

Tucson Electric Power | UNS Electric, Inc.

88 East Broadway Blvd. | Post Office Box 711 | HQE910 | Tucson, AZ 85702-1702

January 19, 2021

Docket Control
Arizona Corporation Commission
1200 West Washington Street
Phoenix, AZ 85007

Re: Notice of Filing – Communication Plan
Investigation and Comprehensive review of the Commission's Disconnection rules and
the Disconnection Policies of Public Service Corporations
Docket No. E-00000A-19-0128

Pursuant to Decision No. 77849 (December 17, 2020) ("Decision"), Tucson Electric Power Company and UNS Electric, Inc. hereby submits the Communication Plan for both Companies in accordance with the Decision.

Sincerely,

/s/Melissa Morales

Melissa Morales

cc: Compliance Section

Tucson Electric Power | UNS Electric, Inc.

88 East Broadway Blvd. | Post Office Box 711 | HQE910 | Tucson, AZ 85702-1702

Communications Plan Pursuant to Decision No. 77849

Summary

In Decision No. 77849, the Arizona Corporation Commission (“ACC” or “the Commission”) directs regulated electric providers including Tucson Electric Power (“TEP”) and UNS Electric, Inc. (“UNSE” or, collectively, “the Companies”) to create 8-month deferred payment arrangements (“DPAs”) for residential customers with overdue balances. The Companies have decided to create similar DPAs for other customers with delinquent balances, including commercial customers of TEP and UNSE and customers of sister company UNS Gas, Inc. (“UNSG”). These DPAs will be created in January 2021 for customers who do not pay their overdue balance in full.

The ACC also expanded eligibility for TEP’s Lifeline and UNSE’s CARES low income discount programs to residential customers with household incomes up to 200 percent of the federal poverty level, up from the previous cap of 150 percent. That change took effect on Dec. 17, 2020, the effective date of the ACC’s order, meaning many families not previously eligible for this discount could now qualify.

Additionally, the ACC directed the Companies to provide bill credits of up to \$250 to qualified low-income customers with overdue balances as of the order’s effective date. The credits will reduce or eliminate the overdue balance to be addressed through a DPA if that remaining amount is not paid in full. These credits were available only to customers with delinquent balances who were participating in our Lifeline or CARES program as of the order’s effective date.

This Communications Plan describes how the Companies will inform customers of these changes. Please be aware that some of these communications have already occurred, as customers began asking about these changes shortly after the Commission’s Dec. 8 vote. Copies of the communications or the text of these communications are included below.

Goals

- Inform customers about measures the ACC approved to provide relief for customers with overdue electric bills
- Advise customers who are behind on their bills that they will be placed on 8 month DPAs in January unless they pay off their overdue balance.
- Communicate directly with customers who will receive \$250 bill credits to avoid creating confusion among customers not eligible for the credits.
- Provide information about the Company’s low income discount programs, including their new, expanded income eligibility level.
- Encourage customers behind on their bills to reach out for support because we stand ready to help direct them to Low-Income Home Energy Assistance

Program (LIHEAP), bill payment assistance, energy efficiency programs and other available assistance.

Components

Website updates

TEP and UNSE have updated the payment assistance pages on tep.com and uesaz.com to include details about the DPAs and expanded eligibility for the Companies' low-income assistance programs, with links to web pages that provide more details about TEP's Lifeline and UNSE's CARES programs. The Companies have also updated those low-income assistance program pages with new information about expanded program eligibility.

Date: Payment assistance pages updated Dec. 10, 2020. CARES/Lifeline program pages updated Dec. 17, 2020.

Content: See **attachment A**

Customer newsletters

The Companies informed customers through our monthly Plugged In email newsletters that the ACC has provided additional time for customers behind on their bills to pay off their delinquent accounts with new 8-month DPAs. The stories also promoted awareness of the expanded eligibility for our Lifeline and CARES low-income discount programs and provided links to the payment assistance web pages on tep.com and uesaz.com.

Date: Jan. 7, 2021

Content: See **attachment B**

Bill inserts

Bill inserts inform customers of the steps taken by the ACC to provide relief for customers, including expanded eligibility for the Companies' low-income assistance programs and the creation of DPAs that will provide more time for delinquent customers to catch up their accounts.

Date: Distributed with January bills to all TEP and UNS Electric customers

See **attachment C – as reviewed and approved by ACC Staff**

On-bill advertisements

The Companies incorporated advertisements directly on printed and electronic bills that prompt customers to learn more about expanded eligibility for TEP's and UNSE's low-income assistance programs.

Date: Added to all bills, beginning Jan. 4

See **attachment D**

Social media

TEP and UNSE posted notices on their Facebook and Twitter feeds that encouraged customers to visit the payment assistance web pages on tep.com and uesaz.com to learn more about the expanded eligibility for the Companies' low-income assistance programs and other help that may be available to them.

Dates: Dec. 21, Dec. 28, 5:30 p.m. – Facebook and Twitter posts for TEP, UNSE
Jan. 9, 11 a.m., Facebook and Twitter posts for both Companies

See attachment E

Mobile App banner

A promotional message alerting customers to the availability of relief for customers behind on their bills was added to the “carousel” of news stories that appear for users of the Companies’ mobile apps, which are available for free for both Android and Apple devices. These promotions, when clicked, direct users to the payment assistance web pages at tep.com and uesaz.com.

Date: TEP began on Dec. 18, 2020 and UNSE began on Jan. 4, 2021

See attachment F

Targeted letters

The Companies are sending printed letters by mail in January to all TEP, UNSE and UNSG customers with delinquent balances. The letters provide notice of the plan to place them on 8-month DPAs if their account remains delinquent after their next billing. The letters also will advise them of additional payment assistance opportunities.

Date: January

See attachment G

Bill notices

The Companies will include notices on bills sent between Jan. 18, 2020 and Feb. 17, 2021 to all customers notifying them that their delinquent balances have been included in an 8-month DPAs pursuant to the ACC’s order. These notices also will advise that customers who do not pay their full installment plus all current charges on future bills may be subject to potential disconnection for non-payment.

Date: Jan. 18 – Feb. 17, 2021

See attachment H

Bill message

The Companies will add prominent messages to the top of the bills sent to eligible Lifeline/CARES customers alerting them that they’ve received a bill credit authorized by the ACC to reduce or eliminate their delinquent balance.

Date: December and January bills sent to eligible customers

See attachment I

Brochures:

The Companies will update the printed brochures that promote awareness of its low-income assistance programs and include a program application. The updated brochures will highlight the recently expanded eligibility for these programs.

Date: As soon as possible after federal poverty levels are updated in mid-January

See attachment J

Attachment A – Website Updates

TEP Payment Assistance Page – initial updates posted Dec. 9, 2020 with small changes Dec. 17 following order

<http://www.tep.com/payment-assistance>

Payment Assistance

TEP understands that many customers are facing financial hardships during the pandemic. To provide relief, TEP is offering extended payment arrangements and other assistance to customers who have fallen behind on their electric bills.

Customers with overdue balances after January 18, 2021 who don't pay the full amount will be enrolled in an 8-month payment arrangement. These plans, authorized under rules approved by the Arizona Corporation Commission (ACC) on Dec. 8, 2020 in Decision No. 77849, will give customers more time to pay down overdue balances. If that won't be long enough, please call TEP Customer Care to request a longer payment plan.

Low-income customers can qualify for a \$15 monthly discount through TEP's Lifeline program. The program is available to residential customers whose household income does not exceed 200 percent of the federal poverty level. The ACC approved increasing the threshold for eligibility from 150 to 200 percent, effective Dec. 17, 2020.

The ACC also directed TEP to provide a one-time bill credit of up to \$250 to Lifeline program participants with an overdue balance as of Dec. 17, 2020. The credit will be applied automatically to the bills of eligible customers to help reduce or resolve their overdue balances.

TEP also works with community partners to provide emergency bill payment assistance to qualifying customers. In addition to funds contributed by TEP and our customers, these providers can access federal energy assistance funds and emergency aid provided through the CARES pandemic relief act approved earlier this year. More information is available from the [City of TucsonExternal Website. Opens new window](#) and [Pima CountyExternal Website. Opens new window](#).

More details about these and other assistance options are below:

- **Payment Arrangements** – Customers who don't fully pay any overdue balance shown on the first bill they receive after January 18, 2021 will be enrolled in a payment arrangement that divides their balance into eight equal installments. **Delinquent customers who were placed on 6-month payment plans during the summer when disconnections for nonpayment was suspended will have those plans replaced with a new 8-month payment arrangement.**

Customers placed on payment arrangements must pay these installments plus their current monthly bills in full and on time. All customers are responsible for paying for all the energy they use.

- **Payment Extensions** – Customers who aren't already on a payment arrangement and just need a little extra time to pay their bill can request a payment extension through [My Account](#), using [TEP's mobile app](#) or by calling TEP Customer Care at 520-623-7711. Typically, customers with a good payment history are eligible for an extension. If you are denied a payment extension online or through our automated IVR system, please speak to one of our Customer Service Representatives.
- **Short-term Bill Payment Assistance** – TEP cooperates with several community agencies to offer emergency bill payment assistance to customers through the federal [Low Income Home Energy Assistance Program](#) and the statewide Home Energy Assistance Fund administered by [Wildfire](#). Please contact these organizations directly to request assistance:
 - [Interfaith Community Services](#)
 - [Pima County Community Action Agency](#)
 - [Portable Practical Educational Preparation](#)
 - [The Salvation Army of Green Valley](#)
 - [International Sonoran Desert Alliance](#)
 - [Primavera Foundation](#)
 - [Vincent de Paul – Holy Family Tucson](#)
- **Lifeline** – Our low-income assistance program provides \$15 monthly discounts to qualifying customers. The program is currently available to residential customers whose household incomes do not exceed 200 percent of the federal poverty guidelines.
- **Budget Billing** – Make your monthly bill amount more manageable by enrolling in our Budget Billing program. Your estimated annual bill is divided into 12 monthly payments so that you pay the same amount each month. This helps reduce summertime expenses when bills are typically the highest. Customers placed on payment arrangements will be removed from Budget Billing, but are welcome to re-enroll when their account is current.
- **Flexible Pricing Plans** – TEP offers four different pricing plans that allow you to better control your electric bills by choosing a plan that best suits your energy use. Three of these plans can help you save money if you avoid using energy during on-peak hours when the demand is high.
- **Energy Efficiency Tips** – TEP offers many simple no or low-cost ways to save energy throughout your home to help reduce your electric bills. We also offer [rebates on a wide range of products and services](#) to make your home more comfortable, safe and energy efficient.
- **Free Home Weatherization Assistance** – We work with community partners to offer free [home weatherization assistance](#) to qualified low-income residents. Among the free home retrofits offered are air conditioning system replacement, weather-stripping, caulking, sun shades and low-flow water fixtures.
- **Tools to Manage Your Bills** – Use [My Account](#) on the TEP website or the [TEP mobile app](#) to easily access your billing information, such as the amount due and

due date, previous payment history and energy usage. If you haven't already established online access to your TEP account, you can sign up using information on your most recent bills.

TEP has voluntarily suspended late fees and service disconnections through the end of 2020.

Customers remain responsible for paying for all the energy they use and could be subject to possible disconnection in the future for non-payment. Any deposit on your account will be applied before initiating disconnection for non-payment. If this happens, you will be required to repay a deposit over four months.

If your power is shut off for non-payment, you must pay your delinquent bill and a reconnect fee before your power is restored. We also will establish a payment plan that requires you to pay a deposit over four months. There is no guarantee service will be restored the same day you pay.

TEP does not accept any cryptocurrency as payments, including bitcoin.

If you have fallen behind on your bills, please contact us today. We stand ready to help you maintain access to safe, reliable electric service.

UNSE Payment Assistance Page – Updated 12/9/20

<http://www.uesaz.com/payment-assistance>

Payment Assistance

UniSource understands that many customers are facing financial hardships during the pandemic. To provide relief, UniSource is offering extended payment arrangements and other assistance to customers who have fallen behind on their bills.

Customers with overdue balances after January 18, 2021 who don't pay the full amount will be enrolled in an 8-month payment arrangement. The Arizona Corporation Commission (ACC) directed UniSource in Decision No. 77849 to create such payment arrangements for residential electric customers, and we're doing the same for all UniSource customers with overdue balances – residential and commercial, gas and electric. If you need a longer payment arrangement, please call UniSource Customer Care at 877-837-4968.

Low-income customers can qualify for discounted service through our CARES program, which is available to residential customers whose household income does not exceed 200 percent of the federal poverty level. The ACC approved increasing the threshold for eligibility from 150 to 200 percent, effective Dec. 17, 2020.

The ACC also directed UniSource to provide a one-time bill credit of up to \$250 to electric customers participating in the CARES program with overdue balances as of Dec. 17, 2020. The credit will be applied automatically to the bills of eligible customers to help reduce or resolve their overdue balances.

UniSource also works with community partners to provide emergency bill payment assistance to qualifying customers. In addition to funds contributed by UniSource and our customers, these providers can access federal energy assistance funds and emergency aid provided through the CARES pandemic relief act approved earlier this year.

More details about these and other assistance options are below:

- **Payment Arrangements** – Customers who don't fully pay any overdue balance shown on the first bill they receive after January 18, 2021 will be enrolled in a payment arrangement that divides their balance into eight equal installments. Customers placed on payment arrangements must pay these installments plus their current monthly bills in full and on time. All customers are responsible for paying for all the energy they use.
- **Payment Extensions** – Customers who aren't already on a payment arrangement who just need a little extra time to pay their bill can request a payment extension through [My Account](#), using [UniSource's mobile app](#) or by calling UniSource Customer Care at 877-837-4968. Typically, customers with a good payment history are eligible for an extension. If you are denied a payment extension online or through our automated IVR system, please speak to one of our Customer Service Representatives.
- **Short-term Bill Payment Assistance** – UniSource cooperates with several community agencies to offer emergency bill payment assistance to customers through the federal [Low Income Home Energy Assistance Program](#) and the statewide Home Energy Assistance Fund administered by [Wildfire](#). Please contact the statewide organizations listed below to request assistance or [click here for a list of agencies by county](#).
 - [Arizona Community Action Association](#)
 - [Arizona Self-Help Pre-Screening](#)
 - [Community Information and Referral Services](#)
- **Customer Assistance Residential Energy Support (CARES)** – Qualified electric customers receive a \$16 monthly discount, while gas customers can receive a \$3 discount on the standard Basic Service and Meter Charge as well as a 15 cent-per-therm discount for up to 100 therms of gas use each month

from November through April. Those discounts can reduce your expenses by up to \$18 per month during the home heating season, when gas use is at its highest.

- **Budget Billing** – Make your monthly bill amount more manageable by enrolling in our Budget Billing program. Your estimated annual bill is divided into 12 monthly payments so that you pay the same amount each month. This helps reduce summertime expenses when bills are typically the highest. Customers placed on payment arrangements will be removed from Budget Billing, but are welcome to re-enroll when their account is current.
- **Flexible Pricing Plans** – UniSource offers four different electric pricing plans that allow you to better control your monthly bills by choosing a plan that best suits your energy use. Three of these plans can help you save money if you avoid using energy during on-peak hours when the demand is high.
- **Energy Efficiency Tips** – UniSource customers can find many simple no or low-cost ways to save energy throughout their home to help reduce your energy bills. We also offer [rebates on a wide range of products and services](#) to make your home more comfortable, safe and energy efficient.
- **Free Home Weatherization Assistance** – We work with community partners to offer free [home weatherization assistance](#) to qualified low-income residents. Among the free home retrofits offered are air conditioning system replacement, weather-stripping, caulking, sun shades and low-flow water fixtures.
- **Tools to Manage Your Bills** – [My Account](#) on the UniSource website or the [UniSource mobile app](#) to easily access your billing information, such as the amount due and due date, previous payment history and energy usage. If you haven't already established online access to your UniSource account, you can sign up using information on your most recent bills.

UniSource has voluntarily suspended late fees and service disconnections through the end of 2020.

Customers remain responsible for paying for all the energy they use and could be subject to possible disconnection in the future for non-payment. Any deposit on your account will be applied before initiating disconnection for non-payment. If this happens, you will be required to repay a deposit over four months.

If your service is shut off for non-payment, you must pay your delinquent bill and a reconnect fee before service is restored. We also will establish a payment plan that requires you to pay a deposit over four months. There is no guarantee service will be restored the same day you pay.

UniSource does not accept any cryptocurrency as payments, including bitcoin.

If you have fallen behind on your bills, please contact us today. We stand ready to help you maintain access to safe, reliable service.

TEP Lifeline Page – Updates Dec. 17, 2020

<http://www.tep.com/customer-assistance/>

Lifeline program

Discounts for limited-income customers

We understand our customers sometimes face financial challenges, and when they do, we are ready to help. Tucson Electric Power's Lifeline program offers a \$15 monthly discount for qualifying limited-income customers who need help paying their electric bill.

TEP customers with limited incomes who need additional help also may be eligible for emergency bill payment assistance from our community partners. [Learn more about services available from partner agencies.](#)

Do you qualify?

Discounts are available to customers who meet specific eligibility requirements:

- You are a current residential customer.
- Your utility account is in your name.
- You are the primary resident on the account.
- You meet the following financial guidelines:

A household gross income for the past 12 months that does not exceed the following amounts, based on the number of people in your household:

Family Size	Annual Income at or Below:
1	\$25,520
2	\$34,480
3	\$43,440
4	\$52,400
5	\$61,360
6	\$70,320

Family Size	Annual Income at or Below:
7	\$79,280
8	\$88,240

The figures above reflect 200 percent of the federal poverty guidelines (effective Dec. 17, 2020). Lifeline program participants are required to reapply every year.

How to apply

There are two ways to sign up for the Lifeline program:

1. Apply using [online form](#).
2. Download the Lifeline program [application form](#). Complete the form and submit it to TEP according to the instructions on the form.

UNS Electric CARES program page – updates Dec. 17, 2020

<https://www.uesaz.com/customer-assistance/>

CARES program

Discounts for limited-income customers

We understand our customers sometimes face financial challenges, and when they do, we are ready to help. Our Customer Assistance Residential Energy Support (CARES) program offers monthly discounts for limited-income customers who need help paying their gas or electric bill.

Low-income UniSource customers who need additional help may be eligible for emergency bill payment assistance through our community partners. Learn more about these services from [partner agencies](#).

Jump to a section: [ELECTRIC DISCOUNTS](#) | [GAS DISCOUNTS](#)

Electric discounts

Eligible electric customers on any residential rate plan who participate in our CARES program receive a flat monthly discount of \$16.

Do you qualify?

Discounts are available to customers who meet specific eligibility requirements:

- You are a current residential customer.
- Your utility account is in your name.
- You are the primary resident on the account.
- You meet the following financial guidelines:

A household gross income for the past 12 months that is at or below the following amounts, based on the number of people in your household:

Household Gross Income for Past 12 months	
Family Size	Annual Income at or Below:
1	\$25,520
2	\$34,480
3	\$43,440
4	\$52,400
5	\$61,360
6	\$70,320
7	\$79,280
8	\$88,240

*The figures above reflect 200 percent of the federal poverty guidelines (effective Dec. 17, 2020). CARES participants are required to reapply every year.

Our websites also offer prominent boxes at the top of our home page as well as our account pages to provide immediate help for visitors seeking payment assistance.

The screenshot shows the Tucson Electric Power (TEP) website. At the top, there is a blue header bar with links for Outages, Careers, Projects, Rate Proposal, About Us, Contact Us, Login, and a search bar. Below the header is the TEP logo and navigation links for Accounts & Services, Renewable Energy, Smart Energy Use, Community, and What's New. A prominent blue banner across the middle of the page contains the text "Need Help? Just Ask." and a message about financial hardships due to the pandemic, encouraging visitors to call or review payment assistance options. The background features a yellow and orange gradient graphic.

The screenshot shows the UniSource Energy Services website. At the top, there's a blue header bar with links for Outages, Careers, Projects, About, Contact Us, Login, and a search bar asking "What can we help you find?". Below this, a red banner says "Suspect a natural gas leak? Call 911 and 1-877-837-4968". The main navigation menu includes My Account, Renewable Energy, Energy Efficiency, Community, and What's New. A prominent blue banner in the center says "Need Help? Just Ask." and provides information about financial hardships due to the pandemic. Below this is a photo of a smiling customer service representative. The page then transitions to the Tucson Electric Power (TEP) login section, which features a yellow "Log in" button and a "Forgot username or password?" link.

Attachment B – Customer Newsletters

TEP PluggedIN (*text of story distributed Jan. 7, 2021*)

More Time for Customers Behind on Their Bills

Customers who have fallen behind on their electric bill payments will have more time to bring their balances current under a plan approved last month by the Arizona Corporation Commission (ACC).

Beginning in mid-January, under Decision No. 77849, customers with delinquent accounts will be enrolled in extended 8-month payment plans. The new plans will replace the six-month payment plans that TEP set up in October for customers who had fallen behind during the summer.

"It's been an incredibly challenging year for our community and we know, between the pandemic and the record heat this summer, that some customers are behind on their bills and seeking a solution," said **Denise Richerson**, Director of Customer Services and Programs.

"Customers are still responsible for paying for the energy they use, but we're ready to help them work through the options that might be right for them," she added.

The ACC also expanded eligibility for TEP's Lifeline low-income discount program to residential customers with household incomes up to 200 percent of federal poverty guidelines – up from the previous 150-percent cap. You can learn more about the program [here](#).

To learn more about TEP's bill payment assistance options, [visit our website](#).

UniSource PluggedIN (*text of story distributed Jan. 7, 2021*)

IMPORTANT NOTICE – PLEASE READ IMMEDIATELY

More Time to Pay For Customers Behind on Their Bills

Under new rules approved by the Arizona Corporation Commission (ACC), customers behind on their bills will have more time to pay off their balances with more manageable monthly payments.

Beginning on the bill received after January 18, 2021, under Decision No. 77849, residential electric customers with overdue balances or existing payment arrangements will be enrolled in new 8-month payment arrangements. The overdue balance will be divided into eight monthly installments. The new plans will replace the six-month payment arrangements that UniSource set up in October for customers who had fallen behind during the summer.

Customers must pay the monthly installment amount in addition to their new monthly bills in full and on time, or could be subject to a disconnection and late fees, which have resumed in 2021. Customers with payment arrangements are ineligible for a payment extension.

“It’s been an incredibly challenging year for our community and we know, between the pandemic and the record heat this summer, that some customers are behind on their bills and seeking a solution,” said Denise Richerson, Director of Customer Services and Programs.

“Customers are still responsible for paying for the energy they use, but we’re ready to help them work through the options that might be right for them,” she added. Low-income customers are encouraged to apply for a monthly discount through UniSource’s [CARES](#) program. The ACC expanded eligibility for this program to include households with income of up to 200 percent of the federal poverty level. Visit uesaz.com/customer-assistance for more information.

Bill payment assistance also may be available for low-income customers through local agencies with access to federal Low Income Home Energy Assistance Program (LIHEAP) funds administered by Wildfire. Please contact these agencies directly for short-term bill payment assistance:

• Arizona Community Action Association	602-604-0640
• Community Information and Referral Services	800-352-3792
• Department of Economic Security-Community Services	800-352-3792
• Western Arizona Council of Governments (Mohave County)	928-753-6247
• The Salvation Army (Kingman)	928-718-2600
• The Salvation Army (Lake Havasu City)	928-680-3678
• Southeastern Arizona Community Program	520-287-5066

While additional funding is available, there may be a delay in receiving assistance due to an increase in applications, so please be patient.

UniSource also offers many energy-efficiency tips, programs and services, including [free home weatherization assistance](#) for eligible low-income customers. Please visit [uesaz.com](#) for information about these programs and services and assistance through these community agencies.

Customers with questions about our low-income assistance programs, their account or this new payment arrangement, should call UniSource Customer Care at 877-837-4968.

Attachment C – Bill Inserts

IMPORTANT NOTICE – Please Read Immediately

Important - This notice affects your rights and obligations and should be translated immediately.



Relief for Customers Behind on Their Bills

The Arizona Corporation Commission (ACC) approved measures on December 17, 2020 (Decision No. 77849) to expand assistance for low-income families and provide relief for customers with overdue electric bills.

More households may qualify for our Lifeline low-income assistance program after the ACC expanded eligibility to residential customers with household incomes up to 200 percent of the federal poverty level – up from the previous cap of 150 percent.

12/20

Commissioners also directed regulated utilities to create 8-month payment plans for residential customers with delinquent accounts, providing more time to pay off their overdue balances. TEP will set up those plans in January for all customers with overdue balances. Customers can pay in full if they prefer or request additional time if needed.

To learn more about these changes and other assistance options, including emergency bill payment assistance, the Low Income Home Energy Assistance Program (LIHEAP), payment extensions and home efficiency upgrades, please visit [tep.com/payment-assistance](#) or call our Customer Care team at (520) 623-7711.



AVISO IMPORTANTE – Favor de leerlo inmediatamente

Importante: este aviso afecta sus derechos y obligaciones y debe traducirse de inmediato.



Asistencia para clientes atrasados en sus facturas

La Comisión de Corporaciones de Arizona (ACC, por sus siglas en inglés) aprobó medidas el 17 de diciembre (Decisión No. 77849) para ampliar la asistencia para familias de bajos ingresos y brindar alivio a los clientes con facturas de electricidad atrasadas:

Más hogares pueden calificar para nuestro programa de asistencia de bajos ingresos llamado Lifeline después de que la ACC amplió la elegibilidad para clientes residenciales con ingresos familiares de hasta el 200 por ciento del nivel federal de pobreza, por encima del límite anterior del 150 por ciento.

12/20

Los comisionados también ordenaron a los servicios públicos regulados que crearan planes de pago de 8 meses para clientes residenciales con cuentas atrasadas, brindando más tiempo para pagar sus saldos vencidos. TEP establecerá esos planes en enero para todos los clientes con saldos vencidos. Los clientes pueden pagar en su totalidad si lo prefieren o solicitar tiempo adicional si es necesario.

Para obtener más información sobre estos cambios y otras opciones de asistencia, incluyendo asistencia de emergencia para el pago de facturas, el Programa de Asistencia Energética para Hogares de Bajos Ingresos (LIHEAP por sus siglas en inglés), extensiones de pago y mejoras de eficiencia para el hogar, visite tep.com/payment-assistance o llame a nuestro equipo de Atención al Cliente al (520) 623-7711.



IMPORTANT NOTICE – Please Read Immediately

Important - This notice affects your rights and obligations and should be translated immediately.



Relief for Customers Behind on Their Bills

The Arizona Corporation Commission (ACC) approved measures on December 17, 2020 (Decision No. 77849) to expand assistance for low-income families and provide relief for customers with overdue electric bills.

More households may qualify for our CARES low-income assistance program after the ACC expanded eligibility to residential customers with household incomes up to 200 percent of the federal poverty level – up from the previous cap of 150 percent.

12/20

Commissioners also directed regulated utilities to create 8-month payment plans for residential customers with delinquent accounts, providing more time to pay off their overdue balances. UniSource will set up those plans in January for all customers with overdue balances. Customers can pay in full if they prefer or request additional time if needed.

To learn more about these changes and other assistance options, including emergency bill payment assistance, the Low Income Home Energy Assistance Program (LIHEAP), payment extensions and home efficiency upgrades, please visit uesaz.com/payment-assistance or call our Customer Care team at 1-877-837-4968.

UniSourceEnergy
SERVICES

AVISO IMPORTANTE – Favor de leerlo inmediatamente

Importante: este aviso afecta sus derechos y obligaciones y debe traducirse de inmediato.



Asistencia para clientes atrasados en sus facturas

La Comisión de Corporaciones de Arizona (ACC, por sus siglas en inglés) aprobó medidas el 17 de diciembre (Decisión No. 77849) para ampliar la asistencia para familias de bajos ingresos y brindar alivio a los clientes con facturas de electricidad atrasadas.

Más hogares pueden calificar para nuestro programa de asistencia de bajos ingresos llamado CARES después de que la ACC amplió la elegibilidad para clientes residenciales con ingresos familiares de hasta el 200 por ciento del nivel federal de pobreza, por encima del límite anterior del 150 por ciento.

12/20

Los comisionados también ordenaron a los servicios públicos regulados que crearan planes de pago de 8 meses para clientes residenciales con cuentas atrasadas, brindando más tiempo para pagar sus saldos vencidos. UniSource establecerá esos planes en enero para todos los clientes con saldos vencidos. Los clientes pueden pagar en su totalidad si lo prefieren o solicitar tiempo adicional si es necesario.

Para obtener más información sobre estos cambios y otras opciones de asistencia, incluyendo asistencia de emergencia para el pago de facturas, el Programa de Asistencia Energética para Hogares de Bajos Ingresos (LIHEAP por sus siglas en inglés), extensiones de pago y mejoras de eficiencia para el hogar, visite uesaz.com/payment-assistance o

llame a nuestro equipo de Atención al Cliente al 1-877-837-4968.



Attachment D – On Bill Advertisements



TROUBLE PAYING YOUR BILL?

More households may qualify for discounted service because of new, expanded eligibility caps.

To see if you qualify, visit tep.com/customer-assistance



TROUBLE PAYING YOUR BILL?

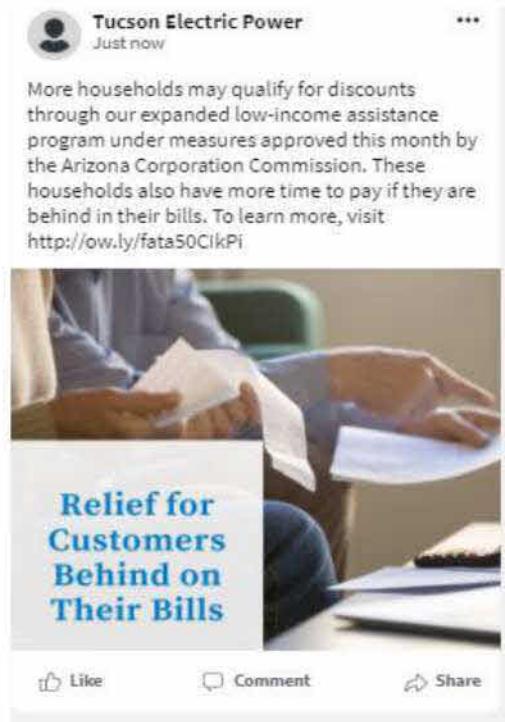
More households may qualify for our expanded low-income assistance program. We also can provide more time to pay.

To learn more, visit uesaz.com/customer-assistance

Attachment E – Social Media

Text of Dec. 21, 2020 posts for Facebook and Twitter for TEP, UNSE:

More households may qualify for discounts through our expanded low-income assistance program under measures approved this month by the Arizona Corporation Commission. These households also have more time to pay if they are behind in their bills. To learn more, visit ([link to bill assistance page](#))



Text of Jan. 9, 2021 posts for Facebook and Twitter for TEP, UNSE:

Trouble paying your bill? More households may qualify for our expanded low-income assistance program. We also can provide more time to pay. To learn more, visit ([link to bill assistance page](#).)



TROUBLE PAYING YOUR BILL?

More households may qualify for our expanded low-income assistance program. We also can provide more time to pay.

To learn more, visit
tep.com/customer-assistance



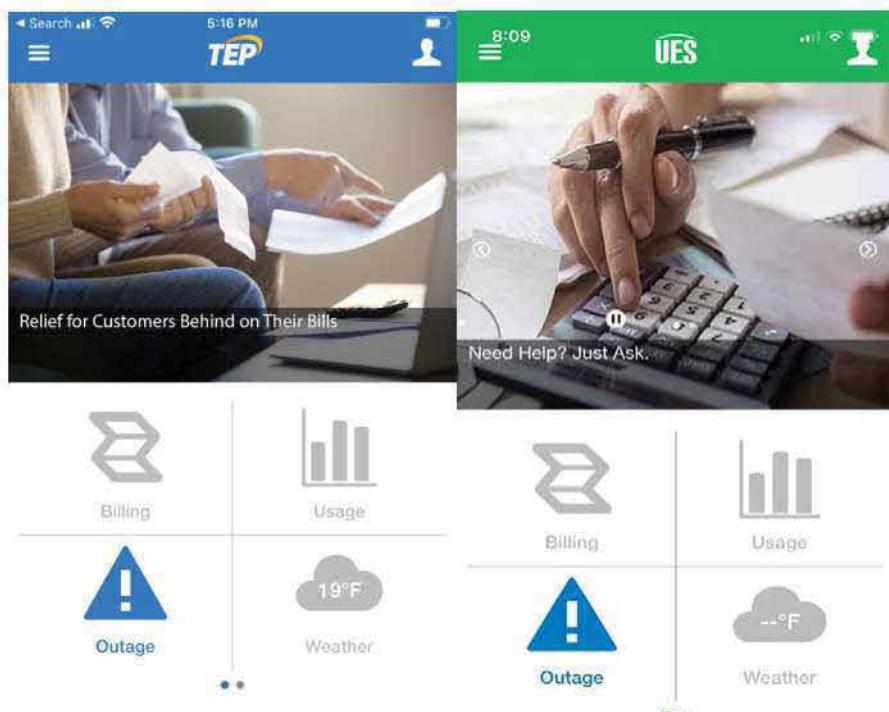
TROUBLE PAYING YOUR BILL?

More households may qualify for our expanded low-income assistance program. We also can provide more time to pay.

To learn more, visit
uesaz.com/customer-assistance

Attachment F – Mobile App

Relief for Customers Behind on Their Bills (links to the payment assistance page)



Attachment G – Targeted Letter (English and Spanish)

TEP – sent the week of Jan. 11, 2020

IMPORTANT NOTICE – PLEASE READ IMMEDIATELY

Dear TEP Customer,

Under new rules approved by the Arizona Corporation Commission (ACC), you will have more time to pay off your balance with more manageable monthly payments.

Residential electric customers with overdue balances or existing payment arrangements as of January 18, 2021 will be placed in an 8-month payment arrangement, which will divide the outstanding balance into eight monthly installments.

You must pay the monthly installment amount in addition to your new monthly bills in full and on time or you will be subject to a disconnection and late fees, which have resumed in 2021. Customers with payment arrangements are ineligible for a payment extension.

Low-income customers are encouraged to apply for a monthly discount through TEP's Lifeline program. The ACC's Decision No. 77849 expanded eligibility for this program to include households with income of up to 200 percent of the federal poverty level.

Bill payment assistance also may be available for low-income customers from community partners with access to federal Low Income Home Energy Assistance Program (LIHEAP) funds. Please contact these agencies directly for short-term bill payment assistance:

- | | |
|--|--------------|
| • Interfaith Community Services | 520-297-6049 |
| • Pima County Community Action Agency | 520-724-2667 |
| • The Salvation Army | 520-625-3888 |
| • Portable Practical Education Preparation | 520-770-2506 |
| • International Sonoran Desert Alliance | 520-387-3570 |
| • Primavera Foundation | 520-395-3570 |
| • Vincent De Paul | 520-628-7837 |

While additional funding is available, there may be a delay in receiving assistance due to an increase in applications, so please be patient.

TEP also offers many energy-efficiency tips, programs and services, including free weatherization for eligible low-income customers. Please visit tep.com for information about these programs and services and assistance through these community agencies.

If you have questions about these programs, your account or this new payment arrangement, feel free to call TEP Customer Care at 520-623-7711. Thank you for being our customer and allowing us to serve you.

Customer Care
Tucson Electric Power

AVISO IMPORTANTE: LEA DE INMEDIATO

Estimado cliente de TEP:

Conforme a las nuevas reglas aprobadas por la Comisión de Corporaciones de Arizona (Arizona Corporation Commission, ACC), tendrá más tiempo para liquidar su saldo con pagos mensuales más cómodos.

Los clientes de electricidad residencial con saldos vencidos o acuerdos de pago existentes al 18 de enero de 2021 se incluirán en un acuerdo de pago de 8 meses, que dividirá el saldo pendiente en ocho cuotas mensuales.

Usted debe pagar el monto de la cuota mensual además de sus nuevas facturas mensuales en su totalidad y a tiempo, o estará sujeto a una desconexión y cargos por pago atrasado, los cuales se reanudarán en 2021. Los clientes con acuerdos de pago no son elegibles para una extensión de pago.

A los clientes de bajos ingresos se les alienta a solicitar un descuento mensual a través del programa Lifeline de TEP. La Decisión n.º 77849 de la ACC amplió la elegibilidad para este programa que ahora incluye hogares con ingresos de hasta el 200 por ciento del nivel federal de pobreza.

La asistencia para el pago de facturas también puede estar disponible para clientes de bajos ingresos de socios comunitarios con acceso a fondos federales del Programa de Asistencia de Energía para Hogares de Bajos Ingresos (Low Income Home Energy Assistance Program, LIHEAP). Comuníquese directamente con estas agencias para obtener ayuda con el pago de facturas a corto plazo:

- Interfaith Community Services
- Pima County Community Action Agency
- Portable Practical Educational Preparation
- The Salvation Army of Green Valley
- International Sonoran Desert Alliance
- Primavera Foundation
- St. Vincent de Paul – Holy Family Tucson

Si bien hay fondos adicionales disponibles, puede haber una demora en la recepción de la asistencia debido a un aumento en las solicitudes, por lo tanto, tenga paciencia.

TEP también ofrece muchos consejos, programas y servicios de eficiencia energética, incluida la climatización gratuita para clientes elegibles de bajos ingresos. Visite tep.com para obtener información sobre estos programas y servicios y ayuda a través de estas agencias comunitarias.

Si tiene preguntas sobre estos programas, su cuenta o este nuevo acuerdo de pago, no dude en llamar a Atención al Cliente de TEP al 520-623-7711. Gracias por ser nuestro cliente y por permitirnos servirle.

Atención al Cliente
Tucson Electric Power

UNSE – Sent the week of Jan. 11, 2021

IMPORTANT NOTICE – PLEASE READ IMMEDIATELY

Dear UniSource Customer,

Under new rules approved by the Arizona Corporation Commission (ACC), you will have more time to pay off your balance with more manageable monthly payments.

Residential electric customers with overdue balances or existing payment arrangements as of January 18, 2021 will be placed in an 8-month payment arrangement, which will divide the outstanding balance into eight monthly installments.

You must pay the monthly installment amount in addition to your new monthly bills in full and on time, or you will be subject to a disconnection and late fees, which have resumed in 2021. Customers with payment arrangements are ineligible for a payment extension.

Low-income customers are encouraged to apply for a monthly discount through UniSource's CARES program. The ACC's Decision No. 77849 expanded eligibility for this program to include households with income of up to 200 percent of the federal poverty level. Visit uesaz.com/customer-assistance for more information.

Bill payment assistance also may be available for low-income customers through local agencies with access to federal Low Income Home Energy Assistance Program (LIHEAP) funds administered by Wildfire. Please contact these agencies directly for short-term bill payment assistance:

- | | |
|--|--------------|
| • Arizona Community Action Association | 602-604-0640 |
| • Community Information and Referral Services | 800-352-3792 |
| • Department of Economic Security-Community Services | 800-352-3792 |
| • Western Arizona Council of Governments (Mohave County) | 928-753-6247 |
| • The Salvation Army (Kingman) | 928-718-2600 |
| • The Salvation Army (Lake Havasu City) | 928-680-3678 |
| • Southeastern Arizona Community Program | 520-287-5066 |

While additional funding is available, there may be a delay in receiving assistance due to an increase in applications, so please be patient.

UniSource also offers many energy-efficiency tips, programs and services, including free weatherization for eligible low-income customers. Please visit uesaz.com for information about these programs and services and assistance through these community agencies.

If you have questions about these programs, your account or this new payment arrangement, feel free to call UniSource Customer Care at 877-837-4968. Thank you for being our customer and allowing us to serve you.

Customer Care
UniSource Energy Services

AVISO IMPORTANTE: LEA DE INMEDIATO

Estimado cliente de UniSource:

Conforme a las nuevas reglas aprobadas por la Comisión de Corporaciones de Arizona (Arizona Corporation Commission, ACC), tendrá más tiempo para liquidar su saldo con pagos mensuales más cómodos.

Los clientes de electricidad residencial con saldos vencidos o acuerdos de pago existentes al 18 de enero de 2021 se incluirán en un acuerdo de pago de 8 meses, que dividirá el saldo pendiente en ocho cuotas mensuales.

Usted debe pagar el monto de la cuota mensual además de sus nuevas facturas mensuales en su totalidad y a tiempo, o estará sujeto a una desconexión y cargos por pago atrasado, los cuales se reanudarán en 2021. Los clientes con acuerdos de pago no son elegibles para una extensión de pago.

Se alienta a los clientes de bajos ingresos a solicitar un descuento mensual a través del programa CARES de UniSource. La Decisión n.º 77849 de la ACC amplió la elegibilidad para este programa que ahora incluye hogares con ingresos de hasta el 200 por ciento del nivel federal de pobreza. Visite uesaz.com/customer-assistance para obtener más información.

La asistencia para el pago de facturas también puede estar disponible para clientes de bajos ingresos a través de agencias locales con acceso a fondos federales del Programa de Asistencia de Energía para Hogares de Bajos Ingresos (LIHEAP) administrados por Wildfire. Comuníquese directamente con estas agencias para obtener ayuda con el pago de facturas a corto plazo:

- | | |
|---|--------------|
| • Arizona Community Action Association | 602-604-0640 |
| • Community Information and Referral Services | 800-352-3792 |
| • Departamento de Seguridad Económica-Servicios Comunitarios | 800-352-3792 |
| • Consejo de Gobiernos del Oeste de Arizona (Condado de Mohave) | 928-753-6247 |
| • The Salvation Army (Kingman) | 928-718-2600 |
| • The Salvation Army (Lake Havasu City) | 928-680-3678 |
| • Southeastern Arizona Community Program | 520-287-5066 |

Si bien hay fondos adicionales disponibles, puede haber una demora en la recepción de la asistencia debido a un aumento en las solicitudes, por lo tanto, tenga paciencia.

UniSource también ofrece muchos consejos, programas y servicios de eficiencia energética, incluida la climatización gratuita para clientes elegibles de bajos ingresos. Visite uesaz.com para obtener información sobre estos programas y servicios y ayuda a través de estas agencias comunitarias.

Si tiene preguntas sobre estos programas, su cuenta o este nuevo acuerdo de pago, no dude en llamar a Atención al Cliente de UniSource al 877-837-4968. Gracias por ser nuestro cliente y por permitirnos servirle.

Atención al Cliente
UniSource Energy Services

Attachment H – Bill Notice

TEP BILL NOTICE

Dear TEP Customer,

To help you bring your account current, TEP has established a payment arrangement for your overdue balance of [AMOUNT] that will be billed in eight monthly installments beginning with this bill.

This payment arrangement gives you extra time to pay off your overdue balance. During this time, you must pay the monthly installment amount plus your new monthly bills. If you prefer, you can pay more to reduce or eliminate your overdue balance sooner. Each installment will appear on your monthly bill as "Other Charges" under "Your TEP Energy Bill" and under "Account Details" in the "Payment Arrangements" section.

This Month's Total Bill

Month 1 Installment \$242.99

This month's new, current charges: \$293.53

Total Amount due this month: \$536.52

Failure to make scheduled payments could subject you to additional fees and potential service disconnection. If your service is disconnected for non-payment, you may be required to pay your delinquent balance in full, plus a reconnection fee before service will be restored. We cannot guarantee that service will be restored the same day you pay.

Low-income residential customers may qualify for short-term assistance through several nonprofit agencies or a monthly discount on their bill through TEP's Lifeline program. For more details about payment assistance options, visit tep.com/payment-assistance. You also can call us at (520) 623-7711 or (800) 328-8853 for more information or if you have questions about your account.

Thank you for being our customer and allowing us to serve you.

Customer Care

Tucson Electric Power

UNSE BILL NOTICE

Dear UniSource Electric Customer,

To help you bring your account current, UniSource has established a payment arrangement for your overdue balance of [AMOUNT] that will be billed in eight monthly installments beginning with this bill.

This payment arrangement gives you extra time to pay off your overdue balance. During this time, you must pay the monthly installment amount plus your new monthly bills. If you prefer, you can pay more to reduce or eliminate your overdue balance sooner. Each

installment will appear on your monthly bill as "Other Charges" under "Your UES Energy Bill" and under "Account Details" in the "Payment Arrangements" section.

This Month's Total Bill

Month 1 Installment \$242.99

This month's new, current charges: \$293.53

Total Amount due this month: \$536.52

Failure to make scheduled payments could subject you to additional fees and potential service disconnection. If your service is disconnected for non-payment, you may be required to pay your delinquent balance in full, plus a reconnection fee before service will be restored. We cannot guarantee that service will be restored the same day you pay.

Low-income residential customers may qualify for short-term assistance through several nonprofit agencies or a monthly discount on their bill through UniSource's CARES program. For more details about payment assistance options, visit tep.com/payment-assistance. You also can call us at (877) 837-4968 for more information or if you have questions about your account.

Thank you for being our customer and allowing us to serve you.

Customer Care
UniSource Energy Services

Attachment I– Bill Message

TEP

Lifeline COVID-19 Relief: A credit has been applied to your delinquent balance by order of the Arizona Corporation Commission to assist eligible low income customers during the pandemic.

UNSE

CARES COVID-19 Relief: A credit has been applied to your delinquent balance by order of the Arizona Corporation Commission to assist eligible low-income customers during the pandemic.

Attachment J

TEP Lifeline Brochure/Application (final updates when 2021 federal poverty guidelines are available)

Weatherization Assistance

TEP works with partner agencies to provide free home repairs for families with limited incomes. The upgrades make homes more energy efficient, helping to reduce energy bills now and in the future.

Improvements might include:

- Caulking and weather-stripping
- Insulation (attic, wall and duct)
- Water heater insulation and exposed pipe wrap
- Attic ventilation
- Sun screens
- Painting roof and exposed ducts white
- Servicing evaporative coolers
- Installing low-flow shower heads

Please see our website for qualification and agency contact information.

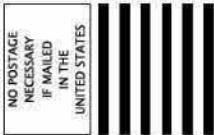
► tep.com/weatherization-assistance

For more information about TEP's discounts and assistance, please contact Customer Care at 520-623-7711, Monday through Friday, 7 a.m. to 6 p.m.

For statewide community information and referral, call 211 or 1-877-211-8661.

Necesita esta información en español?
Por favor, llame al 520-623-7711.

TEP
Tucson Electric Power



BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 112 FLAGSTAFF, AZ

POSTAGE WILL BE PAID BY ADDRESSEE
CUSTOMER ASSISTANCE PROGRAMS
TUCSON ELECTRIC POWER
STE. 110
2901 W. SHAMRELL BLVD.
FLAGSTAFF, AZ 86005-9964

WE'RE HERE TO HELP

**Customer Assistance
Lifeline Program**



TEP
Tucson Electric Power

Lifeline Application

Account Holder Information

Account Number _____

Name _____

Service Address: _____

City, State, Zip: _____

Phone: _____

Alternate Phone: _____

(Incomplete applications will not be processed.)

I authorize my utility to contact any source necessary to establish the accuracy of information given by me that pertains to the verification of my eligibility. I understand I may be required to provide additional documentation to validate my eligibility. I understand that if I become ineligible for the discount, I must notify my utility immediately. I understand that if I move to a different service address, a new application is required and the discount will not be applied at the new address until the application has been received and approved. I further understand that discounts are limited to my primary account only.

I hereby declare, under penalty of law, that the income information provided on this form is true and accurate to the best of my knowledge and belief. My signature below certifies acknowledgement that any person obtaining a discount based on false information will be required to repay all discount amounts and all penalties allowable by law.

Signature: _____

Date: _____



Discounts are available to eligible households.

To qualify:

- ① Your TEP account must be in your name
- ② You must be a current residential customer
- ③ Your household's gross income over the past 12 months must be at or below the following amounts, based on the number of people in your household:

Household/ Family Size	Annual Income at or below:
<input type="checkbox"/> 1	\$25,520
<input type="checkbox"/> 2	\$34,480
<input type="checkbox"/> 3	\$43,440
<input type="checkbox"/> 4	\$52,400
<input type="checkbox"/> 5	\$61,360
<input type="checkbox"/> 6	\$70,320
<input type="checkbox"/> 7	\$79,280
<input type="checkbox"/> 8	\$88,240
More than 8	\$88,240 plus \$X,XXX for each additional person

The figures above reflect 200 percent of the federal poverty guidelines that took effect by order of the Arizona Corporation Commission Jan. XX, 2021. Lifeline program participants are required to reapply every year.



We understand our customers sometimes face financial challenges, and when they do, we are ready to help.

Lifeline

Our Lifeline program offers discounts for limited-income customers who need assistance paying energy bills.

Applying is quick, easy and confidential. Simply fill out the attached application, detach it and drop it in the mail — the postage is prepaid.

> tep.com/customer-assistance

Short-Term Assistance

TEP customers with limited incomes also may be eligible for short-term bill payment assistance from community organizations.

Eligibility and application guidelines vary.

Please visit our website for a list of partner agencies and contact information.

> tep.com/short-term-assistance



UniSource Energy Services CARES Brochure/Application (final updates when 2021 federal poverty guidelines are available)

Weatherization Assistance

UniSource works with partner agencies to provide free home repairs for families with limited incomes. The upgrades make homes more energy efficient, helping to reduce energy bills now and in the future.

Improvements might include:

- Caulking and weatherstripping
- Insulation (attic, wall and duct)
- Water heater insulation and exposed pipe wrap
- Attic ventilation
- Sun screens
- Painting roof and exposed ducts white
- Servicing evaporative coolers
- Installing low-flow shower heads

Please see our website for qualification and agency contact information.

> uesaz.com/weatherization-assistance

For more information about UniSource's discounts and assistance, please contact Customer Care at 1-877-837-4968, Monday through Friday, 7 a.m. to 6 p.m.

For statewide community information and referral, call 211 or 1-877-211-8661.

Necesita esta información en español?
Por favor, llame al 1-877-837-4968.

**UniSourceEnergy
SERVICES**



BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 312 FLAGSTAFF, AZ

POSTAGE WILL BE PAID BY ADDRESSEE

CUSTOMER ASSISTANCE PROGRAMS
UNISOURCE ENERGY SERVICES
STE. 110
2901 W. SHAMBRELL BLVD.
FLAGSTAFF, AZ 86005-9964

WE'RE HERE TO HELP

**Customer Assistance
CARES Program**



**UniSourceEnergy
SERVICES**

CARES Application

Account Holder Information

Account Number _____

Name _____

Service Address _____

City, State, Zip _____

Phone _____

Alternate Phone _____

(Incomplete applications will not be processed.)

I authorize my utility to contact any source necessary to establish the accuracy of information given by me that pertains to the verification of my eligibility. I understand I may be required to provide additional documentation to validate my eligibility. I understand that if I become ineligible for the discount, I must notify my utility immediately. I understand that if I move to a different service address, a new application is required and the discount will not be applied at the new address until the application has been received and approved. I further understand that discounts are limited to my primary account only.

I hereby declare, under penalty of law, that the income information provided on this form is true and accurate to the best of my knowledge and belief. My signature below certifies acknowledgement that any person obtaining a discount based on false information will be required to repay all discount amounts and all penalties allowable by law.

Signature _____

Date _____

Do You Qualify?



Discounts are available to eligible households.

To qualify:

- 1 Your UniSource account must be in your name
- 2 You must be a current residential customer
- 3 Your household's gross income over the past 12 months must be at or below the following amounts, based on the number of people in your household:

Household/ Family Size	Annual Income at or below:
<input type="checkbox"/> 1	\$25,520
<input type="checkbox"/> 2	\$34,480
<input type="checkbox"/> 3	\$43,440
<input type="checkbox"/> 4	\$52,400
<input type="checkbox"/> 5	\$61,360
<input type="checkbox"/> 6	\$70,320
<input type="checkbox"/> 7	\$79,280
<input type="checkbox"/> 8	\$88,240
More than 8	\$88,240 plus \$X,XXX for each additional person

The figures above reflect 200 percent of the federal poverty guidelines that took effect by order of the Arizona Corporation Commission Jan. XX, 2021. CARES program participants are required to reapply every year.

Assistance Programs



We understand our customers sometimes face financial challenges, and when they do, we are ready to help.

CARES

Our CARES (Customer Assistance Residential Energy Support) program offers discounts for limited-income customers who need assistance paying energy bills.

Gas customers who qualify for CARES receive discounts from November through April, a period when bills typically reach their peak. Qualifying electric customers receive CARES discounts year-round.

Applying is quick, easy and confidential. Simply fill out the attached application, detach it and drop it in the mail — the postage is prepaid.

> uesaz.com/customer-assistance

Short-Term Assistance

UniSource customers with limited incomes also may be eligible for short-term bill payment assistance from community organizations.

Eligibility and application guidelines vary depending on the agency offering assistance.

Please visit our website for a list of partner agencies and contact information.

> uesaz.com/shortTerm-assistance