

The Morenci Water and Electric Co.
P.O. Box 68
Morenci, AZ 85540
April 15, 2021

Docket No. E-00000A-19-0128

In Re: Compliance with Decision No. 77849, Quarterly Reporting on Residential Customer Service Terminations and Accounts in Arrears, Q1 2021

The Morenci Water and Electric Co. (MWE) hereby provides its quarterly report on residential customer service terminations and accounts in arrears for the period January-March 2021. As required by Decision No. 77849, the data are reported for the MWE service territory by applicable zip code. See the following tables for the requested information for Morenci, zip code 85540, and Clifton, zip code 85533.

The data indicate that a small number of customers in each month in each zip code were disconnected due to non-payment, and a slightly higher number of customers avoided disconnection due to the moratorium policies in effect. A roughly comparable number of customers in both areas were in arrears. In Morenci, the total amount in arrears ranged from a high of \$3,884 in January to a low of \$1,568 in February. In Clifton, the highest arrearage of \$1,762 was incurred in February and the lowest amount was \$1,180 in March. The average arrearage across the two areas varied by month, but overall ranged from just under \$100 to just over \$430.

Both Morenci and Clifton had either 1 or 2 residential customers enrolled in a deferred payment arrangement (DPA) in each month of the quarter. All customers on a DPA remained in compliance with the DPA.

Few customers were in arrears by more than \$300. In Morenci, there were either two or three customers in such a position. In Clifton, there were three customers in this position in January, but no customers in this position by March.

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

Morenci, Zip Code 85540

		January	February	March
Number of Residential Customers:				
Disconnected in the month		1	3	1
Not disconnected due to moratorium		8	3	7
Customer Arrearages				
Residential customers in arrears		9	8	8
Total dollar amount of arrearages		\$ 3,883.94	\$ 1,567.57	\$ 1,844.61
Average dollar amount of arrearages		\$ 431.55	\$ 195.95	\$ 230.58
Deferred Payment Arrangements (DPA)				
Residential customers enrolled in a DPA		2	2	3
Residential customers in compliance with a DPA		2	2	3
Residential Customers With Arrearages > \$300				
Low income customers, by duration ¹				
Up to 30 days overdue		N/A	N/A	N/A
30 to 60 days overdue		N/A	N/A	N/A
60 to 90 days overdue		N/A	N/A	N/A
More than 90 days overdue		N/A	N/A	N/A
Total low income customers		N/A	N/A	N/A
Other residential customers				
Up to 30 days overdue		0	0	0
30 to 60 days overdue		0	0	1
60 to 90 days overdue		0	0	0
More than 90 days overdue		3	2	2
Total other residential customers		3	2	3
% of Low Income Customers in Arrears Who Have Received Customer Assistance ¹		N/A	N/A	N/A

¹ MWE does not have a low income discount tariff and therefore does not have information specific to low income customers.

Clifton, Zip Code 85533

		January	February	March
Number of Residential Customers:				
Disconnected in the month		1	1	1
Not disconnected due to moratorium		4	4	8
Customer Arrearages				
Residential customers in arrears		6	10	12
Total dollar amount of arrearages		\$ 1,576.99	\$ 1,762.05	\$ 1,180.02
Average dollar amount of arrearages		\$ 262.83	\$ 176.21	\$ 98.34
Deferred Payment Arrangements (DPA)				
Residential customers enrolled in a DPA		1	2	1
Residential customers in compliance with a DPA		1	2	1
Residential Customers With Arrearages > \$300				
Low income customers, by duration ¹				
Up to 30 days overdue		N/A	N/A	N/A
30 to 60 days overdue		N/A	N/A	N/A
60 to 90 days overdue		N/A	N/A	N/A
More than 90 days overdue		N/A	N/A	N/A
Total low income customers		N/A	N/A	N/A
Other residential customers				
Up to 30 days overdue		0	0	0
30 to 60 days overdue		0	0	0
60 to 90 days overdue		0	0	0
More than 90 days overdue		3	1	0
Total other residential customers		3	1	0
% of Low Income Customers in Arrears Who Have Received Customer Assistance ¹		N/A	N/A	N/A

¹ MWE does not have a low income discount tariff and therefore does not have information specific to low income customers.