



Update - APS SEASONAL HOLD

DEAR AGENCY PARTNERS:

Thank you for your continued partnership in serving our limited-income customers, especially during this extraordinary time. We wanted to remind you that beginning in June and extending through October 15th, we are suspending disconnects for residential customers who are behind on their payments. During this Seasonal Hold:

We will not...

- Charge late fees on past due balances incurred during the hold
- Ask for deposits due to a delinquent payment history on accounts
- Issue final notices to pay, shut off notices or shut off door hangers
- Disconnect service due to non-payment for customers with Residential service

We will...

- Continue to send bills for energy used and include friendly reminders that customers are responsible for paying their balance accumulated during this time
- As of May 15th, Door Hangers with friendly "Don't Wait to Pay" messaging are being left for Residential customers
- Include "Don't Wait to Pay" messaging beginning in June. This includes Bill messages, Letters, Dialers and E mails
- Communicate the importance of not waiting to pay their bills through summer. We will continue to provide information on all the programs and resources that are available to them through us and our agency partners.

Thank you for your partnership and for all you do to serve the limited-income community. Please contact us with questions or concerns.

Sincerely,

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Customer Communication Mapping for Hold Period (June – October)

