	263	880
85304	98	111	61	270
85306	228	293	442	963
85307	56	46	51	153
85308	288	526	638	1,452
85310	24	-	3	27
85320	-	-	-	-
85321	7	19	13	39
85322	1	-	-	1
85323	223	277	383	883
85324	15	2	-	17
85325	25	25	29	79
85326	450	298	320	1,068
85328	2	5	9	16
85331	-	-	-	-
85332	-	-	-	-
85333	3	2	4	9
85334	29	35	34	98
85335	388	510	597	1,495
85336	5	7	10	22
85337	32	52	70	154
85338	433	449	634	1,516
85340	177	193	210	580
85342	3	-	-	3
85344	75	102	140	317
85345	359	345	360	1,064

85346	28	66	56	150
85348	17	22	29	68
85349	149	234	261	644
85350	132	212	260	604
85351	51	77	63	191
85354	14	-	-	14
85355	16	16	1	33
85357	9	7	10	26
85361	1	-	-	1
85362	-	-	-	-
85363	70	89	88	247
85364	700	1,164	1,431	3,295
85365	298	504	533	1,335
85367	103	147	194	444
85373	32	43	29	104
85374	236	288	268	792
85375	18	7	4	29
85377	-	-	-	-
85378	98	139	159	396
85379	292	426	450	1,168
85381	17	30	27	74
85382	189	207	292	688
85383	71	66	24	161
85387	15	3	1	19
85388	112	186	212	510
85390	-	-	-	-
85392	119	133	204	456
85395	155	126	217	498
85396	89	27	37	153
85501	11	12	-	23
85539	1	4	-	5
85541	142	177	211	530
85544	7	17	16	40
85553	-	9	21	30
85554	-	-	-	-
85631	25	30	35	90
85901	4	45	77	126
85912	-	-	-	-
85931	-	1	3	4
85937	5	38	48	91
85939	-	18	11	29
85942	-	-	-	-
86001	177	107	116	400
86004	113	153	187	453
86005	55	72	76	203
86015	1	2	3	6
86017	7	-	7	14
86018	1	-	1	2
86023	-	2	3	5

86024	-	3	2	5
86025	18	41	37	96
86029	3	3	7	13
86030	2	-	2	4
86032	4	11	9	24
86034	2	1	3	6
86038	-	-	-	-
86039	2	6	5	13
86042	10	10	17	37
86043	3	16	2	21
86046	-	12	-	12
86047	40	77	82	199
86301	63	89	115	267
86303	59	72	90	221
86305	45	45	74	164
86312	-	-	-	-
86314	157	251	343	751
86315	16	23	27	66
86320	-	1	16	17
86321	-	-	-	-
86322	15	97	136	248
86323	85	66	110	261
86324	4	14	13	31
86325	23	13	31	67
86326	54	82	62	198
86327	47	78	87	212
86329	3	1	4	8
86331	-	-	-	-
86332	2	2	-	4
86333	21	11	39	71
86334	41	25	48	114
86335	3	35	57	95
86336	27	38	70	135
86337	-	3	1	4
86338	-	5	4	9
86343	1	-	-	1
86351	20	6	23	49
<b>Total</b>	<b>16,106</b>	<b>19,105</b>	<b>20,369</b>	<b>55,580</b>

The number of residential customers that have arrearages, by zip code.

**Arizona Public Service Company**  
**Number of Residential Delinquency by Zip Code**  
**Q3 2021**

<b>Zip Code</b>	<b>July Month-End</b>	<b>August Month-End</b>	<b>September Month-End</b>
85003	597	551	561
85004	579	571	600
85006	1,798	1,576	1,676
85007	1,166	1,127	1,207
85008	1,624	1,530	1,577
85009	2,274	2,138	2,293
85012	513	482	490
85013	1,053	964	1,027
85014	1,665	1,554	1,603
85015	623	584	604
85016	778	695	787
85017	70	67	71
85018	12	12	4
85020	2,063	1,774	1,864
85021	910	873	926
85022	3,274	3,077	3,254
85023	2,341	2,122	2,207
85024	1,303	1,093	1,188
85027	2,421	2,208	2,289
85028	464	376	382
85029	3,160	2,851	3,025
85032	3,894	3,541	3,709
85034	495	482	514
85050	908	709	793
85051	430	404	434
85053	1,884	1,735	1,821
85054	633	577	596
85083	323	241	244
85085	1,021	806	904
85086	1,076	927	970
85087	246	198	218
85122	2,831	2,604	2,748
85123	719	688	715
85128	624	612	658
85131	587	544	569
85132	694	618	691
85135	32	37	40
85137	113	104	113
85139	13	15	16
85141	20	17	17
85145	94	80	89

85173	212	184	202
85191	18	19	14
85192	13	16	15
85193	147	135	141
85194	6	5	6
85224	115	93	93
85225	1,811	1,666	1,791
85233	387	317	367
85234	264	228	244
85236	1	1	1
85239	1	1	-
85250	108	87	92
85251	1,340	1,294	1,342
85253	521	389	390
85254	1,242	1,017	1,031
85255	1,107	787	855
85258	702	603	639
85259	467	386	391
85260	1,207	1,001	1,046
85262	169	119	130
85266	166	107	104
85281	2,163	1,950	2,389
85282	36	32	45
85296	43	42	41
85301	1,935	1,763	1,895
85304	462	377	390
85306	1,333	1,202	1,288
85307	493	469	500
85308	2,790	2,249	2,406
85310	426	307	353
85320	55	51	45
85321	90	92	103
85322	33	27	30
85323	1,318	1,176	1,231
85324	158	126	138
85325	95	87	96
85326	3,538	3,201	3,474
85328	28	35	28
85331	685	486	519
85332	77	83	80
85333	20	25	28
85334	94	83	86
85335	1,797	1,670	1,757
85336	32	34	36
85337	251	235	244
85338	2,333	2,063	2,257
85340	1,214	1,107	1,193
85342	77	52	75
85343	3	4	5

85344	373	319	339
85345	1,738	1,625	1,763
85346	152	138	161
85348	138	118	117
85349	1,157	971	1,161
85350	1,066	1,045	1,171
85351	623	602	591
85354	387	354	393
85355	286	241	243
85357	39	38	36
85361	313	275	293
85362	43	35	45
85363	360	332	378
85364	5,031	4,830	5,209
85365	2,178	1,895	2,116
85367	699	620	704
85373	557	488	496
85374	1,480	1,312	1,398
85375	490	410	436
85377	80	60	64
85378	609	603	614
85379	1,765	1,648	1,771
85381	171	139	148
85382	1,515	1,066	1,125
85383	1,441	1,162	1,248
85387	526	487	512
85388	1,056	980	1,021
85390	288	257	270
85392	793	740	755
85393	-	-	1
85395	963	903	942
85396	1,047	917	979
85501	797	790	818
85532	1	-	-
85539	309	283	299
85541	1,037	874	915
85544	199	151	153
85550	6	6	6
85553	80	81	78
85554	43	27	31
85602	-	1	2
85603	320	282	291
85607	1,008	994	1,029
85615	132	132	129
85618	2	5	4
85620	49	52	49
85626	74	62	69
85631	191	188	191
85638	84	66	62

85650	5	7	11
85901	648	570	603
85912	-	1	-
85931	40	39	34
85937	389	318	323
85939	181	171	164
85942	3	2	5
86001	855	699	797
86004	1,652	1,394	1,438
86005	524	462	446
86015	19	22	21
86017	125	74	77
86018	43	43	44
86020	9	7	7
86023	34	38	31
86024	45	42	37
86025	287	254	260
86028	1	2	1
86029	22	23	18
86030	27	26	28
86032	56	53	64
86034	23	29	25
86038	10	10	12
86039	41	34	41
86042	101	105	113
86043	178	117	123
86045	779	745	795
86046	142	93	113
86047	539	510	510
86301	745	549	590
86303	732	625	638
86305	525	444	446
86312	2	-	-
86314	1,841	1,582	1,653
86315	222	215	212
86320	107	94	102
86321	100	99	100
86322	615	574	583
86323	667	552	592
86324	192	191	207
86325	221	162	163
86326	1,149	1,030	1,070
86327	394	309	316
86329	8	7	7
86331	37	34	27
86332	72	82	78
86333	352	323	346
86334	275	224	237
86335	259	229	229

86336	416	318	309
86337	64	46	54
86338	26	22	27
86343	7	12	12
86351	170	141	152
<b>Total Count</b>	<b>124,580</b>	<b>111,005</b>	<b>118,037</b>

The total dollar amount of arrearages, by zip code.

**Arizona Public Service Company  
Residential Delinquent Dollars by Zip Code  
Q3 2021**

<b>Zip Code</b>	<b>July Month-End</b>	<b>August Month-End</b>	<b>September Month-End</b>
85003	\$ 194,273	\$ 217,418	\$ 242,370
85004	\$ 190,636	\$ 220,993	\$ 238,532
85006	\$ 706,752	\$ 743,320	\$ 863,911
85007	\$ 526,043	\$ 606,644	\$ 721,517
85008	\$ 625,291	\$ 699,474	\$ 812,552
85009	\$ 1,057,051	\$ 1,233,405	\$ 1,425,761
85012	\$ 171,183	\$ 183,808	\$ 204,629
85013	\$ 352,903	\$ 405,950	\$ 468,609
85014	\$ 586,675	\$ 665,505	\$ 776,971
85015	\$ 261,668	\$ 307,371	\$ 357,348
85016	\$ 259,369	\$ 295,557	\$ 368,938
85017	\$ 36,964	\$ 42,935	\$ 52,789
85018	\$ 4,271	\$ 6,419	\$ 2,554
85020	\$ 789,419	\$ 834,675	\$ 977,295
85021	\$ 411,525	\$ 463,711	\$ 528,958
85022	\$ 1,380,413	\$ 1,563,070	\$ 1,808,585
85023	\$ 992,049	\$ 1,106,461	\$ 1,283,532
85024	\$ 577,269	\$ 618,047	\$ 722,997
85027	\$ 1,054,464	\$ 1,167,342	\$ 1,336,913
85028	\$ 194,375	\$ 208,271	\$ 235,251
85029	\$ 1,351,038	\$ 1,544,137	\$ 1,803,701
85032	\$ 1,654,311	\$ 1,896,815	\$ 2,181,652
85034	\$ 201,921	\$ 229,810	\$ 263,124
85050	\$ 408,872	\$ 423,365	\$ 505,225
85051	\$ 153,959	\$ 176,855	\$ 196,988
85053	\$ 784,381	\$ 890,836	\$ 1,025,257
85054	\$ 208,640	\$ 217,884	\$ 252,180
85083	\$ 178,395	\$ 209,452	\$ 238,828
85085	\$ 432,678	\$ 425,162	\$ 504,646
85086	\$ 599,016	\$ 672,281	\$ 753,176
85087	\$ 106,975	\$ 125,304	\$ 137,623
85122	\$ 1,301,439	\$ 1,460,148	\$ 1,702,394
85123	\$ 290,842	\$ 333,849	\$ 375,178
85128	\$ 302,013	\$ 355,741	\$ 412,531
85131	\$ 262,562	\$ 301,157	\$ 340,552
85132	\$ 333,343	\$ 357,918	\$ 438,639
85135	\$ 9,526	\$ 11,192	\$ 13,385
85137	\$ 55,971	\$ 63,298	\$ 74,911
85139	\$ 6,231	\$ 8,282	\$ 11,098
85141	\$ 4,936	\$ 6,263	\$ 8,363
85145	\$ 42,235	\$ 39,219	\$ 48,121

85173	\$	69,153	\$	75,985	\$	91,504
85191	\$	11,971	\$	14,049	\$	13,723
85192	\$	3,478	\$	6,982	\$	6,833
85193	\$	61,104	\$	65,996	\$	77,567
85194	\$	3,167	\$	5,171	\$	4,998
85224	\$	60,229	\$	68,508	\$	71,304
85225	\$	746,827	\$	847,250	\$	985,299
85233	\$	149,610	\$	167,035	\$	199,241
85234	\$	90,600	\$	106,100	\$	122,355
85236	\$	337	\$	301	\$	143
85239	\$	965	\$	1,138	\$	-
85250	\$	59,208	\$	59,866	\$	64,934
85251	\$	424,792	\$	485,341	\$	549,667
85253	\$	293,813	\$	271,440	\$	276,337
85254	\$	537,850	\$	572,478	\$	659,871
85255	\$	524,433	\$	491,034	\$	573,342
85258	\$	272,136	\$	310,179	\$	352,610
85259	\$	197,180	\$	208,600	\$	232,136
85260	\$	497,355	\$	546,914	\$	603,826
85262	\$	84,522	\$	91,335	\$	98,241
85266	\$	60,792	\$	69,979	\$	76,466
85281	\$	771,361	\$	847,268	\$	995,322
85282	\$	11,938	\$	11,859	\$	16,378
85296	\$	26,272	\$	31,938	\$	36,436
85301	\$	841,441	\$	942,014	\$	1,072,448
85304	\$	220,712	\$	243,866	\$	283,521
85306	\$	657,211	\$	716,566	\$	832,036
85307	\$	223,270	\$	250,775	\$	291,785
85308	\$	1,303,917	\$	1,342,070	\$	1,560,908
85310	\$	219,606	\$	231,385	\$	285,073
85320	\$	16,403	\$	18,712	\$	19,431
85321	\$	24,146	\$	27,087	\$	34,159
85322	\$	14,454	\$	17,913	\$	21,533
85323	\$	548,309	\$	599,792	\$	693,716
85324	\$	60,319	\$	64,745	\$	77,546
85325	\$	52,952	\$	57,027	\$	57,824
85326	\$	1,676,175	\$	1,902,134	\$	2,255,968
85328	\$	10,006	\$	13,327	\$	14,528
85331	\$	324,998	\$	337,529	\$	378,275
85332	\$	28,607	\$	33,758	\$	39,677
85333	\$	7,687	\$	9,278	\$	11,536
85334	\$	47,427	\$	53,964	\$	62,853
85335	\$	890,193	\$	1,059,395	\$	1,220,650
85336	\$	12,984	\$	15,097	\$	21,460
85337	\$	96,791	\$	108,155	\$	117,212
85338	\$	1,064,826	\$	1,210,892	\$	1,470,357
85340	\$	633,164	\$	738,695	\$	855,701
85342	\$	27,072	\$	26,683	\$	37,328
85343	\$	498	\$	806	\$	1,811

85344	\$ 181,710	\$ 186,708	\$ 222,778
85345	\$ 787,624	\$ 895,975	\$ 1,061,223
85346	\$ 85,807	\$ 92,064	\$ 108,548
85348	\$ 50,436	\$ 46,233	\$ 52,067
85349	\$ 306,298	\$ 345,470	\$ 467,915
85350	\$ 349,842	\$ 426,276	\$ 542,497
85351	\$ 155,950	\$ 188,902	\$ 227,005
85354	\$ 300,072	\$ 330,902	\$ 409,378
85355	\$ 127,351	\$ 141,097	\$ 160,666
85357	\$ 12,463	\$ 14,152	\$ 16,057
85361	\$ 177,624	\$ 193,763	\$ 230,453
85362	\$ 9,599	\$ 10,765	\$ 12,424
85363	\$ 153,909	\$ 178,239	\$ 220,136
85364	\$ 1,696,962	\$ 2,048,992	\$ 2,526,677
85365	\$ 781,496	\$ 863,414	\$ 1,089,669
85367	\$ 244,223	\$ 274,256	\$ 351,935
85373	\$ 211,557	\$ 237,140	\$ 272,978
85374	\$ 661,464	\$ 747,411	\$ 881,125
85375	\$ 123,465	\$ 128,792	\$ 150,675
85377	\$ 53,378	\$ 52,912	\$ 58,951
85378	\$ 268,863	\$ 330,249	\$ 379,369
85379	\$ 994,292	\$ 1,177,000	\$ 1,395,554
85381	\$ 54,730	\$ 58,427	\$ 71,333
85382	\$ 642,664	\$ 605,763	\$ 677,794
85383	\$ 676,356	\$ 706,707	\$ 803,006
85387	\$ 227,948	\$ 265,431	\$ 308,930
85388	\$ 552,726	\$ 649,510	\$ 765,972
85390	\$ 92,737	\$ 102,604	\$ 119,536
85392	\$ 391,037	\$ 437,222	\$ 520,577
85393	\$ -	\$ -	\$ 195
85395	\$ 409,951	\$ 476,025	\$ 568,055
85396	\$ 417,731	\$ 489,912	\$ 568,722
85501	\$ 327,797	\$ 368,336	\$ 416,509
85532	\$ 197	\$ -	\$ -
85539	\$ 108,133	\$ 118,672	\$ 138,947
85541	\$ 328,332	\$ 337,839	\$ 367,409
85544	\$ 34,087	\$ 32,190	\$ 36,576
85550	\$ 3,464	\$ 3,427	\$ 3,880
85553	\$ 24,690	\$ 32,509	\$ 40,768
85554	\$ 6,592	\$ 5,270	\$ 6,330
85602	\$ -	\$ 121	\$ 119
85603	\$ 102,672	\$ 107,452	\$ 113,338
85607	\$ 331,860	\$ 365,929	\$ 404,200
85615	\$ 84,511	\$ 92,424	\$ 100,506
85618	\$ 278	\$ 771	\$ 881
85620	\$ 8,174	\$ 7,252	\$ 7,674
85626	\$ 20,891	\$ 22,090	\$ 24,514
85631	\$ 58,683	\$ 66,792	\$ 71,021
85638	\$ 36,284	\$ 35,978	\$ 37,954

85650	\$ 1,056	\$ 2,117	\$ 3,237
85901	\$ 147,474	\$ 156,499	\$ 165,062
85912	\$ -	\$ 151	\$ -
85931	\$ 3,662	\$ 4,135	\$ 3,168
85937	\$ 114,730	\$ 118,507	\$ 125,498
85939	\$ 53,276	\$ 63,492	\$ 64,784
85942	\$ 265	\$ 116	\$ 472
86001	\$ 166,946	\$ 155,900	\$ 157,780
86004	\$ 309,965	\$ 309,100	\$ 324,958
86005	\$ 97,005	\$ 99,628	\$ 101,455
86015	\$ 4,503	\$ 5,683	\$ 6,188
86017	\$ 29,682	\$ 24,090	\$ 24,120
86018	\$ 10,885	\$ 12,194	\$ 13,545
86020	\$ 1,199	\$ 1,305	\$ 1,232
86023	\$ 14,351	\$ 16,209	\$ 15,179
86024	\$ 6,933	\$ 7,741	\$ 7,900
86025	\$ 71,776	\$ 71,919	\$ 78,416
86028	\$ 209	\$ 342	\$ 330
86029	\$ 5,318	\$ 7,454	\$ 7,315
86030	\$ 6,265	\$ 6,270	\$ 7,061
86032	\$ 12,639	\$ 13,774	\$ 16,444
86034	\$ 5,108	\$ 5,818	\$ 6,651
86038	\$ 747	\$ 663	\$ 869
86039	\$ 9,638	\$ 8,623	\$ 10,223
86042	\$ 23,968	\$ 26,116	\$ 28,789
86043	\$ 26,516	\$ 21,251	\$ 23,169
86045	\$ 214,226	\$ 236,971	\$ 258,123
86046	\$ 44,250	\$ 38,681	\$ 42,235
86047	\$ 127,641	\$ 140,853	\$ 147,642
86301	\$ 161,587	\$ 154,766	\$ 171,415
86303	\$ 160,344	\$ 171,280	\$ 165,080
86305	\$ 118,151	\$ 130,095	\$ 132,174
86312	\$ 258	\$ -	\$ -
86314	\$ 483,588	\$ 520,209	\$ 575,928
86315	\$ 61,076	\$ 72,289	\$ 80,417
86320	\$ 41,188	\$ 41,832	\$ 48,010
86321	\$ 24,564	\$ 30,973	\$ 36,093
86322	\$ 229,025	\$ 259,609	\$ 285,413
86323	\$ 210,871	\$ 234,051	\$ 256,767
86324	\$ 53,787	\$ 59,547	\$ 67,985
86325	\$ 85,826	\$ 83,811	\$ 98,477
86326	\$ 334,100	\$ 378,848	\$ 420,482
86327	\$ 120,208	\$ 125,708	\$ 141,851
86329	\$ 3,529	\$ 3,808	\$ 4,172
86331	\$ 7,504	\$ 6,309	\$ 6,690
86332	\$ 22,236	\$ 26,205	\$ 26,936
86333	\$ 135,539	\$ 150,307	\$ 173,718
86334	\$ 100,956	\$ 107,348	\$ 121,804
86335	\$ 108,742	\$ 118,260	\$ 136,965

86336	\$	125,718	\$	127,424	\$	127,650
86337	\$	14,325	\$	13,295	\$	15,354
86338	\$	7,968	\$	9,662	\$	11,261
86343	\$	848	\$	1,602	\$	1,980
86351	\$	48,685	\$	47,146	\$	52,358
<b>Total Delinquent</b>	<b>\$ 49,871,907</b>		<b>\$ 55,447,101</b>		<b>\$ 64,357,102</b>	