

Tucson Electric Power | UNS Electric, Inc.

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

January 15, 2022

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

Re: January 15, 2022 Quarterly Report
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), Tucson Electric Power Company ("TEP") and UNS Electric, Inc. ("UNS Electric") (collectively "Companies") hereby submits the Companies' fourth quarterly report, which provides information for each month of the previous quarter beginning April 15, 2021 until January 15, 2023 on specified arrearage and termination of service activity.¹

The report shows that during this recent quarter (October-December):

- The volume of TEP and UNS Electric customers that were eligible for disconnection decreased from 19,336 in October to 1,967 in December for TEP. For UNS Electric this volume decreased from 4,763 to 273 (Item 1). This is due to customers being placed on automatic payment arrangements and therefore no longer eligible for disconnection.²
- The total dollar amount of arrearages increased each month from \$15.6 million in October to \$16.3 million in December for TEP and \$1.6 million in October to \$1.8 million in December for UNS Electric (Item 3).
- As seen in Item 4, the average amount for a TEP customer in arrears in October was \$370 and it increased to \$409 in December. The average amount for a UNS Electric customer in arrears in October was \$278 and it increased to \$303 in December. The Companies have been working with the Arizona Department of Economic Security to administer the Emergency Rental Assistance Program ("ERAP") utility bill assistance funding, which has delayed some payments. Therefore, the average arrearage amounts will be reduced as funding is administered. Customers are not being disconnected for non-payment while waiting for assistance.

¹ The Termination of Service moratorium ended in October 2021; however, the Companies did not begin disconnection for non-payment until December 2021.

² Unless the payment plan is broken.

- The percentage of TEP low-income customers³ in arrears receiving bill assistance increased to 55% in December 2021, as compared to 18% in October 2021. The percentage of UNS Electric low-income customers in arrears receiving bill assistance increased to 38% in December 2021, as compared to 16% in October 2021 (Item 7).

Sincerely,

/s/Andrea Jacobo
Andrea Jacobo

³ Low-income customers who are receiving the Lifeline or CARES discount.

Item 1. 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

Total Residential Customers by Zip Code who were Disconnected
or Eligible to be Disconnected* if not for a Moratorium

Tucson Electric Power

Postal Code	Oct 2021	Nov 2021	Dec 2021
85614	200	11	
85622	12		
85629	277	49	1
85637	1		1
85640	1		
85641	169	40	8
85645	28		
85653	145	17	1
85654	5	1	
85701	133	4	45
85704	533	39	2
85705	2024	96	171
85706	1917	141	4
85710	750	79	324
85711	1230	58	204
85712	801	58	33
85713	1491	108	327
85714	559	38	16
85715	60	1	33
85716	1014	27	1
85718	186	25	21
85719	1332	98	4
85730	929	87	191
85735	114	14	22
85737	315	33	
85739	109	14	
85741	764	62	1
85742	397	61	3
85743	241	51	16
85745	944	205	164
85746	1263	125	265
85747	344	65	10
85748	119	32	24
85749	69	3	21
85750	48		53
85755	11	8	
85756	792	119	
85757	9		1
Grand Total	19336	1769	1967

*There was no disconnection activity until December due to the Termination of Service Moratorium. TEP's practice is to not disconnect customers with a delinquent balance of less than \$300.

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

Total Active Residential Customers
With Arrears* by Zip Code

Tucson Electric Power

Postal Code	Oct 2021	Nov 2021	Dec 2021
85614	841	605	665
85622	113	87	117
85629	1,300	1,059	964
85637	4	4	6
85640	7	7	7
85641	646	647	585
85645	133	109	116
85653	194	498	109
85654	7	7	5
85701	281	359	318
85704	891	792	552
85705	3,312	2,150	2,605
85706	5,957	5,040	4,436
85710	1,714	2,592	2,689
85711	1,858	2,143	2,203
85712	1,857	1,008	1,288
85713	2,315	2,933	2,923
85714	1,599	1,389	1,272
85715	394	515	501
85716	1,995	743	1,296
85718	406	366	380
85719	2,241	871	1,549
85730	1,367	1,948	1,908
85735	196	298	259
85736		1	1
85737	472	455	284
85739	192	76	115
85741	1,146	2,460	692
85742	608	1,648	382
85743	377	1,011	317
85745	1,335	1,786	1,954
85746	2,106	3,312	2,909
85747	1,227	1,179	1,046
85748	326	460	462
85749	259	329	359
85750	283	475	442
85755	17	22	15
85756	2,752	2,685	2,081
85757	7	13	11
Grand Total	40,735	42,082	37,823

*Arrears is defined as an amount past due over 24 days and past due over \$75.

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

Total Dollar Amount for Active Residential
Customers With Arrears by Zip Code

Tucson Electric Power

Postal Code	Oct 2021	Nov 2021	Dec 2021
85614	\$249,694	\$113,348	\$148,623
85622	\$24,856	\$10,743	\$14,960
85629	\$518,380	\$212,673	\$260,696
85637	\$651	\$1,160	\$1,596
85640	\$3,298	\$2,057	\$1,313
85641	\$233,644	\$217,210	\$145,027
85645	\$47,455	\$16,766	\$33,262
85653	\$103,160	\$100,574	\$58,448
85654	\$8,879	\$1,258	\$7,365
85701	\$40,715	\$163,841	\$127,571
85704	\$462,759	\$163,990	\$332,894
85705	\$1,509,197	\$857,157	\$1,487,900
85706	\$2,672,951	\$2,283,405	\$1,882,777
85710	\$369,781	\$1,186,435	\$1,047,070
85711	\$603,902	\$982,347	\$1,042,544
85712	\$807,176	\$305,129	\$662,214
85713	\$641,180	\$1,506,904	\$1,367,091
85714	\$628,841	\$567,229	\$493,954
85715	\$85,387	\$193,662	\$162,524
85716	\$905,737	\$175,971	\$670,285
85718	\$156,916	\$160,432	\$152,237
85719	\$917,963	\$173,458	\$739,198
85730	\$304,220	\$1,013,451	\$841,620
85735	\$50,019	\$123,527	\$119,144
85736		\$449	\$594
85737	\$288,562	\$97,988	\$171,533
85739	\$101,962	\$21,013	\$63,252
85741	\$636,056	\$460,548	\$417,913
85742	\$332,222	\$325,143	\$215,657
85743	\$172,923	\$228,130	\$125,559
85745	\$292,358	\$817,056	\$775,175
85746	\$442,370	\$1,524,754	\$1,162,758
85747	\$513,833	\$466,121	\$331,355
85748	\$77,482	\$214,707	\$199,618
85749	\$73,712	\$155,030	\$141,052
85750	\$61,463	\$191,600	\$142,726
85755	\$8,638	\$3,874	\$6,505
85756	\$1,282,161	\$1,044,895	\$808,811
85757	\$1,396	\$8,012	\$6,372
Grand Total	\$15,631,898	\$16,092,048	\$16,369,190

*Arrears is defined as an amount past due over 24 days and past due over \$75.

Item 4. The average amount in arrearages per residential customer, by residential customer class

Average Amount in Arrears* per Active Residential Customer,
by Residential Customer Class

Tucson Electric Power

Month	Low-Income** Customers	Other Residential Customers
October 2021	\$476	\$370
November 2021	\$559	\$358
December 2021	\$574	\$409

*Arrears is defined as an amount past due over 24 days and past due over \$75.

**Low-Income customers who are receiving the Lifeline discount.

Item 5. The number of residential accounts enrolled in a DPA and the number of those residential accounts in compliance with the DPA

Total Residential Accounts Enrolled in a DPA
and Total in Compliance with DPA*

Tucson Electric Power

Month	Total Enrolled in DPA	Total in Compliance with DPA
October 2021	50,316	13,318
November 2021	58,448	18,911
December 2021	61,134	13,063

*Total in Compliance with DPA includes customers in an active payment arrangement at end of the month.
The difference between total enrolled in a DPA and total in compliance with DPA does not reflect those who were non-compliant; it reflects those who are no longer active in a DPA.

Item 6. The number of active and delinquent residential customers with an arrearage of \$300 or more, disaggregated into "low-income customers" and "other residential customers"

Total Active Delinquent Residential
Accounts With Arrears Over \$300

Tucson Electric Power

Report Month	Low-Income* Customers	Other Residential Customers
October 2021	2,436	13,183
November 2021	2,577	12,216
December 2021	2,954	12,697

*Low-Income customers who are receiving the Lifeline discount.

Item 7. The percentage of low-income customers in arrears who have received customer assistance in the current calendar year

Percentage of Low-Income Customers in Arrears* who
Received Customer Assistance in Current Calendar Year

Tucson Electric Power

Report Month	% of Low-Income** Customers in Arrears who received financial agency assistance
October 2021	18%
November 2021	35%
December 2021	55%

*Only customers that are active and delinquent in the report month are considered in the annual assistance percentage.
Arrears is defined as an amount past due over 24 days and past due over \$75.

**Low-Income customers who are receiving the Lifeline discount.

Item 8. 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)

Total Active Delinquent Residential Accounts*
With an Arrears of \$300 or more with Duration

Tucson Electric Power

Month	Duration	Low Income** Customers	Other Residential Customers
October 2021	25 To 30 Days	94	1,134
	31 To 60 Days	330	3,065
	61 To 90 Days	2,012	8,984
November 2021	25 To 30 Days	28	787
	31 To 60 Days	185	1,761
	61 To 90 Days	2,364	9,668
December 2021	25 To 30 Days	22	358
	31 To 60 Days	565	2,381
	61 To 90 Days	2,367	9,958

*Accounts are only counted once if the account has arrears over 30 days.

**Low-Income customers who are receiving the Lifeline discount.

Item 1. 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

Total Residential Customers by Zip Code who were Disconnected
or Eligible to be Disconnected* if not for a Moratorium

UNS Electric

Postal Code	Oct 2021	Nov 2021	Dec 2021
85621	569	134	5
85624	2	4	
85640	18	5	
85645	4	1	
85646	31	11	
85648	556	203	52
86401	587	173	15
86403	566	231	25
86404	499	186	21
86406	633	233	28
86409	658	188	107
86413	330	100	2
86426	39	13	3
86429	31	12	
86431	16	6	4
86433	10	5	2
86438	30	12	2
86440	1	1	1
86441	97	30	5
86442	9	2	
86444	57	21	1
86445	20	4	
Grand Total	4763	1575	273

*There was no disconnection activity until December due to the Termination of Service Moratorium. UNS Electric's practice is to not disconnect customers with a delinquent balance of less than \$300.

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

Total Active Residential Customers
With Arrears* by Zip Code

UNS Electric

Postal Code	Oct 2021	Nov 2021	Dec 2021
85621	768	563	630
85624	2	4	1
85640	20	8	19
85645	4	5	3
85646	27	14	17
85648	695	757	770
86401	664	399	458
86403	698	685	624
86404	547	607	617
86406	732	1,017	741
86409	743	903	947
86413	478	674	354
86426	49	51	55
86429	25	44	12
86431	16	30	28
86433	13	20	15
86438	34	30	29
86440	3	2	4
86441	120	161	164
86442	12	21	10
86443	3	4	2
86444	107	82	99
86445	44	27	27
Grand Total	5,804	6,108	5,626

*Arrears is defined as an amount past due over 24 days and past due over \$75.

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

Total Dollar Amount for Active Residential
Customers With Arrears by Zip Code

UNS Electric

Postal Code	Oct 2021	Nov 2021	Dec 2021
85621	\$205,237	\$109,424	\$173,028
85624	\$324	\$601	\$265
85640	\$5,715	\$869	\$5,681
85645	\$5,587	\$545	\$6,200
85646	\$8,915	\$2,025	\$5,484
85648	\$112,580	\$221,385	\$191,594
86401	\$217,594	\$99,453	\$147,529
86403	\$221,039	\$206,949	\$196,802
86404	\$184,504	\$192,363	\$194,530
86406	\$266,193	\$291,917	\$294,272
86409	\$147,407	\$355,084	\$329,199
86413	\$183,247	\$117,207	\$138,755
86426	\$12,668	\$15,329	\$20,714
86429	\$8,352	\$7,977	\$5,040
86431	\$2,954	\$11,316	\$10,031
86433	\$2,002	\$6,120	\$2,978
86438	\$6,484	\$9,212	\$9,794
86440	\$754	\$742	\$748
86441	\$19,943	\$42,756	\$41,330
86442	\$2,875	\$2,923	\$2,897
86443	\$398	\$400	\$235
86444	\$22,139	\$23,539	\$25,143
86445	\$16,261	\$9,115	\$6,968
Grand Total	\$1,653,172	\$1,727,251	\$1,809,216

*Arrears is defined as an amount past due over 24 days and past due over \$75.

Item 4. The average amount in arrearages per residential customer, by residential customer class

Average Amount in Arrears* per Active Residential Customer,
by Residential Customer Class

UNS Electric

Month	Low-Income** Customers	Other Residential Customers
October 2021	\$333	\$278
November 2021	\$421	\$264
December 2021	\$448	\$303

*Arrears is defined as an amount past due over 24 days and past due over \$75.

**Low-Income customers who are receiving the CARES discount.

Item 5. The number of residential accounts enrolled in a DPA and the number of those residential accounts in compliance with the DPA

Total Residential Accounts Enrolled in a DPA
and Total in Compliance with DPA*

UNS Electric

Month	Total Enrolled in DPA	Total in Compliance with DPA
October 2021	7,104	2,023
November 2021	8,310	2,916
December 2021	8,652	1,862

*Total in Compliance with DPA includes customers in an active payment arrangement at end of the month.
The difference between total enrolled in a DPA and total in compliance with DPA does not reflect those who were non-compliant; it reflects those who are no longer active in a DPA.

Item 6. The number of active and delinquent residential customers with an arrearage of \$300 or more, disaggregated into "low-income customers" and "other residential customers"

Total Active Delinquent Residential
Accounts With Arrears Over \$300

UNS Electric

Report Month	Low-Income* Customers	Other Residential Customers
October 2021	229	1,154
November 2021	280	1,206
December 2021	304	1,368

*Low-Income customers who are receiving the CARES discount.

Item 7. The percentage of low-income customers in arrears who have received customer assistance in the current calendar year

Percentage of Low-Income Customers in Arrears* who
Received Customer Assistance in Current Calendar Year

UNS Electric

Report Month	% of Low-Income** Customers in Arrears who received financial agency assistance
October 2021	16%
November 2021	29%
December 2021	38%

*Only customers that are active and delinquent in the report month are considered in the annual assistance percentage.
Arrears is defined as an amount past due over 24 days and past due over \$75.

**Low-Income customers who are receiving the CARES discount.

Item 8. 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)

Total Active Delinquent Residential Accounts*
With an Arrears of \$300 or more with Duration

UNS Electric

Month	Duration	Low Income** Customers	Other Residential Customers
October 2021	25 To 30 Days	3	89
	31 To 60 Days	29	265
	61 To 90 Days	197	800
November 2021	25 To 30 Days		40
	31 To 60 Days	12	129
	61 To 90 Days	268	1,037
December 2021	25 To 30 Days	2	35
	31 To 60 Days	8	124
	61 To 90 Days	294	1,209

*Accounts are only counted once if the account has arrears over 30 days.

**Low-Income customers who are receiving the CARES discount.