**Copy of APS Shut off Policy**

Community Leaders,

I have spoken with a number of you in person but wanted to take some time to assure you that we recognize that APS provides an essential service that is necessary for the safety of our customers and communities. As such we have taken the following precautions in order to prevent the spread of any potential illnesses and protect our employees.

APS as a company has decided to suspend any power shut off’s due to non-payment until further notice. We are still committed to providing safe and reliable electricity to our customers throughout this evolving situation.

APS has robust business continuity plans in place that are practiced on an regular basis and we have implemented an number of measures according to these plans. These measures include but are not limited to; limiting staff available in the office and increasing ability to work from home, implementing strict social distancing protocols and extra cleaning precautions. Additionally we are staging the response crews in various show up locations to limit their exposure to each other and hosting only phone conference meetings. You should not experience a lag in communication from APS with these measures in place.

With the upcoming storm weather our priority will be responding to outages and ensuring response and restoration of our customers. During the latter part of this week, you could experience a delay in your new construction projects due to resources availability and site accessibility due to standing water and mud. Thank you for your patience during this time as we work tirelessly to ensure the lights stay on.

If you have questions or concerns during this time, please do not hesitate to reach out to either Darla Deville or myself and we will do whatever we can to assist.

Thank you,

**Mackenzie Rodgers**

Northwest Division Director

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**APS Temporary Customer Support Fund**

**Dear Agency Partners:**

We have established a temporary new Customer Support Fund to provide bill assistance to residential and small business customers who are experiencing financial strain due to the COVID-19 virus.

Starting Wednesday, March 18, 2020, customers who are having any of the following difficulties paying their bill due to COVID-19 can call our Customer Care center for assistance:

         A loss or reduction of income

         Unexpected expenses that cause a lack of resources to pay their bill

         A condition exists that endangers the health or safety of the customer’s household

Below are the details of the program:

         Customer can receive a one-time $100 bill credit per account

         The Customer Support Fund is set up for APS residential and small business customers and will be managed and distributed by APS

         Income or crisis verification documentation will not be required

         Receiving funds through this program will not affect eligibility for our assistance programs including Crisis Bill Assistance, Energy Support program or SHARE

         Customers can be directed to call our Customer Care center at (602) 371-7171 in (metro Phoenix) or (800) 253-9405 (in other areas)

This program is intended to help our customers during this time of need without putting a burden on our agency partners. Therefore, we will handle the activity related to the program but wanted to make sure you are aware of what we are doing. If you have any questions regarding the Customer Support Fund, please feel free to contact us.

Regards,

Michelle Lehman

APS Limited Income Programs Manager

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Venus Ramirez

APS Customer Assistance Program Manager

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