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July 15, 2022

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 (Nov. 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 second quarter 2022 Termination of Service Report. This report is being filed concurrently in Docket No. E-00000A-19-0128. Decision No. 77849 (Dec. 17, 2020) requires APS to file a DPA Metrics Report for residential customers quarterly until Jan. 15, 2023.

Please let me know if you have any questions.

Sincerely,

/s/ Rachael Leonard

Rachael Leonard

RL/bg
Attachment

cc: Elijah Abinah
Ranelle Paladino

Arizona Public Service Company's (APS or Company) *2022 Quarter 2 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 R14-2-215, which require APS to track and report on a quarterly basis the status of the past-due residential and commercial customers, including deferred payment arrangements (DPA), amount in arrears, and disconnections. The report is being filed in Docket No. E-99999A-22-0088.

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

1. The number of residential customers whose electric service was terminated by zip code, and, if termination of service was prohibited under 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; and
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.

Note: 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 Jan. 15, 2023.

APS continues its focus of working mutually in good faith with customers past due on their utility bill. This approach includes flexible payment arrangements and payment policies, targeted communication and education about account status and program options to avoid disconnection, and mass and targeted communications about energy efficiency, customer assistance and low-income programs. Through this approach, disconnection can be and is a last resort, and by taking advantage of these programs, many customers are able to avoid disconnection. The Company's guiding principles will continue to focus on being customer-centric in working from the outside in, finding common ground, being transparent and demonstrating empathy in all it does.

1. Below is a summary of disconnection metrics for residential customers.

Number of Actual Residential Disconnections			
April Disconnections	May Disconnections	June Disconnections	Q2 Total Disconnections
2,316	-	-	2,316

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

A total of 2,316 residential accounts were disconnected during Q2 2022 for non-payment.

On April 18, 2022, the new disconnect rules took effect, and the Company voluntarily began holding disconnections in preparation to meet the new requirements. Prior to this date, the Company voluntarily held disconnections on two days in April when temperatures were forecasted to be 95 degrees or higher within areas of service, resulting in 302 customers eligible for disconnection who were not shut off. Throughout Q2, less than 1% of the overall residential customer base was disconnected or eligible to be disconnected each month.

Number of Residential Customers Eligible for Disconnection			
April Eligible Disconnections that did not occur due to voluntary hold and weather	May Eligible Disconnections that did not occur due to voluntary hold	June Eligible Disconnections that did not occur due to moratorium	Q2 Total Eligible Disconnections that did not occur due to weather, voluntary hold, and moratorium
8,414	8,346	11,150	27,910

As was the case in Q1, many residential customers throughout Q2 maintained their payment arrangements and continued to work with the Company by resetting their payment arrangements, receiving assistance with their utility bill, or paying off past-due balances. This trend remained consistent for the same period in 2021. In June, however, APS started to see an increase in the number of customers acquiring new debt and breaking their payment arrangements. This resulted in an increase to the number of customers who could have faced disconnection absent the hold period that began June 1.

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 June 30, 91% of residential customers were current on their APS bills. The number of accounts in past-due status has declined since its peak in January 2022, but in June, the Company began to see a slight increase in customers becoming delinquent. Overall, residential customers made progress in paying down their past-due balances in Q2, and 30% of customers with payment arrangements paid their past-due balances in full since exiting the moratorium in 2021.

Number of Residential Delinquent Accounts		
April Month-End	May Month-End	June Month-End
108,202	103,815	106,001

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

3. Following the moratorium in 2021, total active residential delinquent dollars were \$77.4 million. APS is continuing its efforts to communicate with customers about deferred payment arrangements, acceptance of partial payments and customer assistance options, which have resulted in a 40% decrease in total active residential delinquent dollars since exiting the moratorium in 2021.

Residential Delinquent Dollars		
April Month-End	May Month-End	June Month-End
\$45,132,273	\$43,845,864	\$46,530,340

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 has increased by \$7, which amounts to approximately 2% since March 2022 month-end. The average delinquent amount at the end of Q1 2022 was \$432.

Q2 2022 Average Amount of Residential Delinquency by Month			
Month	Total Delinquent Dollars	Number of Past-Due Accounts	Average Delinquent Amount
April	\$45,132,273	108,202	\$417
May	\$43,845,864	103,815	\$422
June	\$46,530,340	106,001	\$439

Note: Please see Attachment A for the average delinquent account balances per residential customer by rate plan.

5. Below is a summary of disconnection metrics for commercial customers. A total of 595 commercial premises were disconnected during Q2 2022. The total number of disconnections each month in Q2 represents less than 1% of the total commercial customer base.

Number of Actual Commercial Disconnections			
April Disconnections	May Disconnections	June Disconnections	Q2 Total Disconnections
276	192	127	595

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 June 2022 month-end, there were 6,172 unique commercial accounts in arrears, which includes 16,625 commercial premises (many commercial accounts have several premises receiving service).

Number of Commercial Delinquent Accounts		
April Month-End	May Month-End	June Month-End
6,713	6,453	6,670

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 has increased by \$528, which amounts to approximately 39% since March 2022 month-end. The average delinquent amount at the end of Q1 2022 was \$1,358.

Q2 2022 Average Amount of Commercial Delinquency by Month			
Month	Total Delinquent Dollars	Number of Delinquent Accounts	Average Delinquent Amount
April	\$8,890,330	6,713	\$1,324
May	\$9,584,733	6,453	\$1,485
June	\$12,579,298	6,670	\$1,886

Note: Please see Attachment A for the average delinquent account balances per commercial customer by rate plan.

8. The table below shows the number of residential customers enrolled in a DPA and 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 meeting the terms of their payment arrangement.

APS continues to work in good faith to reset payment arrangements with customers if needed. A total of 30% of residential payment arrangements set up since exiting the moratorium on Oct. 15, 2021, have been paid in full.

Conversely, 69% of payment arrangements set since exiting the moratorium have been broken. Many customers continue to work with APS to enroll in new arrangements that they then do not or cannot keep. In many cases, they reset these arrangements more than once. As stated previously, 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.

At the end of June 2022, 25,421 payment arrangements remained active, with the lengths of the active payment arrangements varying: 24% of the active arrangements were set for five months or less, 11% for six months, and 65% for seven or more months.

Residential Customers in a DPA				
Status	April	May	June	Q2 2022
Enrolled (New)	13,976	9,830	9,528	33,334
Broken Arrangement	(8,104)	(9,418)	(9,685)	(27,207)
Paid In Full	(13,999)	(6,405)	(4,020)	(24,424)
Active End-of-Period	35,787	29,686	25,421	25,421

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 a customer did not 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
9. The number of active residential customers with a delinquent balance equal to or greater than \$100 increased by approximately 12%, or 8,000, from Q1 ending March 31, 2022, to June 30, 2022.

Residential Customers with a Delinquent Balance ≥ \$100			
	April 2022	May 2022	June 2022
Limited-Income Customers*	10,015	10,009	10,925
Medical Care Program Customers*	227	233	237
Other Residential Customers	65,770	65,525	70,433
Total Residential Customers	76,012	75,767	81,595

*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 (or 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 limited-income customer as someone who is enrolled in the E-3 or E-4 programs. These customers receive a monthly discount on their electricity bill: 25% for E-3 and 35% for E-4.

Significant bill assistance is available from state and federal programs. In Q2, more than 13,500 APS customers received some form of bill assistance worth more than \$5.98 million. This is a 62% increase in bill assistance dollars compared to Q2 2021, with the Emergency Rental Assistance Program (ERAP) as the largest funding source. Year to date, 27,200 customers have received \$12.85 million in bill assistance. The Arizona Department of Housing's Homeowner Assistance Fund (HAF) has shown increased activity, but the largest source of assistance continues to be ERAP. Other significant sources of customer assistance are the state Low-Income Home Energy Assistance Program (LIHEAP) 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 state Department of Economic Security (DES), Maricopa County Human Services, Wildfire, Salt River Project (SRP) and many other agencies to build awareness for ERAP and HAF. APS will continue to promote ERAP and HAF to customers at risk of disconnection, so they are aware of these two significant sources of bill assistance. APS is coordinating with the Arizona Department of Housing to increase the promotion of the HAF program to eligible APS customers.

APS is part of a pilot program for the DES ERAP program along with TEP, SRP and Southwest Gas. The pilot allows the Company to streamline enrollment of customers potentially eligible for the ERAP program by sending them a brief survey asking if they are a renter and other questions specified by the state. If customers' answers indicate they are eligible for the program, APS will submit the customer information to DES along with the amount the customer owes APS. DES will confirm the customer is approved and then provide APS the ERAP program funding, which is then applied to the customer's account balance. Surveys were sent to approximately 13,500 customers starting in March. As of the end of June, more than 2,000 customers responded and \$655,000 of ERAP assistance has been approved for them. Most of these customers are also eligible for future payments as long as they continue to meet the ERAP program criteria.

APS is also offering Energy Support program through digital banner ads in the State and federal Propel mobile app, allowing customers to keep track of their EBT/food stamp balances. As of the end of June, we saw 133,080 total impressions with an average click-through rate of 2.58%.

The table below shows the percentage of limited-income customers who were in arrears and who received assistance during Q2 2022.

% of Limited-Income Customers with Accounts in Arrears who Received an Assistance Guarantee			
April	May	June	Q2 2022 Total
1.9%	1.8%	1.9%	5.6%

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 in the form of bad debt expense.

APS is here to help customers, connecting them to assistance and programs that provide discounts and help them stay on top of their bills. These efforts are detailed in the Customer Education section on pages 13-14. As of June 2022 month-end, limited-income and Energy Support with Medical customers make up 14% of the total customers in arrears by more than \$100, and their past-due amounts make up approximately 12% of the total delinquent dollars.

Residential Customers with a Delinquent Balance ≥ \$100					
April 2022					
	Number of Accounts ≥ \$100	Payment Arrangements*	30 to 60 Days	60 to 90 Days	90+ Days
Limited-Income**	10,015	\$4,422,999	\$661,013	\$425,474	\$341,718
Medical Care Program**	227	\$107,173	\$21,657	\$15,647	\$65,869
Other Residential Customers	65,770	\$24,805,382	\$6,188,232	\$3,244,386	\$3,168,296
Total Residential Customers	76,012	\$29,335,555	\$6,870,902	\$3,685,507	\$3,575,883

Residential Customers with a Delinquent Balance ≥ \$100					
May 2022					
	Number of Accounts ≥ \$100	Payment Arrangements*	30 to 60 Days	60 to 90 Days	90+ Days
Limited-Income**	10,009	\$3,510,468	\$800,457	\$805,549	\$572,857
Medical Care Program**	233	\$87,806	\$24,067	\$19,615	\$75,856
Other Residential Customers	65,525	\$19,026,936	\$6,968,168	\$5,731,753	\$4,820,481
Total Residential Customers	75,767	\$22,625,211	\$7,792,691	\$6,556,917	\$5,469,195

Residential Customers with a Delinquent Balance ≥ \$100					
June 2022					
	Number of Accounts ≥ \$100	Payment Arrangements*	30 to 60 Days	60 to 90 Days	90+ Days
Limited-Income**	10,925	\$2,522,422	\$1,276,413	\$885,139	\$1,243,554
Medical Care Program**	237	\$61,632	\$27,587	\$45,765	\$83,899
Other Residential Customers	70,433	\$13,682,726	\$9,779,023	\$6,295,830	\$9,290,262
Total Residential Customers	81,595	\$16,266,781	\$11,083,023	\$7,226,734	\$10,617,714

* 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 enrolled in the Energy Support (E-3) program, and MCP customers are defined as 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 Energy Support with Medical program for customers with a life-threatening medical condition offering an addition 10% discount for qualifying low-income customers;
- the Safety Net program, in which the customer can select a friend or relative to also receive bill and past due reminders;
- the Weatherization Assistance program to help decrease energy costs for participating limited-income customers;
- flexible payment arrangements and the Budget Billing program to keep their energy bills consistent; and
- multiple ways for customers to pay their utility bill 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 the Energy Support program.

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

13. At the end of June 2022, APS had 70,592 customers enrolled in its Energy Support program (E-3 and E-4). The customers receive a 25% (E-3) or 35% (E-4) discount on their monthly utility bills. For the state LIHEAP, 671 APS customers received assistance in April. The Company has not received May or June data from the state program as of this filing.

The table below shows the approximate number of calls received that mention bill assistance or the limited-income (Energy Support) programs during Q2 2022:

Call Type	April 2022	May 2022	June 2022	Q2 2022
Residential Bill Assistance	3,783	4,502	342	8,627
Energy Support Programs	2,498	2,365	1,836	6,699

Information about customer communications regarding energy efficiency and limited-income weatherization options during Q2 2022 are included in the Customer Education and Outreach Details section.

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 Q2 2022, APS focused its customer assistance education on programs including Energy Support, Crisis Bill Assistance, Project SHARE, LIHEAP, ERAP, HAF and Safety Net.

Understanding that our customers have broad and diverse communication preferences, these programs were promoted leveraging a variety of communication channels, including bill communications, customer newsletter/e-newsletter, email, organic social media, direct mail, digital advertising campaigns and community events, to share assistance options with customers in English and Spanish. Collectively, these communications collectively generated 8.1 million customer impressions. Please see Attachment B for examples of customer assistance communications materials distributed in Q2.

Additional communications and outreach efforts included:

- Messaging was shared with customers at payment kiosks and in all credit and collections customer communications.
- The aps.com main navigation menu now includes 'Savings' and a 'How can I save?' feature that lands at aps.com/heretohelp. With just two clicks from the homepage, customers can access a wide range of information on helpful programs, including customer bill assistance.

- APS also provided multiple reminders to customers enrolled or previously enrolled in the Energy Support program to recertify in order to keep their monthly bill discount or to have the discount reapplied if their certification had lapsed.
- Customer open houses were held in Casa Grande, Yuma, and Miami/Globe. APS sent targeted communications to more than 50,000 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.
- In early June, in advance of the first extreme heat wave, a news release was distributed to Arizona media outlets, which included tips for customers to save through the summer, as well as information and direct links to more information regarding bill assistance and heat relief programs offered by APS and its partners.
- APS hosted a booth at the YCCA and Maricopa Home Garden Shows. APS representatives were available every day at the events to interact with customers and provide information on bill assistance programs, energy savings and more.
- A new Online Learning Program launched on aps.com/assistance in June. The program is a series of video lessons that provide an overview of assistance programs available to qualifying customers as well as tips on how to save energy and money.

Altogether, this outreach was conducted using a diverse mix of customer communication channels with a combination of personalized (to the individual account level), and segmented (based on audience characteristics or demographics) 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 Q2 2022, APS performed above industry benchmarks compared to its large investor-owned utility peer set in these metrics:

- APS customer recall on customer communications performed in the second quartile of the large IOU national peer group.
- 60% of APS customers indicated awareness of energy efficiency/conservation programs compared to an average 57% of the peer group.
- 36% of APS customers recalled utility communications on energy conservation tips, significantly above the 31% average for the peer group.
- 32% of APS customers also reported being aware of low-income assistance programs, which is now significantly higher than the peer group average of 28%.

Attachment A

1. The number of residential customers who 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
Q2 2022

Zip Code	April Disconnects	April Disconnects Held	May Disconnects	May Disconnects Held	June Disconnects	June Disconnects Held	Q2 Total Disconnects	Q2 Total Disconnects Held
85003	13	66	-	34	-	100	13	200
85004	35	65	-	43	-	62	35	170
85006	44	129	-	132	-	186	44	447
85007	38	91	-	102	-	156	38	349
85008	35	119	-	75	-	181	35	375
85009	50	188	-	167	-	272	50	627
85012	32	53	-	33	-	61	32	147
85013	22	67	-	48	-	123	22	238
85014	43	126	-	116	-	141	43	383
85015	9	44	-	35	-	84	9	163
85016	19	64	-	62	-	99	19	225
85017	2	12	-	8	-	8	2	28
85018	1	6	-	-	-	-	1	6
85020	30	108	-	132	-	168	30	408
85021	17	73	-	70	-	72	17	215
85022	76	252	-	328	-	369	76	949
85023	49	188	-	230	-	292	49	710
85024	25	88	-	84	-	87	25	259
85027	18	124	-	210	-	215	18	549
85028	7	54	-	14	-	16	7	84
85029	69	201	-	198	-	259	69	658
85032	142	375	-	318	-	303	142	996
85034	11	39	-	21	-	50	11	110
85050	11	63	-	47	-	21	11	131
85051	14	24	-	35	-	31	14	90
85053	27	121	-	152	-	176	27	449
85054	12	42	-	40	-	29	12	111
85083	-	8	-	21	-	17	-	46
85085	15	79	-	99	-	99	15	277
85086	33	80	-	59	-	36	33	175
85087	2	11	-	14	-	12	2	37
85122	42	201	-	100	-	169	42	470
85123	5	22	-	12	-	43	5	77
85128	5	37	-	15	-	32	5	84
85131	21	34	-	5	-	47	21	86
85132	2	23	-	39	-	12	2	74
85135	-	2	-	4	-	5	-	11
85137	2	10	-	10	-	18	2	38
85139	2	2	-	-	-	2	2	4
85141	-	-	-	2	-	-	-	2
85145	-	12	-	1	-	-	-	13
85173	2	12	-	8	-	18	2	38
85191	-	1	-	-	-	-	-	1
85192	-	2	-	-	-	-	-	2
85193	1	1	-	2	-	8	1	11
85194	-	-	-	-	-	-	-	-
85224	3	14	-	14	-	13	3	41
85225	73	135	-	158	-	240	73	533
85233	3	15	-	40	-	58	3	113
85234	13	18	-	20	-	28	13	66
85239	-	-	-	-	-	-	-	-
85250	3	11	-	6	-	8	3	25
85251	27	93	-	59	-	180	27	332
85253	10	37	-	17	-	86	10	140
85254	17	97	-	114	-	79	17	290
85255	21	84	-	71	-	67	21	222
85258	19	61	-	57	-	65	19	183
85259	7	25	-	36	-	32	7	93
85260	23	85	-	137	-	70	23	292
85262	3	8	-	10	-	6	3	24
85266	1	7	-	11	-	1	1	19
85281	109	203	-	159	-	329	109	691
85282	3	4	-	5	-	3	3	12
85296	-	2	-	7	-	6	-	15
85301	38	138	-	160	-	166	38	464
85304	8	25	-	28	-	41	8	94
85306	23	77	-	108	-	135	23	320
85307	4	35	-	40	-	60	4	135
85308	43	169	-	203	-	239	43	611
85310	2	25	-	24	-	41	2	90
85320	-	4	-	-	-	-	-	4
85321	4	6	-	4	-	2	4	12
85322	1	7	-	2	-	6	1	15
85323	8	71	-	84	-	126	8	281
85324	3	14	-	8	-	5	3	27
85325	2	19	-	6	-	1	2	26

Arizona Public Service Company
Number of Residential Disconnects by Zip Code
Q2 2022

Zip Code	April Disconnects	April Disconnects Held	May Disconnects	May Disconnects Held	June Disconnects	June Disconnects Held	Q2 Total Disconnects	Q2 Total Disconnects Held
85326	43	168	-	-	210	-	346	43
85328	-	-	-	-	1	-	3	-
85331	4	52	-	-	34	-	17	4
85332	-	-	-	-	-	-	-	103
85333	-	1	-	-	5	-	2	-
85334	2	2	-	-	-	-	3	5
85335	26	116	-	-	133	-	229	26
85336	-	-	-	-	2	-	1	-
85337	2	30	-	-	9	-	17	2
85338	17	120	-	-	166	-	291	17
85340	9	73	-	-	73	-	100	9
85342	-	2	-	-	2	-	-	4
85344	-	-	-	-	-	-	-	-
85345	29	140	-	-	158	-	216	29
85346	10	19	-	-	8	-	28	10
85348	3	16	-	-	8	-	3	3
85349	17	76	-	-	102	-	127	17
85350	19	64	-	-	55	-	99	19
85351	2	26	-	-	28	-	45	2
85354	11	32	-	-	18	-	27	11
85355	2	20	-	-	15	-	22	2
85357	2	6	-	-	5	-	-	11
85361	6	28	-	-	11	-	40	6
85362	-	-	-	-	-	-	-	-
85363	7	82	-	-	30	-	55	7
85364	92	307	-	-	377	-	496	92
85365	19	139	-	-	133	-	212	19
85367	17	46	-	-	40	-	79	17
85373	2	24	-	-	17	-	27	2
85374	23	107	-	-	77	-	111	23
85375	2	15	-	-	8	-	17	40
85377	-	4	-	-	8	-	5	-
85378	9	52	-	-	56	-	81	9
85379	14	132	-	-	125	-	219	14
85381	2	11	-	-	9	-	25	2
85382	23	78	-	-	94	-	141	23
85383	6	71	-	-	71	-	103	6
85387	2	38	-	-	30	-	36	2
85388	20	76	-	-	75	-	128	20
85390	-	2	-	-	-	-	-	2
85392	5	63	-	-	52	-	65	5
85395	12	65	-	-	77	-	105	12
85396	3	32	-	-	55	-	67	3
85501	42	43	-	-	31	-	-	42
85539	9	60	-	-	3	-	-	9
85541	26	85	-	-	82	-	130	26
85544	3	5	-	-	5	-	11	3
85553	3	6	-	-	2	-	6	3
85554	-	1	-	-	-	-	1	1
85618	1	1	-	-	-	-	-	1
85631	5	17	-	-	11	-	20	5
85901	9	32	-	-	35	-	44	9
85912	-	1	-	-	-	-	-	1
85931	-	-	-	-	-	-	2	-
85937	10	22	-	-	33	-	20	10
85939	3	11	-	-	16	-	11	3
85942	-	-	-	-	-	-	-	-
86001	31	48	-	-	68	-	70	31
86004	31	96	-	-	91	-	117	31
86005	8	27	-	-	33	-	36	8
86015	-	-	-	-	1	-	1	2
86017	1	9	-	-	9	-	6	1
86018	-	-	-	-	-	-	-	-
86020	1	1	-	-	-	-	1	1
86023	1	3	-	-	2	-	5	1
86024	-	-	-	-	2	-	2	4
86025	16	40	-	-	39	-	26	16
86029	-	1	-	-	1	-	1	3
86030	-	1	-	-	-	-	-	1
86032	1	9	-	-	8	-	13	1
86034	1	4	-	-	1	-	8	1
86038	-	1	-	-	-	-	-	1
86039	-	2	-	-	5	-	2	9
86042	1	10	-	-	12	-	12	1
86043	1	14	-	-	12	-	5	1
86045	16	74	-	-	81	-	67	16
86046	1	1	-	-	-	-	-	1
86047	15	34	-	-	34	-	49	15
86301	9	53	-	-	51	-	78	9
86303	10	27	-	-	63	-	45	10
								135

Arizona Public Service Company
Number of Residential Disconnects by Zip Code
Q2 2022

Zip Code	April Disconnects	April Disconnects Held	May Disconnects	May Disconnects Held	June Disconnects	June Disconnects Held	Q2 Total Disconnects	Q2 Total Disconnects Held
86305	5	26	-	22	-	33	5	81
86312	-	-	-	-	-	-	-	-
86314	27	122	-	106	-	132	27	360
86315	3	13	-	9	-	16	3	38
86320	-	17	-	15	-	7	-	39
86321	-	4	-	5	-	5	-	14
86322	21	62	-	55	-	75	21	192
86323	5	44	-	44	-	88	5	176
86324	2	11	-	9	-	7	2	27
86325	5	20	-	13	-	17	5	50
86326	48	72	-	82	-	51	48	205
86327	4	28	-	34	-	24	4	86
86329	-	-	-	2	-	1	-	3
86331	-	2	-	4	-	-	-	6
86332	-	8	-	4	-	2	-	14
86333	8	18	-	30	-	26	8	74
86334	-	23	-	15	-	42	-	80
86335	4	18	-	21	-	24	4	63
86336	6	20	-	28	-	24	6	72
86337	-	2	-	1	-	11	-	14
86338	-	4	-	9	-	6	4	20
86343	-	-	-	-	-	-	-	-
86351	3	17	-	17	-	10	3	44
Total	2,316	8,414	-	8,346	-	11,150	2,316	27,910

Note: When considering the total number of disconnected customers compared to the number of customers disconnected by zip code, all zip codes have 4% or less. This shows that no individual zip code contains a concentration of disconnected customers.

The Company began to voluntary hold disconnects starting April 18, 2022. April's results also include voluntarily holds related to high temperatures.

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

Arizona Public Service Company
 Number of Residential Delinquencies by Zip Code
 Q2 2022

Zip Code	April Month-End	May Month-End	June Month-End
85001	-	-	-
85003	562	543	542
85004	641	700	698
85006	1,656	1,475	1,533
85007	1,013	1,021	1,038
85008	1,342	1,288	1,353
85009	1,746	1,767	1,799
85012	485	491	475
85013	891	863	887
85014	1,452	1,454	1,458
85015	507	481	500
85016	647	627	666
85017	67	59	60
85018	4	5	5
85020	1,749	1,568	1,567
85021	768	712	714
85022	2,912	2,840	2,940
85023	1,925	1,918	1,994
85024	1,071	997	1,093
85027	2,027	1,883	1,985
85028	369	397	341
85029	2,567	2,545	2,621
85032	3,333	3,203	3,282
85034	417	416	431
85050	749	699	667
85051	422	395	424
85053	1,543	1,498	1,595
85054	569	572	615
85083	234	227	222
85085	907	867	864
85086	881	853	837
85087	185	178	179
85122	2,346	2,254	2,364
85123	579	570	619
85128	582	554	590
85131	517	503	538
85132	586	572	563
85135	29	28	29
85137	113	90	96
85139	13	14	14
85141	17	14	17
85145	86	72	78

Arizona Public Service Company
 Number of Residential Delinquencies by Zip Code
 Q2 2022

Zip Code	April Month-End	May Month-End	June Month-End
85173	183	163	165
85191	16	11	13
85192	16	11	10
85193	123	109	112
85194	6	4	6
85224	104	74	91
85225	1,615	1,500	1,523
85233	374	359	369
85234	224	214	214
85236	-	-	-
85239	-	-	-
85250	102	78	89
85251	1,231	1,207	1,226
85253	399	365	322
85254	994	905	882
85255	931	841	874
85258	614	678	580
85259	363	369	363
85260	1,086	1,025	1,091
85262	114	109	111
85266	112	94	108
85281	1,893	1,891	1,953
85282	35	33	37
85296	52	42	42
85301	1,605	1,539	1,627
85304	326	332	332
85306	1,122	1,080	1,087
85307	389	408	448
85308	2,485	2,176	2,179
85310	335	314	288
85320	58	67	55
85321	82	78	66
85322	28	31	36
85323	1,064	1,066	1,119
85324	132	130	139
85325	72	65	77
85326	3,041	2,828	3,023
85328	23	22	21
85331	546	479	471
85332	76	60	76
85333	24	25	24
85334	56	61	61
85335	1,429	1,369	1,399
85336	36	37	33

Arizona Public Service Company
 Number of Residential Delinquencies by Zip Code
 Q2 2022

Zip Code	April Month-End	May Month-End	June Month-End
85337	192	204	198
85338	2,115	2,065	2,089
85340	1,014	1,051	1,044
85342	77	50	60
85343	4	4	6
85344	323	326	307
85345	1,517	1,501	1,608
85346	118	126	134
85348	87	92	106
85349	1,130	913	974
85350	891	869	913
85351	575	550	534
85354	303	326	339
85355	265	271	255
85357	44	42	41
85361	276	267	250
85362	51	53	46
85363	313	314	311
85364	4,458	4,389	4,434
85365	1,843	1,685	1,750
85367	658	661	676
85373	486	436	449
85374	1,265	1,194	1,246
85375	400	412	433
85377	73	54	65
85378	567	566	569
85379	1,489	1,417	1,467
85381	146	145	138
85382	1,299	1,031	1,051
85383	1,142	1,127	1,071
85387	498	471	484
85388	942	884	939
85390	258	245	253
85392	703	712	720
85393	-	-	-
85395	919	863	914
85396	858	851	899
85501	721	712	714
85530	-	-	-
85532	-	1	-
85539	300	271	270
85541	992	992	986
85544	169	145	158
85550	3	4	6

Arizona Public Service Company
Number of Residential Delinquencies by Zip Code
Q2 2022

Zip Code	April Month-End	May Month-End	June Month-End
85553	78	75	75
85554	32	29	36
85602	2	4	3
85603	277	274	275
85607	988	935	956
85615	150	141	143
85618	2	1	1
85620	53	52	56
85626	80	75	75
85631	170	167	173
85638	84	74	75
85650	6	6	5
85901	573	550	560
85912	1	1	1
85931	37	40	34
85937	340	307	309
85939	148	168	166
85942	4	9	4
86001	796	809	805
86004	1,478	1,521	1,487
86005	461	430	454
86015	24	34	31
86016	1	-	-
86017	118	122	116
86018	43	48	36
86020	5	6	3
86023	33	51	45
86024	47	36	39
86025	240	273	275
86028	3	2	1
86029	24	24	22
86030	33	38	36
86032	67	62	70
86034	32	34	31
86038	16	12	13
86039	40	43	46
86042	112	127	127
86043	147	130	138
86045	805	780	771
86046	137	122	123
86047	526	512	486
86301	687	582	562
86303	707	671	671
86305	493	426	448

Arizona Public Service Company
 Number of Residential Delinquencies by Zip Code
 Q2 2022

Zip Code	April Month-End	May Month-End	June Month-End
86312	-	1	-
86314	1,649	1,495	1,605
86315	221	212	211
86320	104	109	114
86321	107	106	116
86322	536	545	569
86323	604	577	540
86324	173	163	182
86325	213	158	154
86326	1,049	1,031	1,007
86327	395	331	326
86329	12	11	12
86331	33	28	34
86332	72	74	72
86333	353	360	345
86334	232	216	221
86335	224	223	210
86336	334	335	315
86337	58	52	43
86338	25	34	26
86342	1	-	1
86343	14	15	9
86351	184	182	164
Total	108,202	103,815	106,001

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 accounts.

3. The total dollar amount of arrearages, by zip code.

Arizona Public Service Company
Residential Delinquent Dollars by Zip Code
Q2 2022

Zip Code	April Month-End	May Month-End	June Month-End
85001	\$ -	\$ -	\$ -
85003	\$ 153,854	\$ 154,735	\$ 170,214
85004	\$ 168,037	\$ 173,142	\$ 204,965
85006	\$ 560,524	\$ 519,293	\$ 581,598
85007	\$ 454,088	\$ 470,978	\$ 486,716
85008	\$ 493,744	\$ 483,917	\$ 545,444
85009	\$ 818,424	\$ 838,025	\$ 892,636
85012	\$ 153,045	\$ 155,629	\$ 161,816
85013	\$ 264,814	\$ 262,679	\$ 285,857
85014	\$ 489,903	\$ 482,420	\$ 513,554
85015	\$ 206,372	\$ 203,519	\$ 219,592
85016	\$ 218,459	\$ 209,719	\$ 230,366
85017	\$ 38,168	\$ 42,022	\$ 38,235
85018	\$ 729	\$ 1,040	\$ 1,059
85020	\$ 690,421	\$ 674,851	\$ 701,694
85021	\$ 316,586	\$ 297,018	\$ 326,894
85022	\$ 1,260,803	\$ 1,218,029	\$ 1,305,587
85023	\$ 860,373	\$ 855,721	\$ 915,886
85024	\$ 547,075	\$ 524,497	\$ 573,268
85027	\$ 907,457	\$ 857,082	\$ 928,647
85028	\$ 164,505	\$ 173,112	\$ 167,394
85029	\$ 1,181,838	\$ 1,151,986	\$ 1,229,450
85032	\$ 1,543,230	\$ 1,493,923	\$ 1,583,342
85034	\$ 148,073	\$ 155,933	\$ 171,801
85050	\$ 348,679	\$ 347,591	\$ 369,694
85051	\$ 158,562	\$ 166,690	\$ 167,038
85053	\$ 678,543	\$ 672,869	\$ 720,389
85054	\$ 190,853	\$ 187,535	\$ 208,070
85083	\$ 154,109	\$ 157,010	\$ 171,552
85085	\$ 396,779	\$ 398,878	\$ 424,611
85086	\$ 519,609	\$ 514,053	\$ 545,821
85087	\$ 108,761	\$ 105,232	\$ 106,231
85122	\$ 1,204,658	\$ 1,170,482	\$ 1,264,747
85123	\$ 257,623	\$ 267,895	\$ 285,582
85128	\$ 274,265	\$ 264,300	\$ 282,461
85131	\$ 251,653	\$ 240,924	\$ 256,204
85132	\$ 317,386	\$ 298,747	\$ 299,488
85135	\$ 7,297	\$ 6,883	\$ 7,192
85137	\$ 47,042	\$ 43,053	\$ 44,080
85139	\$ 11,703	\$ 11,755	\$ 12,161
85141	\$ 6,621	\$ 6,734	\$ 8,858
85145	\$ 29,664	\$ 27,404	\$ 30,530

Arizona Public Service Company
 Residential Delinquent Dollars by Zip Code
 Q2 2022

Zip Code	April Month-End	May Month-End	June Month-End
85173	\$ 59,987	\$ 54,296	\$ 59,403
85191	\$ 14,898	\$ 14,143	\$ 11,330
85192	\$ 5,081	\$ 4,316	\$ 4,170
85193	\$ 47,133	\$ 41,182	\$ 45,197
85194	\$ 4,179	\$ 3,762	\$ 3,581
85224	\$ 52,408	\$ 51,047	\$ 48,422
85225	\$ 700,347	\$ 675,009	\$ 703,000
85233	\$ 180,481	\$ 172,482	\$ 159,954
85234	\$ 90,265	\$ 88,758	\$ 99,989
85236	\$ -	\$ -	\$ -
85239	\$ -	\$ -	\$ -
85250	\$ 33,239	\$ 31,880	\$ 32,096
85251	\$ 340,667	\$ 336,744	\$ 371,401
85253	\$ 156,594	\$ 155,531	\$ 174,272
85254	\$ 468,465	\$ 442,020	\$ 436,073
85255	\$ 377,692	\$ 370,151	\$ 423,260
85258	\$ 262,283	\$ 257,592	\$ 242,993
85259	\$ 159,270	\$ 162,672	\$ 161,912
85260	\$ 456,057	\$ 435,461	\$ 475,717
85262	\$ 48,982	\$ 48,760	\$ 52,838
85266	\$ 47,726	\$ 45,832	\$ 54,753
85281	\$ 617,495	\$ 634,683	\$ 700,818
85282	\$ 13,009	\$ 13,846	\$ 14,602
85296	\$ 40,893	\$ 33,258	\$ 34,762
85301	\$ 681,647	\$ 664,371	\$ 730,041
85304	\$ 193,550	\$ 189,600	\$ 196,395
85306	\$ 586,867	\$ 562,424	\$ 595,833
85307	\$ 188,303	\$ 200,192	\$ 204,328
85308	\$ 1,185,625	\$ 1,098,898	\$ 1,166,372
85310	\$ 193,916	\$ 187,864	\$ 193,497
85320	\$ 27,006	\$ 27,687	\$ 28,918
85321	\$ 19,643	\$ 19,229	\$ 16,337
85322	\$ 22,742	\$ 22,875	\$ 22,987
85323	\$ 455,065	\$ 452,276	\$ 494,789
85324	\$ 69,720	\$ 71,368	\$ 69,712
85325	\$ 22,488	\$ 23,362	\$ 24,691
85326	\$ 1,551,104	\$ 1,489,228	\$ 1,599,121
85328	\$ 7,449	\$ 9,067	\$ 9,749
85331	\$ 295,600	\$ 278,786	\$ 285,798
85332	\$ 43,630	\$ 40,736	\$ 44,353
85333	\$ 11,741	\$ 12,231	\$ 11,150
85334	\$ 22,145	\$ 20,657	\$ 22,431
85335	\$ 801,313	\$ 761,154	\$ 802,136
85336	\$ 15,222	\$ 14,055	\$ 13,446

Arizona Public Service Company
 Residential Delinquent Dollars by Zip Code
 Q2 2022

Zip Code	April Month-End	May Month-End	June Month-End
85337	\$ 56,886	\$ 61,228	\$ 69,521
85338	\$ 1,043,360	\$ 988,825	\$ 1,066,272
85340	\$ 523,434	\$ 516,452	\$ 549,683
85342	\$ 33,859	\$ 28,158	\$ 26,779
85343	\$ 1,236	\$ 1,292	\$ 1,688
85344	\$ 144,245	\$ 142,784	\$ 152,011
85345	\$ 731,761	\$ 707,866	\$ 809,508
85346	\$ 55,738	\$ 54,843	\$ 61,597
85348	\$ 39,231	\$ 33,801	\$ 35,971
85349	\$ 314,849	\$ 277,809	\$ 297,834
85350	\$ 288,382	\$ 285,467	\$ 312,084
85351	\$ 165,803	\$ 153,412	\$ 148,895
85354	\$ 291,761	\$ 286,120	\$ 313,493
85355	\$ 117,461	\$ 115,730	\$ 122,857
85357	\$ 12,348	\$ 9,901	\$ 11,548
85361	\$ 166,784	\$ 154,108	\$ 162,455
85362	\$ 19,791	\$ 17,335	\$ 18,856
85363	\$ 174,269	\$ 164,624	\$ 168,031
85364	\$ 1,469,359	\$ 1,469,308	\$ 1,580,679
85365	\$ 690,283	\$ 656,476	\$ 696,749
85367	\$ 226,037	\$ 224,551	\$ 239,795
85373	\$ 181,536	\$ 170,634	\$ 187,766
85374	\$ 605,536	\$ 576,439	\$ 608,343
85375	\$ 101,551	\$ 97,783	\$ 109,833
85377	\$ 43,108	\$ 39,747	\$ 38,866
85378	\$ 274,530	\$ 269,148	\$ 288,682
85379	\$ 935,116	\$ 891,333	\$ 938,718
85381	\$ 50,989	\$ 49,891	\$ 51,920
85382	\$ 541,241	\$ 478,770	\$ 510,990
85383	\$ 551,439	\$ 555,211	\$ 576,040
85387	\$ 228,033	\$ 224,244	\$ 244,598
85388	\$ 536,663	\$ 516,384	\$ 572,409
85390	\$ 89,022	\$ 85,063	\$ 90,426
85392	\$ 342,810	\$ 338,779	\$ 362,005
85393	\$ -	\$ -	\$ -
85395	\$ 408,400	\$ 393,987	\$ 430,661
85396	\$ 388,913	\$ 388,459	\$ 429,210
85501	\$ 328,407	\$ 326,700	\$ 331,114
85530	\$ -	\$ -	\$ -
85532	\$ -	\$ 107	\$ -
85539	\$ 158,630	\$ 150,448	\$ 155,647
85541	\$ 348,088	\$ 325,836	\$ 323,313
85544	\$ 38,268	\$ 32,051	\$ 32,948
85550	\$ 2,994	\$ 3,084	\$ 3,183

Arizona Public Service Company
 Residential Delinquent Dollars by Zip Code
 Q2 2022

Zip Code	April Month-End	May Month-End	June Month-End
85553	\$ 27,435	\$ 25,067	\$ 27,705
85554	\$ 4,695	\$ 4,002	\$ 4,562
85602	\$ 224	\$ 439	\$ 219
85603	\$ 131,728	\$ 123,252	\$ 130,835
85607	\$ 415,916	\$ 407,723	\$ 418,934
85615	\$ 104,309	\$ 102,851	\$ 103,812
85618	\$ 513	\$ 298	\$ 238
85620	\$ 11,375	\$ 11,944	\$ 13,367
85626	\$ 29,070	\$ 29,021	\$ 30,589
85631	\$ 51,876	\$ 55,671	\$ 63,941
85638	\$ 49,545	\$ 47,482	\$ 44,975
85650	\$ 2,810	\$ 2,679	\$ 2,541
85901	\$ 166,210	\$ 160,942	\$ 159,351
85912	\$ 531	\$ 311	\$ 87
85931	\$ 2,932	\$ 3,454	\$ 2,917
85937	\$ 120,574	\$ 113,764	\$ 113,335
85939	\$ 56,748	\$ 58,537	\$ 57,435
85942	\$ 415	\$ 832	\$ 688
86001	\$ 153,598	\$ 161,875	\$ 161,545
86004	\$ 308,915	\$ 309,638	\$ 308,339
86005	\$ 94,611	\$ 90,300	\$ 96,373
86015	\$ 3,785	\$ 3,737	\$ 3,261
86016	\$ 356	\$ -	\$ -
86017	\$ 35,833	\$ 35,856	\$ 36,280
86018	\$ 16,518	\$ 16,489	\$ 16,361
86020	\$ 497	\$ 387	\$ 262
86023	\$ 14,027	\$ 16,758	\$ 17,227
86024	\$ 5,940	\$ 4,374	\$ 4,532
86025	\$ 71,734	\$ 73,149	\$ 72,105
86028	\$ 342	\$ 267	\$ 50
86029	\$ 6,151	\$ 5,971	\$ 5,144
86030	\$ 10,518	\$ 12,127	\$ 11,549
86032	\$ 18,354	\$ 17,327	\$ 20,420
86034	\$ 7,191	\$ 7,055	\$ 6,176
86038	\$ 1,775	\$ 1,418	\$ 1,349
86039	\$ 7,791	\$ 8,640	\$ 11,009
86042	\$ 36,322	\$ 41,721	\$ 39,636
86043	\$ 28,905	\$ 27,321	\$ 29,892
86045	\$ 287,192	\$ 277,709	\$ 277,779
86046	\$ 56,299	\$ 56,922	\$ 49,615
86047	\$ 139,224	\$ 135,511	\$ 131,900
86301	\$ 175,187	\$ 163,209	\$ 157,742
86303	\$ 137,808	\$ 130,424	\$ 136,399
86305	\$ 111,734	\$ 103,127	\$ 101,519

Arizona Public Service Company
 Residential Delinquent Dollars by Zip Code
 Q2 2022

Zip Code	April Month-End	May Month-End	June Month-End
86312	\$ -	\$ 107	\$ -
86314	\$ 435,581	\$ 408,791	\$ 431,513
86315	\$ 61,487	\$ 52,625	\$ 55,719
86320	\$ 55,320	\$ 55,219	\$ 54,771
86321	\$ 29,963	\$ 29,626	\$ 32,251
86322	\$ 259,540	\$ 250,951	\$ 252,270
86323	\$ 219,833	\$ 216,429	\$ 205,186
86324	\$ 45,210	\$ 46,859	\$ 51,962
86325	\$ 115,272	\$ 97,810	\$ 101,853
86326	\$ 315,749	\$ 304,934	\$ 317,801
86327	\$ 143,947	\$ 127,201	\$ 125,537
86329	\$ 4,883	\$ 4,608	\$ 4,824
86331	\$ 7,997	\$ 7,498	\$ 7,469
86332	\$ 32,166	\$ 29,720	\$ 26,537
86333	\$ 167,829	\$ 176,046	\$ 170,839
86334	\$ 114,493	\$ 116,276	\$ 111,818
86335	\$ 129,977	\$ 129,166	\$ 130,302
86336	\$ 106,450	\$ 91,150	\$ 87,027
86337	\$ 20,622	\$ 19,742	\$ 18,666
86338	\$ 8,043	\$ 8,650	\$ 6,815
86342	\$ 228	\$ -	\$ 33
86343	\$ 1,788	\$ 2,401	\$ 739
86351	\$ 49,975	\$ 49,500	\$ 48,089
Total Delinquent	\$ 45,132,273	\$ 43,845,864	\$ 46,530,340

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
Q2 2022**

	April	May	June
E-12	\$ 110	\$ 151	\$ 173
E-32 XS	\$ 15	\$ -	\$ -
E-47	\$ 47	\$ 50	\$ 56
ECT-1R	\$ 168	\$ 219	\$ 135
ECT-2	\$ 175	\$ 353	\$ 435
ET-1	\$ 99	\$ 106	\$ 145
ET-2	\$ 123	\$ 175	\$ 214
GPS	\$ 16	\$ 15	\$ 17
R-2	\$ 271	\$ 372	\$ 496
R-3	\$ 275	\$ 360	\$ 508
R-3 47	\$ -	\$ 424	\$ 514
R-BASIC	\$ 197	\$ 249	\$ 296
R-BASIC L	\$ 269	\$ 338	\$ 415
R-TECH	\$ -	\$ 262	\$ 211
R-TOU-E	\$ 246	\$ 344	\$ 462
R-TOU-E 47	\$ -	\$ 333	\$ 441
R-XS	\$ 164	\$ 204	\$ 244
Payment Arrangement	\$ 823	\$ 753	\$ 646

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
Q2 2022

Zip Code	April Disconnects	May Disconnects	June Disconnects	Q2 Total Disconnects
85003	19	1	1	21
85004	1	1	-	2
85006	6	3	1	10
85007	11	5	6	22
85008	6	3	-	9
85009	13	7	1	21
85012	-	1	-	1
85013	-	1	1	2
85014	-	4	-	4
85015	3	2	3	8
85016	2	2	-	4
85017	6	1	-	7
85018	-	-	-	0
85020	5	8	4	17
85021	15	3	5	23
85022	2	2	3	7
85023	1	-	-	1
85024	1	-	-	1
85027	4	2	-	6
85028	2	-	-	2
85029	8	3	5	16
85032	8	3	5	16
85034	2	1	2	5
85050	-	-	-	0
85051	1	-	-	1
85053	-	-	1	1
85054	-	-	-	0
85083	-	-	-	0
85085	-	-	-	0
85086	-	-	-	0
85087	-	1	-	1
85122	16	6	1	23
85123	-	1	2	3
85128	1	2	-	3
85131	2	1	1	4
85132	1	-	-	1
85135	-	-	-	0
85137	-	-	-	0

Arizona Public Service Company
 Number of Commercial Disconnects by Zip Code
 Q2 2022

Zip Code	April Disconnects	May Disconnects	June Disconnects	Q2 Total Disconnects
85139	-	-	-	0
85141	-	-	-	0
85145	-	-	-	0
85173	1	3	-	4
85191	-	-	-	0
85192	-	-	-	0
85193	-	-	-	0
85194	-	-	-	0
85224	-	-	-	0
85225	3	1	-	4
85233	1	-	-	1
85234	-	-	-	0
85239	-	-	-	0
85250	-	-	-	0
85251	5	-	-	5
85253	1	1	1	3
85254	1	3	1	5
85255	-	1	-	1
85258	2	-	-	2
85259	-	-	-	0
85260	1	-	-	1
85262	-	-	1	1
85266	1	5	-	6
85281	1	4	2	7
85282	-	-	1	1
85296	-	-	1	1
85301	13	7	5	25
85304	-	-	-	0
85306	-	-	2	2
85307	1	1	-	2
85308	3	12	3	18
85310	-	-	-	0
85320	-	-	-	0
85321	1	-	-	1
85322	-	-	-	0
85323	1	1	-	2
85324	1	-	-	1
85325	-	-	-	0
85326	2	2	3	7
85328	-	-	-	0
85331	4	-	-	4
85332	-	-	-	0
85333	-	-	-	0
85334	-	-	-	0

Arizona Public Service Company
 Number of Commercial Disconnects by Zip Code
 Q2 2022

Zip Code	April Disconnects	May Disconnects	June Disconnects	Q2 Total Disconnects
85335	-	-	27	27
85336	-	-	-	0
85337	6	1	-	7
85338	2	-	1	3
85340	-	-	2	2
85342	-	-	-	0
85344	-	-	-	0
85345	-	-	-	0
85346	3	10	-	13
85348	-	-	-	0
85349	2	-	3	5
85350	2	2	-	4
85351	-	-	-	0
85354	-	-	-	0
85355	1	-	-	1
85357	2	-	-	2
85361	2	2	-	4
85362	-	-	-	0
85363	-	1	1	2
85364	8	5	6	19
85365	4	6	5	15
85367	3	1	1	5
85373	4	1	-	5
85374	-	-	-	0
85375	-	-	-	0
85377	-	1	1	2
85378	2	-	-	2
85379	-	-	-	0
85381	-	-	-	0
85382	9	-	1	10
85383	1	-	1	2
85387	1	-	-	1
85388	-	-	-	0
85390	-	-	-	0
85392	-	-	-	0
85395	-	16	1	17
85396	2	-	-	0
85501	1	1	-	2
85539	1	-	-	1
85541	4	2	-	6
85544	-	-	-	0
85553	-	-	-	0
85554	-	-	2	2
85618	-	-	-	0

Arizona Public Service Company
 Number of Commercial Disconnects by Zip Code
 Q2 2022

Zip Code	April Disconnects	May Disconnects	June Disconnects	Q2 Total Disconnects
85631	-	-	-	0
85901	2	3	1	6
85912	-	-	-	0
85931	-	-	-	0
85937	-	3	-	3
85939	-	-	-	0
85942	-	-	-	0
86001	4	1	-	5
86004	3	5	-	8
86005	-	-	1	1
86015	-	-	-	0
86017	-	-	-	0
86018	-	-	-	0
86023	-	-	-	0
86024	-	-	-	0
86025	4	-	-	4
86029	-	-	-	0
86030	-	-	-	0
86032	-	-	-	0
86034	-	-	-	0
86038	-	-	-	0
86039	-	-	-	0
86042	1	-	-	1
86043	-	-	-	0
86045	-	-	-	0
86046	-	-	-	0
86047	-	-	-	0
86301	5	7	1	13
86303	-	2	1	3
86305	1	1	1	3
86312	-	-	-	0
86314	-	1	1	2
86315	-	-	-	0
86320	1	-	-	1
86321	-	-	-	0
86322	1	3	1	5
86323	2	1	2	5
86324	1	-	-	1
86325	-	-	-	0
86326	5	10	1	16
86327	-	-	1	1
86329	-	-	-	0
86331	-	-	-	0
86332	-	-	-	0

Arizona Public Service Company
Number of Commercial Disconnects by Zip Code
Q2 2022

Zip Code	April Disconnects	May Disconnects	June Disconnects	Q2 Total Disconnects
86333	4	-	1	5
86334	-	-	-	0
86335	-	-	-	0
86336	2	1	-	3
86337	-	-	1	1
86338	-	-	-	0
86343	-	-	-	0
86351	3	-	-	3
Total	276	192	127	595

Note: When considering the total number of disconnected customers compared to the number of customers disconnected by zip code, all zip codes have 5% 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
 Q2 2022

Zip Code	April Month-End	May Month-End	June Month-End
85003	255	519	862
85004	324	253	401
85006	196	171	188
85007	198	223	243
85008	175	213	213
85009	440	397	412
85012	54	40	93
85013	88	98	113
85014	185	214	214
85015	56	50	57
85016	92	56	102
85017	149	142	144
85018	3	3	3
85020	182	160	230
85021	155	191	168
85022	144	163	179
85023	100	88	64
85024	105	100	103
85026	-	-	2
85027	359	333	302
85028	25	47	23
85029	240	189	201
85032	269	312	317
85034	232	227	268
85040	5	1	3
85043	21	12	15
85050	54	66	59
85051	21	39	44
85053	84	61	54
85054	57	118	98
85083	30	34	17
85085	95	70	52
85086	65	74	78
85087	31	32	23
85122	607	548	458
85123	23	28	25
85128	47	43	41
85131	25	31	24
85132	53	35	40
85135	-	-	5
85137	15	4	8
85139	5	2	2

Arizona Public Service Company
 Number of Commercial Delinquency by Zip Code
 Q2 2022

Zip Code	April Month-End	May Month-End	June Month-End
85141	18	10	9
85145	2	-	-
85173	59	53	50
85191	1	-	1
85192	1	3	3
85193	9	1	6
85194	3	-	-
85224	5	3	1
85225	107	89	74
85233	114	94	60
85234	83	84	36
85250	222	68	83
85251	258	386	301
85253	75	145	95
85254	145	164	170
85255	257	464	254
85258	263	285	285
85259	87	95	113
85260	531	516	649
85262	103	79	74
85266	36	46	32
85281	283	558	534
85282	17	15	14
85296	30	38	19
85301	220	230	223
85304	14	18	18
85306	67	63	115
85307	61	47	51
85308	296	293	417
85309	-	1	1
85310	31	71	31
85320	8	11	3
85321	4	6	7
85322	3	9	5
85323	176	140	142
85324	26	13	15
85325	27	20	15
85326	183	169	166
85328	3	6	4
85331	92	122	133
85332	12	16	11
85333	16	14	26
85334	7	13	15
85335	174	180	118

Arizona Public Service Company
 Number of Commercial Delinquency by Zip Code
 Q2 2022

Zip Code	April Month-End	May Month-End	June Month-End
85336	3	5	1
85337	25	34	61
85338	194	218	242
85340	137	180	149
85342	13	9	7
85343	2	1	2
85344	94	93	52
85345	113	96	125
85346	50	60	54
85348	31	45	31
85349	55	138	32
85350	63	49	65
85351	128	141	156
85354	29	30	39
85355	26	35	29
85357	18	16	5
85361	25	32	26
85362	7	6	13
85363	19	20	19
85364	439	417	404
85365	283	225	195
85367	125	26	34
85373	87	102	115
85374	153	84	119
85375	138	64	75
85377	21	32	52
85378	41	60	47
85379	28	50	46
85381	57	69	81
85382	175	198	181
85383	275	296	303
85387	65	77	64
85388	50	60	73
85390	71	76	62
85392	18	35	31
85395	131	251	339
85396	136	114	95
85501	80	89	85
85532	2	-	-
85539	21	28	16
85541	115	106	136
85544	20	13	18
85553	14	15	10
85554	13	9	9

Arizona Public Service Company
 Number of Commercial Delinquency by Zip Code
 Q2 2022

Zip Code	April Month-End	May Month-End	June Month-End
85602	2	2	2
85603	89	86	72
85607	150	119	101
85615	16	18	20
85618	2	-	-
85620	3	4	3
85626	4	3	4
85631	24	21	23
85638	25	20	44
85650	-	1	-
85901	124	74	123
85931	3	2	1
85937	49	38	64
85939	19	17	11
85942	1	1	2
86001	196	103	155
86002	2	2	2
86004	191	205	231
86005	50	16	24
86011	1	-	-
86015	8	4	4
86016	3	-	3
86017	16	11	10
86018	3	3	4
86020	-	1	1
86023	162	147	147
86024	1	1	1
86025	56	58	93
86028	2	1	2
86029	-	-	1
86030	6	7	8
86032	13	12	22
86034	20	19	17
86038	-	2	1
86039	8	7	14
86042	24	30	7
86043	22	19	17
86045	91	103	106
86046	34	30	39
86047	60	54	84
86301	202	138	156
86303	67	83	65
86305	85	81	65
86314	264	167	191

Arizona Public Service Company
 Number of Commercial Delinquency by Zip Code
 Q2 2022

Zip Code	April Month-End	May Month-End	June Month-End
86315	14	15	13
86320	11	8	15
86321	3	47	1
86322	58	64	70
86323	38	57	59
86324	30	21	19
86325	16	14	14
86326	146	156	138
86327	19	29	22
86329	2	1	2
86331	10	11	10
86332	6	6	6
86333	30	20	25
86334	17	9	6
86335	8	21	23
86336	108	155	167
86337	17	10	12
86338	7	7	5
86343	2	3	1
86351	58	63	52
Total	15,681	16,156	16,625

**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
Q2 2022

	April	May	June
AG1GSP	\$ 16,462	\$ 16,769	\$ 32,076
APS-NB	\$ 36	\$ 36	\$ 36
CNTRCT12	\$ 410	\$ 0	\$ 410
E-12	\$ 33	\$ 72	\$ 105
E-20	\$ 222	\$ 571	\$ 222
E-221	\$ 170	\$ 108	\$ 213
E-221-8T	\$ 103	\$ 52	\$ 101
E-30	\$ 13	\$ 8	\$ 17
E-32 L	\$ 12,820	\$ 12,859	\$ 19,060
E-32 M	\$ 4,525	\$ 4,940	\$ 6,671
E-32 S	\$ 1,158	\$ 1,403	\$ 1,531
E-32 XS	\$ 180	\$ 189	\$ 213
E-32 XSD	\$ 34	\$ 544	\$ 621
E-32TOUL	\$ 14,322	\$ 11,370	\$ 10,292
E-32TOUM	\$ 2,173	\$ 5,051	\$ 3,058
E-32TOUS	\$ 6,568	\$ 8,401	\$ 40,910
E-32TXS	\$ 305	\$ 80	\$ 159
E-34	\$ 183,768	\$ 403,912	\$ 232,534
E-35	\$ 188,878	\$ 274,062	\$ 163,121
E-36 XL	\$ -	\$ 19,961	\$ -
E-47	\$ 80	\$ 103	\$ 92
E-58	\$ 70	\$ 70	\$ 435
E-59	\$ 51	\$ 41	\$ 66
E-67	\$ 107	\$ 63	\$ 20
ECT-1R	\$ -	\$ -	\$ -
ECT-2	\$ -	\$ 39	\$ 163
ET-1	\$ 183	\$ 203	\$ 426
ET-2	\$ 95	\$ 87	\$ 151
GPS	\$ 287	\$ 601	\$ 154
GS-SCHL	\$ -	\$ -	\$ 348
GS-SCHM	\$ -	\$ -	\$ 1,236
GS-SCHM1	\$ -	\$ -	\$ 60
R-2	\$ 155	\$ 434	\$ 632
R-3	\$ 165	\$ 268	\$ 368
R3-47	\$ -	\$ 178	\$ 411
R-BASIC	\$ 70	\$ 119	\$ 118
R-BASICL	\$ 88	\$ 204	\$ 367
R-TOU-E	\$ 70	\$ 86	\$ 81
RTOUUE47	\$ -	\$ 146	\$ 127

Attachment B

Energy Support Online Banner Ads – Spanish



**25% menos en tu
recibo cada mes con
Energy Support**

[Aplica en línea >](#)



**25% menos en
recibos de verano**

Ahorra cada mes con el programa
Energy Support

[Aplica en línea >](#)



**Cada día,
más brillante**

Ahorra 25% cada mes con el
programa Energy Support

[Obtén detalles >](#)



Ahorra 25% cada mes

El programa Energy Support
ayuda a reducir tu recibo

[Aplica hoy >](#)



Ahorra 25% cada mes

El programa Energy Support ayuda a reducir tu recibo
[Aplica hoy >](#)



**Ahorra 25%
cada mes**

El programa Energy Support
ayuda a reducir tu recibo

[Aplica hoy >](#)



Energy Support Mobile App Ads – English



25% off your utility bill

Energy Support program helps reduce your bill



Apply now



Get 25% off your energy bill

Save money with Energy Support program



Apply now



Save on your utility bill

Save 25% every month with Energy Support program



Apply now



25% off your energy bill

Save every month with Energy Support program



Apply now

**Save 25%
every month**

Save 25% every month

Energy Support program helps reduce your bill



Apply online

Casa Grande Customer Open House – Spanish



Cada día,
más brillante

Evento de asistencia directa a clientes
Martes 19 de abril

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



Reúnete con un representante
de APS para:

Aprender sobre opciones de asistencia con tu recibo,
incluyendo nuestro programa *Energy Support*

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.

Martes 19 de abril

10 a.m. a 2 p.m.

Dorothy Powell Senior Adult Center
405 E. 6th St.
Casa Grande, AZ 85122

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



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



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 25% de descuento se aplica al costo de electricidad y
no a los impuestos, tasa reguladora o tarifa de franquicia. Los clientes deben solicitar
el programa cada dos años para mantener su descuento. El programa está sujeto a
cambios. Pueden aplicarse otras restricciones.

Casa Grande Customer Open House – English



**Every day,
brighter**

Customer Open House Tuesday, April 19

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



Meet with an APS representative to:

Learn about bill-assistance options, including our
Energy Support program

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.



PRST STD.
U.S. POSTAGE
PAID
PHOENIX, AZ
PERMIT NO.
2174.

Review your bill and energy usage

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

Tuesday, April 19

10 a.m. to 2 p.m.
Dorothy Powell Senior Adult Center
405 E. 6th St.
Casa Grande, AZ 85122

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



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.

Energy Support Program Re-apply – English (1/2)



Want 25% off your energy bill again?

Re-apply for our Energy Support program today to see if you qualify.

Currently, you are no longer receiving the Energy Support program discount. But it's not too late to save 25% 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 the bill. Here are just 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.

Energy Support Program Re-apply – English (2/2)

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. (link to 211)

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.

To find bill assistance, visit [aps.com/assistance](#).

every day,
brighter

400 N 5th Street, Phoenix, AZ 85004
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[aps.com](#)



Please DO NOT REPLY to this email address.
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This email was sent to [stefanie.becker@aps.com](#) because
you are subscribed to receive messages from APS.

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 Program Re-apply – Spanish (1/2)



¿Quieres 25% de descuento en tu recibo de luz de nuevo?

Vuelve a solicitar nuestro programa *Energy Support* hoy para ver si eres elegible.

Actualmente ya no estás recibiendo el descuento del programa *Energy Support*, pero no es tarde para ahorrar 25% 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*.

Energy Support Program Re-apply – Spanish (2/2)

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

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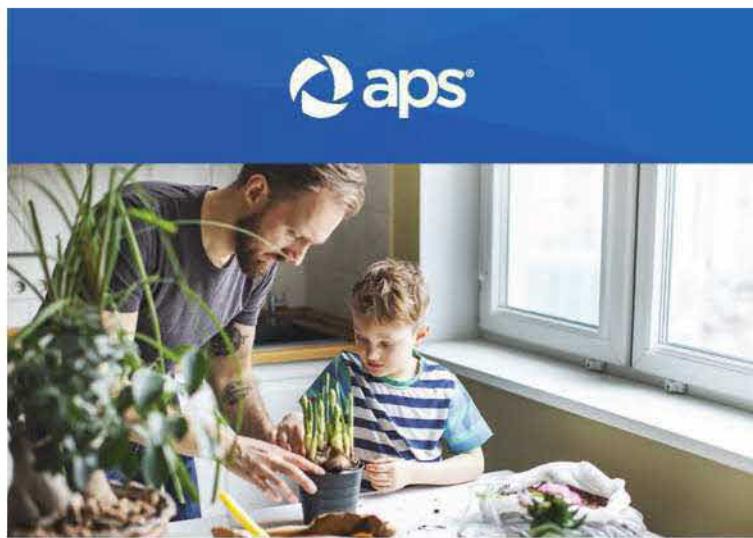


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Programa(s) financiado(s) por clientes de APS y aprobado(s) por Arizona Corporation Commission. Los clientes deben tener ingresos mensuales brutos del hogar en o por debajo del 200% de las pautas federales de pobreza para ser elegibles para el programa Energy Support o Energy Support con uso de equipo médico. El descuento se aplica al costo de electricidad del cliente y no se aplica a la tasa reguladora, tarifa de franquicia, impuestos o cargos que se encuentran en el 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.

Spring Energy Support Email – English (1/2)



25% off your energy bill Spring ahead with savings every month

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 the bill. Here are just some options.

Spring Energy Support Email – English (2/2)

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.

To find bill assistance, visit aps.com/assistance.

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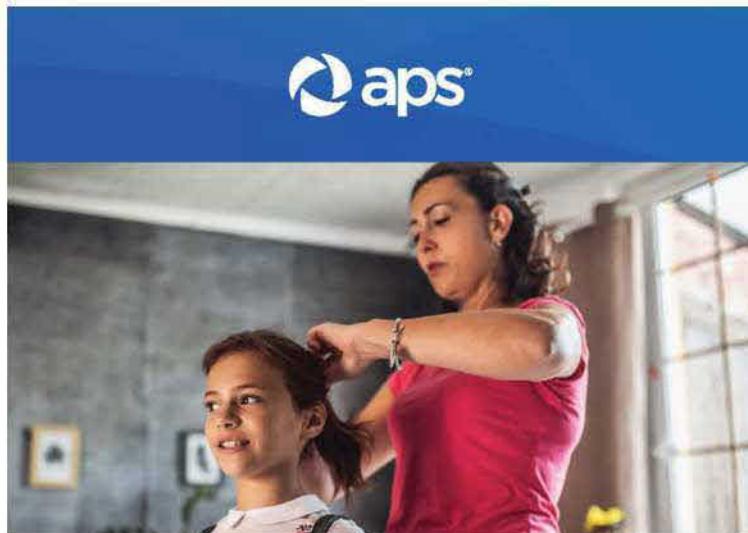


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Program(s) funded by APS customers and approved by the Arizona Corporation Commission. Customers must have a gross monthly household income at or below 200% of the federal poverty guidelines to qualify for the Energy Support program or Energy Support 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.

Spring Energy Support Email – Spanish (1/2)



25% de descuento en
tu recibo de luz.

Ahorra este mes y
cada mes.

Hay opciones de asistencia con el recibo
disponible. 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 el 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 por ese cargo. Determina si eres
elegible y solicítalo en aps.com/auxilio.

[Aplica hoy](#)

**Revisa todas tus opciones de asistencia con
el 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.

Spring Energy Support Email – Spanish (2/2)

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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 que te recuerden tu fecha de pago.

Para encontrar asistencia para pagar tu recibo, visita aps.com/asistencia.

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June Safety Net Email – English and Spanish



"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



"Mi hija es mi compañera de Safety Net."

Elige a alguien para recordarte tu fecha de pago.

Si no puedes revisar tu recibo de luz a tiempo, es conveniente contar con alguien de confianza para ayudarte. Sigues manejando tu recibo, y tu compañero de Safety Net no es responsable por el pago. Simplemente está ahí para recordarte tu fecha de pago y ser notificado si hay un saldo pendiente en tu cuenta. Funciona de esta manera:

- Designas a tu compañero de Safety Net
- Tu compañero recibe una copia de tus recibos de APS
- Si es necesario, tu compañero te recuerda tu fecha de pago o cuando hay un saldo pendiente
- Los compañeros de Safety Net pueden establecer un plan de pagos para ti

[Designa a tu compañero de Safety Net](#)

Más tranquilidad con "invitados" de cuenta.

Los recordatorios pueden darte tranquilidad al saber que no se te olvidará un recibo, pero si quieres ayuda para administrar tu cuenta puedes a asignar un "invitado" de cuenta. Los "invitados" de cuenta no tienen responsabilidad financiera de la cuenta, pero pueden ayudarte a revisarla. [Aprende más sobre los "invitados" de cuenta hoy.](#)

cada día,
 más brillante

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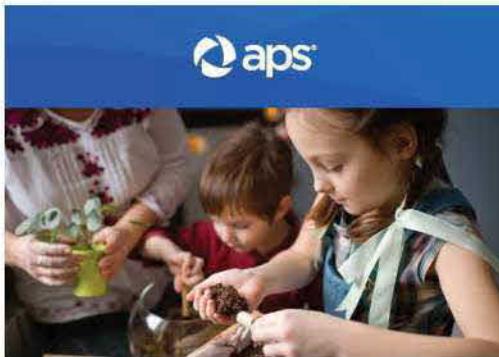


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June Project SHARE Email – English and Spanish



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.

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brighter

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Proyecto SHARE: únete al esfuerzo de proporcionar asistencia a arizonenses que la necesitan con tan sólo \$1 al mes

Puedes ayudar a proporcionar asistencia financiera a aquellos que la necesitan por medio de nuestra asociación con The Salvation Army y el Proyecto SHARE (Service to Help Arizonans with Relief on Energy en inglés o Servicio para Ayudar a Residentes de Arizona con Ayuda Energética.)

Por tan sólo \$1 al mes, tu contribución al Proyecto SHARE ayuda a cubrir una necesidad importante de la comunidad y puede marcar una gran diferencia en la vida de otros. La asistencia de emergencia se otorga a personas que, debido a situaciones de crisis, no pueden pagar sus recibos de luz y han agotado todas las demás fuentes de ayuda posibles. Para echar la mano, visita aps.com/share.

[Donar al Proyecto SHARE](#)

Power of Giving: ayuda a alguien que conoces.
¿Conoces a alguien que necesita ayuda para pagar su recibo de luz? Puedes contribuir a su recibo de APS a través del programa Power of Giving. Aprende cómo puedes ayudar en aps.com/powerofgiving.

Juntos, podemos ayudar a hacer cada día más brillante. Encuentra más opciones de programas de asistencia en aps.com/assistencia.

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más brillante

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