

## Arizona

Last updated: 11/8/22

Covered utilities: These policies pertain to electricity customers who receive their service from an investor-owned utility in the State of Arizona. Customers that receive service from a municipal utility or an electric cooperative are not covered by these policies.

A.A.C. § R14-2-214

### Weather Protections

Utilities can adopt only one of the following conditions where it will not discontinue service:

- 1) When local forecasts, as predicted by the National Weather Service, indicate that temperatures will:
  - a. Fall below 32 degrees F;
  - b. Will exceed 95 degrees F; or
  - c. Will include other weather conditions that the Arizona Corporation Commission determines, by order, as especially dangerous to health; or
- 2) Customers may not be disconnected from their utility service from June 1 through October 15.

A.A.C. § R14-2-211 and A.A.C. § R14-2-216

### Medical Protections

Customers can submit documentation from a licensed medical practitioner that indicates how termination of service would be especially dangerous to the health of a customer or a permanent resident, or that life-supporting equipment is dependent on the utility services. Disconnections can be delayed for up to one year.

Medical documentation can be issued by licensed medical physicians, which includes an allopathic or osteopathic physician, a registered nurse practitioner, or a physician's assistant.

A.A.C. § R14-2-211

### Other Customer Protections

There are no specific protections for households with children, elderly residents, individuals with disabilities, or military personnel.

### General Exemptions

Customers can request an exemption from the rules for reasons of hardship.

A.A.C. § R14-2-212

#### Notification Requirements

Written notification of at least 10 days is required from a utility before a customer may be disconnected. Notice by telephone is also required before a disconnection can take place. Utilities are not required to delay a disconnection if they are unable to reach a customer by a telephone call.

A.A.C. § R14-2-211

#### Payment Information, Delinquency, and Fee Information

Customers have up to 15 days to pay their bills after the initial due date before the bill becomes delinquent.

Before a utility disconnects a customer, there must be at least a \$300 arrearage. No disconnection may take place if the customer has paid at least half of their delinquent bill in the previous 25 days.

Customers may be charged fees associated with reconnections.

Utilities may provide customers with payment plans.

A.A.C. § R14-2-211; A.A.C. § R14-2-203; A.A.C. § R14-2-210

#### Landlords and Tenants

Tenants, where the property owner is the customer, shall receive the same protections as other utility customers.

A.A.C. § R14-2-211

#### Availability of Protection Policies

Utilities and public utility commissions are required to provide information on available sources of financial assistance. Additionally, disconnection notices must include a statement advising the customer to contact the utility provider at a specific address or phone number for information regarding deferred payment plans or other procedures to avoid service disconnections.

A.A.C. § R14-2-211