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Docket Control
ARIZONA CORPORATION COMMISSION
1200 W. Washington Street
Phoenix, AZ 85007

RE: Arizona Public Service Company (APS or Company)
Investigation and Review of the Commission's Disconnection Rules
Docket No. E-00000A-19-0128

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

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

Please let me know if you have any questions.

Sincerely,

/s/ Todd Komaromy

Todd Komaromy

TK/lm

Attachment

cc: Elijah Abinah
Ranelle Paladino

Arizona Public Service Company's (APS or Company) *2021 Quarter 4 Deferred Payment Arrangement (DPA) Metrics Report* was prepared in compliance with Decision No. 77849 (December 17, 2020) (Decision), which requires APS to track and report on a quarterly basis the status of the past-due residential customers, including deferred payment arrangements, amount in arrears, and disconnections.

The Decision required APS to provide:

- i. The number of residential customers that were disconnected by zip code or, if a termination of service moratorium is in place, the number of residential accounts that would have been subject to disconnection if not for the moratorium;
- ii. The number of residential customers by zip code that have arrearages;
- iii. The total dollar amount of arrearages, by zip code;
- iv. The average amount in arrearages per residential customer, by residential customer class;
- v. The number of residential accounts enrolled in a DPA and the number of those residential accounts in compliance with the DPA;
- vi. The number of active and delinquent residential customers with an arrearage of \$300 or more, disaggregated into "low-income customers" and "other residential customers";
- vii. The percentage of low-income customers in arrears who have received customer assistance in the current calendar year;
- viii. The number of active, delinquent residential accounts with an arrearage of \$300 or more, disaggregated into "other residential" accounts and "low-income accounts," and further disaggregated to show the duration of the arrearages (up to 30 days, 30 to 60 days, and 60 to 90 days); and
- ix. A brief narrative discussing the information in the report.

APS has enhanced several programs and communications to help customers who may need assistance or extra time to pay their bill throughout 2021. APS's 2021 efforts to support customers included:

- Continuing to waive late fees while giving customers more time to pay down their balance;
- Offering customers flexible payment arrangements up to 24 months, if needed;
- Continuing to apply deposits to help pay down past-due balances to avoid disconnection;
- Continuing the increased disconnection threshold of \$300;
- Accepting partial payments and reworking of payment arrangements to avoid disconnection and/or to have services reconnected;
- Extended the Energy Support program deadline to recertify to January 1st, 2022;
- Continuing training of Customer Care Center Advisors to ensure they have a full range of skills and resources to help customers, especially those who are most vulnerable;
- Continuing partnerships and training with 100+ regional local non-profits and help agencies;
- Connecting customers with assistance through referrals, such as to heat relief programs including Emergency Shelter and Eviction Prevention, Cooling and Hydration Stations, and 2-1-1 AZ Transportation Program; and
- Continuing communications focusing on energy savings and assistance programs, including direct outreach to customers who were past-due encouraging them to pay what they could to keep their balance from building, connecting them to assistance programs, and informing them about payment arrangements after the 2021 summer moratorium ended.

The goal of these policies and efforts is to operate in a good faith partnership with customers. During the summer moratorium, which began on June 1, 2021 and ended on October 15, 2021, APS observed more customers break their payment arrangements which in turn increased the total amount of arrearages, the average past-due amount per customer, and the number of customers with a past-due balance greater than \$300. In many cases this was compounded on top of debt customers were continuing to carry from previous moratoriums. When the moratorium ended, APS assisted customers who were past due on their bill with a 6-month payment arrangement by billing cycle. Disconnections for non-payment began on November 29, 2021 after the Thanksgiving holiday.

I. Below is a summary of disconnection metrics.

Number of Actual Residential Disconnections			
October Disconnections	November Disconnections	December Disconnections	Q4 Total Disconnections
0	625	4,598	5,223

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

Below is a summary of the number of residential accounts that would have been disconnected had the moratorium not been in place.

Number of Residential Customers Eligible for Disconnection			
October Eligible Disconnections that did not occur due to moratorium	November Eligible Disconnections that did not occur due to moratorium	December Eligible Disconnections that did not occur due to moratorium	Q4 Total Eligible Disconnections that did not occur due to moratorium
10,227	3,558	0	13,785

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

For Q4, had the moratorium not been in place, 13,785 residential customers were eligible to be disconnected. Throughout Q1 and most of Q2, many residential customers were maintaining their payment arrangements or re-setting their payment arrangements. During the Q3 summer moratorium, customers started breaking their existing payment arrangement absent the risk of disconnection and acquired new debt that would exceed the disconnect threshold, if disconnects were occurring. This trend continued in Q4 with a steady increase in the total residential delinquent dollars and the total number of delinquent residential customers. As the collection process began after November 29, 2021, both numbers showed a slight decline indicating that customers are beginning to pay down their past due balances.

II. The table below shows the number of residential accounts that were in arrears at month-end. This includes accounts that were past due or were on a payment arrangement. APS paused disconnections until November 29, 2021, after Thanksgiving. The table shows that, after APS re-started disconnection, 87% of residential customers are current on their APS bills. In December 2021, many customers paid off their past-due balances post moratorium, reducing the total number of delinquent accounts.

Number of Residential Delinquent Accounts		
October Month-End	November Month-End	December Month-End
135,805	151,459	145,580

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

Percentage of Past-Due Balance Based on Dollar Amounts	
Past-Due Balance	% of Past-Due Accounts
Less than \$75	17%
\$75 to \$300	46%
More than \$300	37%

III. In June when the moratorium started, total residential delinquent dollars were \$42 million. Residential delinquent dollars increased throughout the moratorium until disconnect activity began November 29, 2021. As of the end of November 2021, residential delinquent dollars were \$77.4 million, an increase of 84% since the start of the moratorium. APS attributes this trend to customers who stopped paying their past due amounts and did not connect with APS to extend or make new payment arrangements during the moratorium, so the accrued balances increased during the third quarter. In the fourth quarter, the residential delinquency dollars remained steady in October and November until disconnect activity began after November 29, 2021, when disconnects recommenced. The result was a slight decrease in December. APS is continuing its efforts to communicate with customers about deferred payment arrangements, acceptance of partial payments and customer assistance.

Residential Delinquent Dollars		
October Month-End	November Month-End	December Month-End
\$77,772,612	\$77,441,311	\$69,127,130

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

IV. As shown in the tables below, the average overdue account balance (Average Delinquent Amount) per residential customer has decreased by approximate 13% since September 2021 month-end.

Q4 2021 Average Amount of Residential Delinquency by Month			
Month	Total Delinquent Dollars	Number of Delinquent Accounts	Average Delinquent Amount
October	\$77,772,612	135,805	\$573
November	\$77,441,311	151,459	\$511
December	\$69,127,130	145,580	\$475

V. The table below shows the number of residential customers enrolled in a DPA as well as their status at the end of each month. In addition, the row labeled "Active End-of-Period" illustrates the number of these residential customers who are in compliance with the DPA.

Throughout 2021, APS has willingly reset payment arrangements with customers. The Company's efforts to find payment terms that work for customers is making a difference. Since exiting the moratorium on October 15, 2021, 17% of payment arrangements set since exiting the moratorium has been paid in full.

However, 46% of payment arrangements set since November 29, when the Company began disconnections again, have been broken as customers continue to work with APS to set new arrangements that meet their budgets, and in many cases, reset these arrangements more than once. As previously stated, 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 December 2021, 78,897 payment arrangements remained active with the lengths of the active payment arrangements varying.

Residential Customers in a DPA				
	October	November	December	Q4 2021
Enrolled (New)	63,400	79,264	16,198	158,862
Broken Arrangement	7,261	27,851	38,030	73,142
Paid In Full	4,006	9,308	14,012	27,326
Active End-of-Period	73,416	116,200	78,897	78,897

Note: The above represents selected DPA statistics and therefore each row of the table should be considered separately.

Definitions:

- Enrolled (New) - the number of new payment arrangements created
- Broken Arrangement – the number of payment arrangements that were broken when a customer did not either make a payment or contact APS to modify the payment terms prior to the due date
- Paid In Full – the number of payment arrangements that were fully satisfied
- Active End-of-Period – the number of payment arrangements that were active on the last day of the time period

VI. The number of active residential customers with a delinquent balance greater than or equal to \$300 decreased in Q4 ending on December 31, 2021, by approximately 7% from Q3 ending on September 30, 2021

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

Residential Customers with a Delinquent Balance ≥ \$300			
	October 2021	November 2021	December 2021
Limited-Income Customers	11,995	11,112	9,916
Other Residential Customers	55,918	52,442	43,602
Total Residential Customers	67,913	63,554	53,518

VII. The table below shows the percentage of low-income customers with accounts in arrears who have received customer assistance in the form of a guarantee or payment toward their utility bill for the current calendar year. As stated above, APS defines a low-income (or limited-income) customer as someone who is enrolled in the E-3 or E-4 programs. All of those customers receive a monthly discount on their electricity bill: 25% for E-3 and 35% for E-4.

To see a more holistic picture of customer assistance, it is important to recognize that many low-income customers who received customer assistance have had their account balance paid in full and are no longer in arrears. The fourth quarter saw over 13,200 customers receive bill assistance of \$7.94 million. It was the highest amount of assistance out of the four quarters in 2021. The combined total for the year is 35,900 customers and \$22.89 million. This is a 58% increase in bill assistance dollars compared to 2020. The Emergency Rental Assistance Program (ERAP) was a key part of the increase.

ERAP has been in operation since March of 2021. APS is working with the State Department of Economic Security, Maricopa County Human Services, Wildfire, Salt River Project (SRP), and many other agencies to build awareness for ERAP. APS has consistently promoted ERAP to our eligible customers since it began in March. For example, in late December we sent a promotion of ERAP and the new Arizona Department of Housing (ADOH) Homeowner Assistance Fund (HAF) to our customers at risk of disconnection, so these customers were aware of these two significant sources of bill assistance. The promotion also included the APS programs. ERAP was the source of approximately 60% of the fourth quarter bill assistance total.

The Arizona Department of Housing started the Homeowner Assistance Fund in November. This program provides help for homeowners who have experienced financial hardship due to COVID-19. HAF provides mortgage assistance primarily, but it also includes utilities. This program will continue in 2022.

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

% of Limited-Income Customers with Accounts in Arrears who Received an Assistance Guarantee			
October	November	December	Q4 2021 Total
0.9%	0.6%	0.3%	1.8%

VIII. The tables below show the number of active delinquent residential accounts with an arrearage of \$300 or more, listed by "Limited-Income" and "Other Residential Customers." The data is shown by duration of the arrearages. Once a customer enters into a payment arrangement, the debt will not continue to age and will show as a current balance owed. However, it is important to note that the majority of the debt in payment arrangements is 90+ days past due. If a customer breaks a payment arrangement, the debt will continue to age from the time it was incurred. This is important because longer aged debt contains higher risk of eventual write-off and could ultimately be borne by other customers in the form of bad debt expense.

APS consistently performs outreach to all customers to educate about opportunities for assistance and limited income discount programs as detailed below in the Customer Education section. As of December month-end, limited-income customers make up 19% of the total customers in arrears by more than \$300, and their past-due dollars make up approximately 17% of the total delinquent dollars.

Residential Customers with a Delinquent Balance ≥ \$300

October 2021					
	Number of Accounts ≥\$300	Payment Arrangements*	30 to 60 Days	60 to 90 Days	90+ Days
Limited-Income	11,995	\$6,669,731	\$1,076,774	\$1,222,600	\$2,274,773
Other Residential Customers	55,918	\$31,464,993	\$6,678,102	\$6,308,690	\$11,841,624
Total Residential Customers	67,913	\$38,124,724	\$7,754,876	\$7,531,290	\$67,527,288

Residential Customers with a Delinquent Balance ≥ \$300

November 2021					
	Number of Accounts ≥\$300	Payment Arrangements*	30 to 60 Days	60 to 90 Days	90+ Days
Limited-Income	11,112	\$9,100,196	\$1,634,755	\$53,375	\$10,575
Other Residential Customers	52,442	\$44,949,554	\$8,724,171	\$275,443	\$147,216
Total Residential Customers	63,554	\$54,049,749	\$10,358,926	\$328,817	\$157,791

Residential Customers with a Delinquent Balance ≥ \$300

December 2021					
	Number of Accounts ≥\$300	Payment Arrangements*	30 to 60 Days	60 to 90 Days	90+ Days
Limited-Income	9,916	\$6,314,846	\$2,092,846	\$1,288,201	\$79,615
Other Residential Customers	43,602	\$27,569,550	\$11,607,564	\$7,388,065	\$393,059
Total Residential Customers	53,518	\$33,884,395	\$13,700,409	\$8,676,266	\$472,674

*Note: Payment arrangement information is shown as current, and the debt does not continue to age once the payment arrangement is established; data is for active payment arrangements as of month-end.

Customer Education and Outreach Details

On January 15, 2021, APS filed a Customer Education and Outreach Plan (CEOP) as directed by Decision No. 77849 (December 17, 2020). The CEOP detailed how APS has and will continue to communicate with customers regarding the automatic Deferred Payment Arrangement (DPA), information about bill assistance programs and limited-income discounts, energy efficiency programs and other ways customers can save on their bills, and how APS will conduct agency outreach and education with the assistance agencies. While the CEOP period as filed ended on June 30, 2021, making customers aware of assistance programs and resources, helping customers access assistance, and collaborating with stakeholders on program enhancements and additional communication efforts continue to be a priority for APS.

In the fourth quarter, this was accomplished through:

1. As the summer moratorium neared its end, APS notified customers that at the end of the moratorium, if they had a past-due balance of \$75 or more, their account would be placed on an automatic 6-month payment arrangement to give them more time to get caught up. Customers received follow-up notifications after the moratorium ended notifying them that they had been placed on the payment arrangement.
2. The Here to Help mass market advertising campaign focused on energy efficiency in fourth quarter, particularly the APS Marketplace and offers of free smart thermostats. This included a diverse mix of media channels and both English and Spanish advertising.
3. APS used a variety of approaches, including bill messages, newsletter/e-newsletter, email, organic social, direct mail and digital, to communicate assistance options available to qualifying customers. These programs include Energy Support programs, Crisis Bill Assistance, Project SHARE, LIHEAP, ERAP, HAF and Safety Net. Safety Net continues to be cross promoted with SRP and TEP. APS held an internal employee awareness campaign in October. The Company also sent repeated reminders to customers enrolled in the Energy Support programs that needed to recertify to keep their discount.

Altogether, this outreach was conducted using a diverse mix of media channels and a combination of personalized (to the individual account level), segmented (based on audience characteristics or demographics), and mass communications. This included paid advertising in English and Spanish in television, radio, print, digital, and outdoor, as well as emails, direct mail, social media, and communications on the customer bill or sent with the bill (such as inserts and newsletters).

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

APS monitors several J.D. Power (JDP) metrics for customer perception related to communications related to low income customer programs, energy efficiency and overall communication recall. Through 2021, improvement was evident, including strong Q4

performance. As reported in the JDP full-year 2021 residential customer results at the end of December, APS finished in second quartile for Communications Recall of company communication, which is a customer's ability to recall one or more APS communications. This number improved from 2020 as well. Even more positive is that 63% percent of APS customers recall three or more APS communications, which is above the industry average for Large Investor Owned Utility ("IOU") peer set. Customer awareness of Energy Efficiency/Conservation Programs awareness maintained its above industry performance in 2021 with more than 59% program awareness. Additionally, APS also significantly outperformed the industry average in communication recall about Energy Conservation Tips and equally had strong year-over-year improvement from its 2020 ratings. performing Low-Income Assistance Programs awareness improved from 2020 and also performed above the industry average with 31% of customers stating awareness of low income program availability. APS attributes the performance increases to continued messaging and focus on topics of assistance, energy savings, and its mix of mass and targeted communications in customers channel of choice.

APS' outreach efforts to educate customers on assistance programs has been effective with continued increases in utility bill assistance and enrollments in customer programs. Notably, the Energy Support program has reached 84,565 customers as of the end of December which is almost a 17% increase from the same time last year.

ATTACHMENT A

The number of residential customers that were disconnected, by zip code, or, if a

Arizona Public Service Company
 Number of Residential Disconnects by Zip Code
 Q4 2021

Zip Code	October	November	November	December	Q4 Total
	Doorhanger	Doorhanger	Disconnects		
	s	s	*		
85003	-	8	1	32	41
85004	-	10	-	29	39
85006	187	25	-	161	373
85007	29	72	18	35	154
85008	218	31	-	150	399
85009	111	202	99	48	460
85012	2	1	-	3	6
85013	2	2	-	14	18
85014	119	23	-	135	277
85015	20	2	-	11	33
85016	42	12	-	62	116
85017	6	1	-	-	7
85018	-	-	-	-	-
85020	68	12	-	56	136
85021	143	40	2	69	254
85022	455	211	26	290	982
85023	315	96	7	230	648
85024	97	50	10	47	204
85027	271	34	7	70	382
85028	60	-	-	2	62
85029	436	135	27	108	706
85032	376	172	70	47	665
85034	55	44	1	46	146
85050	13	18	2	-	33
85051	74	33	15	20	142
85053	140	36	5	142	323
85054	61	58	-	29	148
85083	-	-	-	-	-
85085	2	2	-	-	4
85086	-	3	-	1	4
85087	-	-	-	-	-
85122	483	102	13	67	665
85123	129	20	-	23	172
85128	15	2	-	24	41
85131	88	10	5	4	107
85132	1	8	3	12	24
85135	2	1	-	4	7
85137	12	1	1	12	26
85139	-	-	-	-	-
85141	-	-	-	-	-

85145	-	-	-	-	-	-
85173	30	4	-	13	47	
85191	-	-	-	3	3	
85192	2	1	-	-	3	
85193	1	1	-	4	6	
85194	-	-	-	-	-	
85224	-	-	-	-	-	
85225	72	15	2	1	90	
85233	-	-	-	11	11	
85234	-	4	-	7	11	
85239	-	-	-	-	-	
85250	13	-	-	-	13	
85251	63	30	-	10	103	
85253	16	2	1	-	19	
85254	24	7	-	72	103	
85255	42	35	-	34	111	
85258	29	22	7	2	60	
85259	-	1	-	5	6	
85260	2	5	-	81	88	
85262	-	3	-	-	3	
85266	-	1	-	-	1	
85281	106	242	15	36	399	
85282	2	1	-	-	3	
85296	-	-	-	-	-	
85301	-	-	-	-	-	
85304	63	12	-	15	90	
85306	181	89	8	56	334	
85307	58	35	3	24	120	
85308	214	48	9	93	364	
85310	-	-	-	-	-	
85320	-	-	-	-	-	
85321	11	4	2	3	20	
85322	-	-	-	-	-	
85323	219	26	7	110	362	
85324	-	-	-	-	-	
85325	9	1	1	13	24	
85326	125	56	22	-	203	
85328	3	1	-	7	11	
85331	-	2	-	-	2	
85332	-	-	-	-	-	
85333	-	-	-	-	-	
85334	-	1	1	7	9	
85335	141	40	-	46	227	
85336	7	-	-	3	10	
85337	55	-	-	25	80	
85338	166	17	6	25	214	
85340	236	111	29	50	426	
85342	-	1	1	-	2	
85344	-	4	3	59	66	

85345	54	38	4	45	141
85346	32	16	8	6	62
85348	5	2	2	3	12
85349	90	2	-	84	176
85350	239	64	-	93	396
85351	21	13	1	9	44
85354	-	2	1	-	3
85355	-	-	-	-	-
85357	10	6	3	-	19
85361	-	8	3	-	11
85362	-	-	-	-	-
85363	12	6	-	9	27
85364	1,095	422	78	421	2,016
85365	290	22	-	148	460
85367	35	1	-	68	104
85373	26	11	-	14	51
85374	169	56	2	29	256
85375	22	1	-	7	30
85377	-	-	-	-	-
85378	47	30	2	21	100
85379	276	23	1	14	314
85381	12	6	-	4	22
85382	46	12	1	33	92
85383	14	14	4	16	48
85387	-	7	4	2	13
85388	135	11	1	6	153
85390	-	-	-	-	-
85392	155	11	-	56	222
85395	130	46	13	28	217
85396	10	15	9	-	34
85501	-	-	-	-	-
85539	-	-	-	-	-
85541	95	43	5	38	181
85544	11	-	-	12	23
85553	8	6	-	5	19
85554	-	-	-	-	-
85618	-	1	-	1	2
85631	19	6	1	7	33
85901	64	23	2	29	118
85912	-	-	-	-	-
85931	3	-	-	1	4
85937	39	16	-	14	69
85939	29	13	4	3	49
85942	-	-	-	-	-
86001	40	8	2	31	81
86004	150	60	-	60	270
86005	19	1	-	11	31
86015	1	-	-	1	2
86017	1	-	-	-	1

86018	-	-	-	-	-	-
86023	-	1	-	-	1	2
86024	-	-	-	-	3	3
86025	25	23	4	16	-	68
86029	3	-	-	-	-	3
86030	2	-	-	-	-	2
86032	3	-	-	-	-	3
86034	1	-	-	-	3	4
86038	-	-	-	-	-	-
86039	3	1	-	-	4	8
86042	4	3	-	-	9	16
86043	3	2	-	-	7	12
86046	-	-	-	-	-	-
86047	53	20	5	21	-	99
86301	41	8	2	54	-	105
86303	80	13	2	26	-	121
86305	71	39	4	28	-	142
86312	-	-	-	-	-	-
86314	248	77	23	57	-	405
86315	38	17	-	-	7	62
86320	-	-	-	-	-	-
86321	-	-	-	-	-	-
86322	18	-	-	-	37	55
86323	41	5	2	19	-	67
86324	33	12	-	-	19	64
86325	3	-	-	-	10	13
86326	142	2	-	-	60	204
86327	18	3	2	13	-	36
86329	-	-	-	-	-	-
86331	-	-	-	-	-	-
86332	-	-	-	-	-	-
86333	21	-	-	-	24	45
86334	18	1	1	21	-	41
86335	2	-	-	-	14	16
86336	24	5	-	-	15	44
86337	-	-	-	-	-	-
86338	5	4	-	-	-	9
86343	-	-	-	-	-	-
86351	1	1	-	-	3	5
Total	10,227	3,558	625	4,598	19,008	

*Disconnections for non-payment began on November 29, 2021, after the Thanksgiving holiday.

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

Arizona Public Service Company
Number of Residential Delinquency by Zip Code
Q4 2021

Zip Code	October Month-End	November Month-End	December Month-End
85003	611	679	664
85004	613	735	748
85006	1,968	1,927	1,919
85007	1,291	1,325	1,291
85008	1,703	1,733	1,641
85009	2,521	2,587	2,495
85012	527	638	619
85013	1,083	1,304	1,252
85014	1,697	2,041	1,916
85015	648	715	688
85016	796	998	930
85017	86	106	90
85018	5	12	10
85020	2,139	2,322	2,258
85021	1,030	1,042	960
85022	3,584	3,835	3,628
85023	2,428	2,661	2,507
85024	1,388	1,486	1,440
85027	2,606	2,730	2,646
85028	441	584	568
85029	3,453	3,655	3,537
85032	4,104	4,641	4,580
85034	532	563	533
85050	1,017	1,090	1,032
85051	450	453	459
85053	1,976	2,302	2,120
85054	678	761	712
85083	293	452	439
85085	1,103	1,310	1,282
85086	1,171	1,449	1,355
85087	251	344	319
85122	3,205	3,413	3,237
85123	813	824	816
85128	731	818	767
85131	637	701	665
85132	814	975	911
85135	40	46	41
85137	137	166	142
85139	20	18	15
85141	21	23	23

85145	103	123	122
85173	246	265	234
85191	21	22	25
85192	18	19	18
85193	155	177	170
85194	8	13	8
85224	90	122	124
85225	1,977	2,126	2,150
85233	433	492	518
85234	273	299	303
85236	1	1	1
85239	-	-	-
85250	126	137	123
85251	1,430	1,554	1,529
85253	513	539	517
85254	1,182	1,638	1,551
85255	1,148	1,272	1,247
85258	799	892	869
85259	459	644	612
85260	1,226	1,645	1,552
85262	175	302	268
85266	143	266	227
85281	2,335	2,424	2,518
85282	39	39	36
85296	45	91	83
85301	2,054	2,208	2,234
85304	452	507	495
85306	1,537	1,587	1,556
85307	539	601	578
85308	3,064	3,240	3,124
85310	449	587	546
85320	63	60	56
85321	112	113	116
85322	39	48	54
85323	1,433	1,392	1,398
85324	156	184	193
85325	89	97	78
85326	4,161	4,437	4,286
85328	42	56	37
85331	684	877	792
85332	93	93	104
85333	26	28	32
85334	92	117	105
85335	1,907	2,260	2,190
85336	35	44	43
85337	241	268	245
85338	2,608	3,329	3,205
85340	1,462	1,543	1,529
85342	86	91	94

85343	4	5	5
85344	394	474	422
85345	2,017	2,188	2,128
85346	159	157	164
85348	139	145	145
85349	1,497	1,823	1,743
85350	1,441	1,493	1,382
85351	681	915	833
85354	421	539	515
85355	332	448	420
85357	44	41	43
85361	364	424	401
85362	37	68	65
85363	408	527	510
85364	5,989	6,189	5,971
85365	2,572	2,847	2,713
85367	740	1,047	938
85373	616	650	587
85374	1,688	1,759	1,689
85375	572	567	532
85377	79	108	99
85378	699	779	740
85379	2,057	2,456	2,350
85381	167	212	186
85382	1,618	1,607	1,543
85383	1,615	1,884	1,796
85387	665	720	690
85388	1,234	1,407	1,360
85390	300	322	323
85392	905	990	909
85393	1	-	-
85395	1,148	1,287	1,251
85396	1,200	1,477	1,404
85501	846	947	920
85530	-	1	1
85532	-	-	-
85539	310	312	316
85541	1,040	1,241	1,147
85544	174	167	163
85550	6	4	6
85553	91	97	99
85554	31	36	38
85602	3	3	3
85603	329	387	356
85607	1,132	1,217	1,230
85615	138	161	158
85618	3	5	4
85620	46	56	60
85626	83	82	81

85631	189	232	237
85638	84	73	82
85650	5	7	8
85901	649	689	685
85912	1	1	1
85931	35	47	39
85937	358	388	377
85939	189	212	207
85942	6	5	1
86001	884	949	935
86004	1,603	1,725	1,713
86005	472	562	537
86015	16	30	25
86016	-	1	-
86017	83	139	119
86018	37	52	52
86020	8	8	10
86023	30	45	45
86024	49	54	45
86025	324	317	331
86028	2	-	-
86029	22	21	21
86030	28	31	27
86032	71	89	81
86034	30	31	24
86038	15	17	17
86039	45	52	44
86042	115	125	110
86043	198	109	140
86045	827	893	909
86046	307	235	181
86047	612	637	602
86301	681	827	783
86303	685	731	705
86305	547	579	579
86312	1	2	1
86314	1,986	2,080	1,947
86315	285	295	283
86320	115	131	138
86321	124	131	141
86322	671	863	780
86323	651	868	819
86324	231	259	238
86325	214	240	217
86326	1,240	1,400	1,264
86327	422	523	477
86329	8	21	18
86331	34	33	37
86332	89	128	112

86333	388	491	454
86334	252	371	335
86335	236	317	307
86336	372	458	436
86337	60	53	57
86338	32	33	33
86343	10	12	10
86351	162	233	215
Total Count o	135,805	151,459	145,580

The total dollar amount of arrearages, by zip code.

Arizona Public Service Company
Residential Delinquent Dollars by Zip Code
Q4 2021

Zip Code	October Month-End	November Month-End	December Month-End
85003	\$ 284,555	\$ 276,448	\$ 238,871
85004	\$ 263,977	\$ 278,979	\$ 246,692
85006	\$ 1,095,622	\$ 936,819	\$ 850,331
85007	\$ 855,763	\$ 790,200	\$ 727,952
85008	\$ 946,187	\$ 839,499	\$ 742,877
85009	\$ 1,723,085	\$ 1,599,545	\$ 1,432,052
85012	\$ 234,037	\$ 261,325	\$ 231,742
85013	\$ 534,553	\$ 592,509	\$ 505,476
85014	\$ 873,960	\$ 952,803	\$ 792,874
85015	\$ 407,042	\$ 410,049	\$ 366,293
85016	\$ 425,847	\$ 458,634	\$ 372,763
85017	\$ 58,631	\$ 65,159	\$ 58,751
85018	\$ 1,227	\$ 3,866	\$ 1,486
85020	\$ 1,156,308	\$ 1,135,882	\$ 1,044,687
85021	\$ 624,269	\$ 564,792	\$ 482,507
85022	\$ 2,114,468	\$ 2,047,362	\$ 1,790,909
85023	\$ 1,493,399	\$ 1,458,540	\$ 1,247,604
85024	\$ 893,145	\$ 847,874	\$ 776,409
85027	\$ 1,604,768	\$ 1,482,523	\$ 1,372,839
85028	\$ 286,268	\$ 323,048	\$ 290,239
85029	\$ 2,133,061	\$ 2,098,377	\$ 1,880,769
85032	\$ 2,557,292	\$ 2,566,544	\$ 2,359,817
85034	\$ 310,954	\$ 304,351	\$ 250,608
85050	\$ 646,716	\$ 593,627	\$ 538,588
85051	\$ 222,998	\$ 209,496	\$ 197,834
85053	\$ 1,204,418	\$ 1,280,761	\$ 1,066,221
85054	\$ 297,375	\$ 272,615	\$ 253,107
85083	\$ 292,398	\$ 330,873	\$ 284,595
85085	\$ 639,895	\$ 662,811	\$ 625,840
85086	\$ 904,885	\$ 970,084	\$ 867,483
85087	\$ 170,242	\$ 205,061	\$ 179,912
85122	\$ 2,036,704	\$ 2,029,956	\$ 1,791,628
85123	\$ 460,300	\$ 415,483	\$ 378,793
85128	\$ 476,846	\$ 510,232	\$ 429,966
85131	\$ 399,194	\$ 394,244	\$ 352,038
85132	\$ 522,596	\$ 567,821	\$ 502,381
85135	\$ 16,485	\$ 17,069	\$ 15,406
85137	\$ 88,822	\$ 99,027	\$ 75,104
85139	\$ 13,244	\$ 12,374	\$ 13,168
85141	\$ 10,557	\$ 10,927	\$ 10,955
85145	\$ 56,542	\$ 60,054	\$ 57,750

85173	\$	111,090	\$	109,975	\$	85,053
85191	\$	17,046	\$	19,674	\$	18,899
85192	\$	8,352	\$	10,089	\$	8,965
85193	\$	87,805	\$	83,727	\$	72,766
85194	\$	6,415	\$	7,195	\$	6,347
85224	\$	72,747	\$	81,292	\$	72,222
85225	\$	1,152,112	\$	1,151,833	\$	1,080,622
85233	\$	249,807	\$	256,465	\$	260,429
85234	\$	150,801	\$	141,965	\$	135,831
85236	\$	375	\$	300	\$	447
85239	\$	-	\$	-	\$	-
85250	\$	74,166	\$	70,957	\$	64,545
85251	\$	626,156	\$	594,844	\$	566,046
85253	\$	389,024	\$	346,776	\$	301,051
85254	\$	805,508	\$	905,321	\$	796,984
85255	\$	763,382	\$	708,794	\$	647,972
85258	\$	448,394	\$	434,366	\$	398,027
85259	\$	288,207	\$	339,870	\$	287,790
85260	\$	726,129	\$	852,237	\$	699,553
85262	\$	117,510	\$	150,687	\$	113,396
85266	\$	105,355	\$	133,399	\$	99,465
85281	\$	1,197,111	\$	1,104,080	\$	1,029,338
85282	\$	19,871	\$	18,377	\$	17,318
85296	\$	42,403	\$	55,626	\$	52,042
85301	\$	1,265,406	\$	1,244,817	\$	1,174,439
85304	\$	331,478	\$	335,703	\$	299,382
85306	\$	1,008,346	\$	965,005	\$	858,047
85307	\$	347,193	\$	335,172	\$	313,610
85308	\$	2,016,376	\$	1,861,607	\$	1,729,447
85310	\$	365,912	\$	434,504	\$	370,449
85320	\$	23,953	\$	23,761	\$	22,815
85321	\$	44,304	\$	44,421	\$	39,325
85322	\$	29,450	\$	32,655	\$	30,923
85323	\$	846,516	\$	743,466	\$	705,425
85324	\$	93,896	\$	96,257	\$	89,938
85325	\$	64,034	\$	63,250	\$	35,856
85326	\$	2,780,370	\$	2,661,869	\$	2,469,867
85328	\$	19,520	\$	19,179	\$	15,969
85331	\$	477,804	\$	499,197	\$	452,153
85332	\$	47,681	\$	41,894	\$	50,295
85333	\$	13,729	\$	12,420	\$	11,175
85334	\$	70,967	\$	67,019	\$	66,361
85335	\$	1,429,078	\$	1,517,862	\$	1,331,445
85336	\$	23,545	\$	24,738	\$	21,092
85337	\$	127,188	\$	122,488	\$	103,464
85338	\$	1,777,116	\$	1,982,267	\$	1,780,147
85340	\$	1,073,842	\$	1,024,769	\$	900,623
85342	\$	48,317	\$	47,891	\$	46,872
85343	\$	1,010	\$	1,547	\$	1,597

85344	\$	268,235	\$	250,579	\$	207,827
85345	\$	1,279,841	\$	1,288,649	\$	1,180,413
85346	\$	118,631	\$	112,715	\$	96,749
85348	\$	63,847	\$	57,693	\$	54,263
85349	\$	639,665	\$	671,957	\$	586,680
85350	\$	689,355	\$	641,077	\$	548,655
85351	\$	268,424	\$	306,793	\$	256,191
85354	\$	439,084	\$	495,240	\$	463,009
85355	\$	213,208	\$	245,601	\$	219,490
85357	\$	21,927	\$	17,410	\$	14,002
85361	\$	271,746	\$	298,728	\$	261,816
85362	\$	13,675	\$	14,504	\$	15,976
85363	\$	263,861	\$	295,106	\$	268,147
85364	\$	3,132,248	\$	2,942,213	\$	2,477,496
85365	\$	1,388,770	\$	1,375,806	\$	1,178,081
85367	\$	413,111	\$	487,343	\$	373,934
85373	\$	337,279	\$	335,466	\$	284,415
85374	\$	1,074,575	\$	1,061,040	\$	920,294
85375	\$	195,383	\$	165,968	\$	139,190
85377	\$	48,385	\$	58,465	\$	47,320
85378	\$	454,586	\$	462,914	\$	409,195
85379	\$	1,702,091	\$	1,779,631	\$	1,609,063
85381	\$	80,110	\$	88,335	\$	76,062
85382	\$	945,231	\$	846,997	\$	791,602
85383	\$	1,055,147	\$	1,039,960	\$	914,596
85387	\$	391,990	\$	373,479	\$	352,168
85388	\$	945,791	\$	968,965	\$	860,699
85390	\$	147,286	\$	135,412	\$	116,525
85392	\$	634,096	\$	605,387	\$	531,632
85393	\$	346	\$	-	\$	-
85395	\$	720,479	\$	726,750	\$	649,940
85396	\$	732,518	\$	786,315	\$	701,658
85501	\$	467,373	\$	463,023	\$	457,682
85530	\$	-	\$	108	\$	87
85532	\$	-	\$	-	\$	-
85539	\$	157,078	\$	158,716	\$	159,696
85541	\$	416,767	\$	423,594	\$	371,993
85544	\$	44,584	\$	37,151	\$	37,263
85550	\$	4,228	\$	3,604	\$	3,491
85553	\$	52,703	\$	41,567	\$	40,539
85554	\$	7,332	\$	6,474	\$	6,939
85602	\$	328	\$	700	\$	497
85603	\$	128,835	\$	129,460	\$	130,853
85607	\$	449,304	\$	460,476	\$	445,178
85615	\$	110,278	\$	108,505	\$	104,235
85618	\$	604	\$	1,657	\$	673
85620	\$	10,048	\$	10,355	\$	10,902
85626	\$	27,786	\$	22,781	\$	26,757
85631	\$	76,043	\$	79,263	\$	75,097

85638	\$	45,660	\$	37,531	\$	47,875
85650	\$	2,726	\$	4,014	\$	2,977
85901	\$	178,992	\$	180,556	\$	175,945
85912	\$	150	\$	270	\$	225
85931	\$	3,971	\$	4,966	\$	3,941
85937	\$	143,025	\$	136,505	\$	128,416
85939	\$	73,894	\$	73,620	\$	62,480
85942	\$	395	\$	391	\$	141
86001	\$	185,460	\$	196,821	\$	175,060
86004	\$	378,061	\$	360,236	\$	330,828
86005	\$	112,981	\$	129,819	\$	116,342
86015	\$	3,664	\$	9,943	\$	6,508
86016	\$	-	\$	172	\$	-
86017	\$	27,897	\$	38,554	\$	34,225
86018	\$	14,732	\$	15,110	\$	15,491
86020	\$	1,172	\$	1,805	\$	1,352
86023	\$	15,253	\$	16,516	\$	16,877
86024	\$	8,835	\$	10,698	\$	7,762
86025	\$	96,195	\$	84,503	\$	83,442
86028	\$	91	\$	-	\$	-
86029	\$	6,855	\$	7,106	\$	7,070
86030	\$	7,325	\$	8,049	\$	8,115
86032	\$	19,409	\$	23,214	\$	22,994
86034	\$	7,398	\$	8,708	\$	7,557
86038	\$	1,177	\$	1,799	\$	891
86039	\$	11,425	\$	12,983	\$	10,729
86042	\$	30,945	\$	34,832	\$	30,634
86043	\$	33,696	\$	17,932	\$	29,212
86045	\$	297,128	\$	317,056	\$	318,945
86046	\$	121,231	\$	68,084	\$	56,685
86047	\$	177,767	\$	184,005	\$	155,239
86301	\$	210,442	\$	227,010	\$	195,184
86303	\$	183,161	\$	170,788	\$	145,733
86305	\$	157,378	\$	154,963	\$	131,439
86312	\$	110	\$	262	\$	228
86314	\$	701,424	\$	634,952	\$	553,194
86315	\$	98,345	\$	93,274	\$	70,325
86320	\$	54,612	\$	59,963	\$	57,938
86321	\$	44,794	\$	45,062	\$	48,485
86322	\$	340,788	\$	385,130	\$	339,240
86323	\$	292,372	\$	336,211	\$	292,860
86324	\$	80,503	\$	72,400	\$	62,206
86325	\$	115,798	\$	110,839	\$	102,924
86326	\$	493,234	\$	497,513	\$	435,546
86327	\$	173,529	\$	199,504	\$	166,137
86329	\$	4,474	\$	6,158	\$	6,325
86331	\$	8,809	\$	6,881	\$	7,311
86332	\$	31,481	\$	37,742	\$	33,587
86333	\$	202,823	\$	224,235	\$	193,670

86334	\$	137,125	\$	154,011	\$	132,841
86335	\$	152,179	\$	166,766	\$	155,564
86336	\$	160,841	\$	167,536	\$	126,907
86337	\$	18,274	\$	17,306	\$	16,800
86338	\$	13,157	\$	12,605	\$	13,049
86343	\$	1,011	\$	2,538	\$	2,316
86351	\$	58,796	\$	68,682	\$	59,255
Total Delinque	\$	77,772,612	\$	77,441,311	\$	69,127,130