

ORIGINAL



0000198772

**MEMORANDUM**

TO: Docket Control

FROM: Elijah O. Abinah  
Director  
Utilities Division

Arizona Corporation Commission  
**DOCKETED**

**JUN 25 2019**

DATE: June 25, 2019

DOCKETED BY  
*[Signature]*

RE: INVESTIGATION AND COMPREHENSIVE REVIEW OF THE  
COMMISSION'S DISCONNECTION RULES AND THE DISCONNECTION  
POLICIES OF PUBLIC SERVICE CORPORATIONS (DOCKET NO. E-00000A-  
19-0128)

SUBJECT: RESPONSE TO COMMISSIONER OLSON'S LETTER

RECEIVED  
AZ CORP COMMISSION  
DOCKET CONTROL  
2019 JUN 25 P 4:21

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**INTRODUCTION**

On June 13, 2019, Commissioner Olson issued a letter in this Docket which directed Staff to investigate and report to the Arizona Corporation Commission ("ACC" or "Commission") what occurred in the Arizona Public Service Company ("APS") incident involving the disconnection of Ms. Pullman in September 2018. Specifically, Staff was asked to investigate those events leading up to and following Ms. Pullman's disconnection. Staff was directed to determine if APS complied with the Commission's Rules and its own disconnection policy.

Arizona Administrative Code ("A.A.C.") R14-2-211 addresses termination of service for electric utilities. Specifically, A.A.C. R14-2-211(A)(5) sets forth the circumstances in which a utility shall not terminate residential service for customers who have an inability to pay. In addition, A.A.C. R14-2-211(A)(6) provides certain prerequisites that must be met before residential service to ill, elderly, or handicapped persons who have an inability to pay, can be terminated.

As requested by Commissioner Olson, Staff conducted a preliminary investigation of what occurred prior to Ms. Pullman's electric service disconnection by APS. On June 13, 2019, Staff promptly requested from APS copies of Ms. Pullman's bills from May 1, 2018 to the final bill, all disconnect notices provided, including door hangers and telephone notifications. Staff also requested APS's policy regarding power disconnection in relation to the heat index. Staff requested that the information be provided by close of business on June 14, 2019. A copy of Staff's questions and APS's responses are attached (See Attachment A).

On June 14, 2019, APS provided a copy of an email to Staff dated October 3, 2018 setting forth the timeline of events that occurred from May 23, 2018 through October 1, 2018 concerning

Ms. Pullman's account. APS disconnected Ms. Pullman's service on September 7, 2018. APS indicated that it complied with Commission Rules regarding weather dangerous to one's health. Commission Rule R14-2-201(46) defines "Weather especially dangerous to health" as "[t]hat period of time commencing with the scheduled termination date when the local weather forecast, as predicted by the National Oceanographic and Administration Service, indicates that the temperature will not exceed 32 degrees Fahrenheit for the next day's forecast." APS also indicated that it was not provided with information on Ms. Pullman's health conditions. Rule R14-2-211(A)(5)(a) states that a utility shall not terminate residential service where the customer has an inability to pay and the customer can establish through medical documentation that, in the opinion of a licensed medical physician, termination would be especially dangerous to the health of a customer or a permanent resident residing on the customer's premises.

### **APS TIMELINE OF EVENTS**

On June 13, 2019, Staff requested information from APS regarding the timeline of relevant events involving Ms. Pullman's account. The following timeline originally provided by APS on October 3, 2018, was received from APS:

- On May 23, 2018, APS mailed and emailed Ms. Pullman her May bill reflecting an amount due of \$85.66.
- On June 18, 2018, APS mailed a Shut-Off Notice to Ms. Pullman's residence. The Notice advised that the delinquent balance of \$85.66 needed to be paid by June 26, 2018 or her electricity would be disconnected for non-payment.
- On June 22, 2018, APS mailed Ms. Pullman her June bill in the amount of \$197.90. The bill included a delinquent balance of \$85.66.
- On July 5, 2018, APS received a payment of \$85.66 toward Ms. Pullman's account.
- On July 19, 2018, APS mailed a Shut-Off Notice to Ms. Pullman's residence. The Notice advised her that the delinquent balance of \$112.24 needed to be paid by July 27, 2018 or her electricity would be disconnected for non-payment.
- On July 25, 2018, APS mailed Ms. Pullman her July bill in the amount of \$287.72. The bill included a delinquent balance of \$112.24.
- On August 2, 2018, APS delivered a door hanger notice to Ms. Pullman's residence. The notice advised of APS's intent to disconnect service if the delinquent balance was not immediately paid.
- On August 8, 2018, APS received a payment of \$110.88 toward Ms. Pullman's account.

- On August 20, 2018, APS mailed a Shut-Off Notice to Ms. Pullman's residence. The Notice advised that the delinquent balance of \$176.84 needed to be paid by August 28, 2018, or the electricity would be disconnected for non-payment.
- On August 23, 2018, APS mailed Ms. Pullman her August bill in the amount of \$335.57. The bill included a delinquent balance of \$176.84.
- On September 5, 2018, APS delivered a door hangar notice to Ms. Pullman's residence. The notice advised of APS's intent to disconnect service if the delinquent balance was not immediately paid.
- On September 5, 2018, APS received a partial payment of \$125.00 toward Ms. Pullman's account.
- On September 7, 2018, after no further payment was received, APS disconnected Ms. Pullman's service for non-payment.
- On September 14, 2018, APS mailed Ms. Pullman a final bill in the amount of \$287.86.
- On September 17, 2018, Ms. Pullman's daughter, Ms. Smith, called APS regarding the service disconnection. In order to reconnect service at the residence, Ms. Smith placed the service in her name, and the service was then established in her name that same day.
- On October 1, 2018, APS contacted Ms. Smith to discuss her concerns and Ms. Smith stated that it was not a good time for her. The APS representative then provided her telephone number and encouraged her to contact APS at a convenient time.

#### **STAFF TIMELINE OF EVENTS**

The Commission's Utilities Division Consumer Services Section's ("Consumer Services") notes contain the following entries on the inquiry received from Ms. Pullman's daughter. Consumer Service's timeline of events began on September 17, 2018.

- On September 17, 2018, Ms. Smith called Consumer Services regarding her mother's account. The call was logged as a customer inquiry since the caller had questions about the service at that location rather than as a complaint, which is typically sent to APS right away. Ms. Smith stated that she had the account of her deceased mother, Ms. Pullman, put in her name in order to deal with the closing up of the house. She requested the rules related to disconnection of service and the notice requirements. Her mother was found deceased in the home. Service had been disconnected. She has a request into the Company to be supplied with the

required documentation and notices. She will contact the ACC if she has further concerns related to this issue after getting the Company's response. When asked if she had been listed as a third party contact, she indicated she had not. She believes there was only one month due on the account, as the amount was \$278.00, which is typical of her monthly bills, thereby did not have a past due amount. Disconnection procedures were discussed with the caller. Based on the above conversation with Ms. Smith, an inquiry was issued.

- On September 25, 2018, Consumer Services received a voicemail from Ms. Smith stating she has searched the house of her mother and has been unable to locate a disconnect notice that may have been sent by the Company during the time her mother resided in the home. Consumer Services placed a call to Ms. Smith to be advised as to whether Ms. Smith has had a conversation with the Company regarding all of her concerns related to this disconnection process. Consumer Services spoke with Ms. Smith and directed her to the Rules related to disconnection and advised Ms. Smith that Consumer Services would send the inquiry to the Company to provide Ms. Smith with more information. On September 25, 2019, because the customer had not heard from APS, Staff forwarded a copy of the inquiry to APS to respond to the customer.
- On October 3, 2018, Consumer Services received APS's timeline.
- On October 10, 2019, Consumer Services received another call from Ms. Smith stating that she had been unable to hook up with APS. Ms. Smith also indicated that all mail sent to the Arizona address was being forwarded to her address in Ohio.
- On October 10, 2018, Consumer Services received a call from APS. APS had spoken with Ms. Smith and gone over the bills and notices that were provided to Ms. Pullman. Ms. Smith became emotionally upset over the loss of her mother, Ms. Pullman, and APS advised Ms. Smith that should she need any time to make any payment towards the account, she could contact APS to discuss working something out.
- June 12, 2019, as part of Staff's investigation regarding Commissioner Olson's letter, during a conversation with APS, Staff was made aware that APS had not billed Ms. Pullman's final bill to Ms. Smith's new account.

Ms. Smith never communicated to Consumer Services that she believed that Ms. Pullman's death was in any way related to APS's disconnection of service. Ms. Smith inquired about disconnection policies but did not file a complaint.



## CONSUMER SERVICES

Consumer Services assists customers of utilities with a variety of matters involving utility service, rates, disconnection of service, requests for deposits, refusal of service, a utility's policies and procedures, installations, quality of service, responsibility for a bill, and complaints.

When Staff receives a request for assistance from a customer, it typically codes it as an inquiry, opinion, informal complaint or a formal complaint. Below are explanations of the customer contact classifications used by Consumer Services.

### INQUIRIES

The act of a consumer asking specific questions on issues seeking information about a utility company or Commission function.

- a. These normally do not require a utility response or further customer contact.
- b. After discussion register customer question(s) & Commission response for record purposes.

Example: Non-Jurisdictional (wireless, cable and internet) & questions answered by Staff, i.e., tariff, rule or process.

Traditionally, Inquiries are not forwarded to a utility. They are questions answered by Staff. Inquiries are **not** docketed.

### INFORMAL COMPLAINT

The result of a dissatisfied customer requesting assistance from the Commission in order to resolve an issue that the individual has not been able to resolve through a utility company.

- a. Requiring customer contact and utility response.

Example: Billing and service related issues.

Informal Complaints are issued to the utility for response to the customer with a detailed response to Staff. Informal Complaints are **not** docketed.

### FORMAL COMPLAINT

A customer may file a formal complaint by providing a detailed, written description of his/her dispute, what has been done to address the issues so far, the specific Commission rules or administrative code believed to be violated and the specific resolution being sought. (Formal

Complaint packages are also available through the Consumer Services when a suitable resolution has not been reached in the Informal Complaint process).

Formal Complaints **are** docketed by the customer. A Hearing will be held, a Recommended Opinion and Order will be issued by an Administrative Law Judge and the Commissioners will make a final decision on the case during a public open meeting.

## OPINION

A thought, belief, or conclusion that a consumer expresses to the Commission on any issues regarding a utility company.

- a. These require no utility contact or utility response.

Example: In favor or opposed to rate cases or HOT TOPIC.

Opinions that relate to a specific docket **are** docketed.

As stated above, Ms. Smith called and requested a copy of the Commission's rules on disconnection of service and notice requirements. Based upon the conversations with Ms. Smith, Consumer Services classified its contacts with Ms. Smith as an inquiry. Consistent with past practice, the inquiry was not forwarded to APS. Only when the customer was unsuccessful in immediately getting a response from APS, did Consumer Services forward it to APS for a response.

APS also indicated that its policy is not to terminate service when third-party weather service experts issue a heat advisory on a specific day. APS further stated that it uses two of these weather services in implementing its policy and that if either one of those services issues a heat advisory, it suspends disconnections for the affected areas. APS stated that September 7, 2018 was not a heat advisory day as determined by these third-party weather experts. Staff reviewed several heat advisory websites and concluded that no heat advisories were issued for September 7, 2018.

Staff would note that it is not disputing APS's assertions that it took certain actions to comply with the Rules and regulations regarding disconnection of service. Staff simply cannot substantiate with documentation APS's actions in all cases.

Staff makes the following observations:

- While APS's tariffs were approved by the Commission, APS's tariffs vary at times from the exact requirements contained in the Rules. Some of these tariffs were approved by the Commission and have been in effect since at least prior to 2011. In most cases, companies typically reflect the exact requirements contained in the Rules.

- As part of the inquiry, Staff requested a copy of the door hanger from other regulated entities and compared it to the one provided by APS. Staff concludes that, as compared to door hanger notices utilized by other utilities, the APS door hanger does not provide as detailed information that would be helpful and informative in ensuring that a customer is aware of customer-specific considerations that might have relevance in some situations, nor does the APS door hanger include details regarding assistance options that may be available to the customer (See Attachment B).
- On Monday, June 17, 2019, Staff participated in a conference call with APS. Staff specifically asked whether APS placed a courtesy call to Ms. Pullman to advise her that the \$125.00 payment was not sufficient to prevent disconnection. APS indicated that it did not place such a courtesy call. Staff notes that this is not a requirement of Commission rules and regulations.

Staff makes the following findings regarding the Company's compliance with A.A.C. R14-2-211:

- A.A.C. R14-2-211(D)(1) requires that the utility provide advance notice before electric service is disconnected. Staff spoke with APS representatives and requested documentation showing compliance with the termination of service rules. APS provided a timeline of communications with Ms. Pullman, copies of recent bills to Ms. Pullman, copies of Shut-Off Notices, and an example of the Door Hanger placed at the residence as indicating Urgent Notice-Final Notice. (APS states that it does not keep copies of the original door hangers left at Ms. Pullman's residences, but only documents on Ms. Pullman's account when a door hanger has been placed).
- A.A.C. R14-2-211(E)(4) states that "Service may only be disconnected in conjunction with a personal visit to the premises by an authorized representative of the utility." Staff cannot determine whether APS followed all disconnection protocols as prescribed by Commission rules and regulations. APS states that APS delivered a door hanger to Ms. Pullman's residence on September 5, 2018. Staff inquired whether APS had called Ms. Pullman after the door hanger was placed regarding the impending disconnection of service. APS stated that it did not make a follow-up call to Ms. Pullman. Staff also inquired whether APS could substantiate that it left a door hanger at Ms. Pullman's premises. In response, APS provided a copy of the route taken by a third-party contractor hired by APS to place the door hanger at Ms. Pullman's residence (See Attachment C). However, because APS could not provide a copy of the actual door hanger left at the residence, Staff cannot substantiate that the door hanger was left at the residence. It is unclear whether the simple placement of a door hanger qualifies as a "personal visit" prior to disconnection under the rule.

In addition, APS's currently approved Service Schedule 1 7.3 deviates from A.A.C. R14-2-211(E)(4) as it does not require a personal visit. This tariff was approved by the Commission and has been in effect since at least prior to 2011.

- A.A.C. R14-2-211(D) contains service termination notice requirements. Based upon the documentation provided by APS, Staff concludes that bills were issued and Shut Off Notices were provided. The various Shut-Off Notices were provided at least five days prior to the stated termination date. *See* A.A.C. R14-2-211(E)(1). Staff's initial assessment is that the Shut-Off Notices contained much of the information required by the Rules but may not have contained all of the required information. *See* A.A.C. R14-2-211(D)(2)(d) and (e).
- A.A.C. R14-2-201(18)(c) defines an inability to pay as having "an annual income below the published federal poverty level and can produce evidence of this." APS stated that Ms. Pullman was on the Energy Support Program (Rate Rider E-3) but did not meet the minimum qualifications for the provisions of the Rule, as defined in A.A.C. R14-2-201(18). APS stated that the information Ms. Pullman provided in 2018 to establish eligibility for the Energy Support Program did not qualify her.
- In addition, under A.A.C. R14-2-211(A)(6)(a) and (b) residential service to ill, elderly, or handicapped persons who have an inability to pay will not be terminated until all of the following have been attempted:
  - a. The customer has been informed of the availability of funds from various governments and social assistance agencies of which the utility is aware.
  - b. A third party previously designated by the customer has been notified and has not made arrangements to pay the outstanding utility bill.

APS stated that it complied with this Rule. It states that Ms. Pullman was informed of the availability of the funds described in paragraph (a). It further stated that Ms. Pullman did not designate any third party for purposes of paragraph (b). APS further stated that it does not send a letter notifying the customer of the provisions of this Rule because it is not a requirement. However, APS did not provide Staff with any documentation as to what Ms. Pullman was told. Therefore, Staff cannot establish the extent to which APS complied with the provisions of this Rule.

APS indicated in response to Staff inquiries that Ms. Pullman's payments were made via a third-party. The use of the term third-party could mean either (1) the customer's daughter, Ms. Smith or another individual on her behalf; (2) a third-party vendor; or (3) a third party agency. Staff follow-up with APS regarding how the Company used the term "third-party". APS indicated that *third-party* in this case refers to an online bill pay but it could also refer to other vendors, such as Walmart, Bashas or a similar entity that accepts cash payments for utility service.



As stated above, Staff is not disputing APS's assertions that it took certain actions to comply with the Rules. Staff simply cannot substantiate with documentation APS's actions in all cases.

## **CONCLUSION**

Based on the limited information provided, Staff cannot determine whether APS followed all disconnection protocols as prescribed by Commission rules and regulations.

Staff is not disputing APS's assertions that it took certain actions to comply with these rules and regulations. To that end, Staff simply cannot substantiate with documentation APS's actions in all cases.

EOA:CW:elr/MAS

Originator: Connie Walczak

**Connie Walczak**

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**From:** Elizabeth.McFall@aps.com  
**Sent:** Monday, June 17, 2019 12:01 PM  
**To:** Connie Walczak  
**Cc:** Elijah Abinah; James Armstrong; Amanda.Ho@aps.com  
**Subject:** RE: Stephanie Pullman  
**Attachments:** Door Hanger Template.pdf

Connie,

In response to your follow-up request on June 14, 2019, I attach another copy of our template door hanger. This door hanger is identical to the ones left at Mrs. Pullman's residence. Door hangers notify customers in bold and red typeface: "Bill assistance may be available for qualified customers." They also provide the telephone numbers for Community Information and Referral should customers need bill assistance. Door hangers further direct customers to the website address for [aps.com/assistance](http://aps.com/assistance), which provides phone numbers and links to various community programs, as well as information about the Safety Net program, energy assistance and crisis bill funding among other resources.

While APS does not keep copies of the original door hangers left at customers' residences, it documents when a door hanger has been placed. APS's Customer Care and Billing System (CC&B) reflects that door hangers were placed by the same technician (with the initials SG) at Mrs. Pullman's residence on August 2, 2018 (at approximately 8:01 a.m.) and again on September 5, 2018 (at approximately 11:18 a.m.). To protect public disclosure of the technician's identity, we will provide his/her name to Commission Staff upon further request.

There is no letter notifying the customer of the provisions of A.A.C. R14-2-211(A)(6), which is not a requirement. Mrs. Pullman was informed of the availability of the funds described in paragraph (a) and did not designate a third party for purposes of paragraph (b).

Finally, the rules in A.A.C. R14-2-201(18)(c) define an inability to pay as having "an annual income below the published federal poverty level and can produce evidence of this". Although Mrs. Pullman was on the Energy Support Program (Rate Rider E-3), she did not meet the minimum qualifications for the provisions of the rule as defined in A.A.C. R14-2-201(18). This is because her income was not below the federal poverty level based on the information she provided in 2018 to establish eligibility for the Energy Support Program.

If you have any questions or need more information, please contact Amanda Ho.

Thanks,

**Beth McFall**  
**APS Consumer Advocate Sr.**  
**602-250-2280**

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**From:** Connie Walczak [mailto:CWalczak@azcc.gov]  
**Sent:** Friday, June 14, 2019 5:04 PM  
**To:** McFall, Elizabeth M  
**Cc:** Elijah Abinah; James Armstrong  
**Subject:** RE: Stephanie Pullman

\*\*\*CAUTION\*\*\*

\*\*\*CAUTION\*\*\*

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This e-mail is from an **EXTERNAL** address (CWalczak@azcc.gov). **DO NOT** click on links or open attachments unless you know the sender and know the content is safe. If you suspect this message to be phishing, please report it to the APS Cyber Defense Team at [ACDC@apsc.com](mailto:ACDC@apsc.com).

Beth,

Thanks for sending this information, we spoke with Traci who advised she will request the following:

Copy of the door hanger with dates and time and name of tech that placed the door hanger.

A copy of the letter notifying the customer of Rule 211(A)(6). First, the customer was informed of the availability of the funds described in paragraph (a). Second, the customer did not designate any third party for purposes of paragraph (b).

Please provide by noon on Monday June 17, 2019. Please send this information to Eli Abinah and Jim Armstrong and cc me.

Thank you,

Connie

**From:** Elizabeth.McFall@aps.com <Elizabeth.McFall@aps.com>

**Sent:** Friday, June 14, 2019 4:33 PM

**To:** Connie Walczak <CWalczak@azcc.gov>

**Subject:** RE: Stephanie Pullman

Connie,

The following is in response to Commissioner Olson's request and contains customer-specific information. APS complied with the rules governing disconnection of service. Specifically, APS complied with A.A.C. 14-2-211(A)(5) in the matter of the disconnection of the subject customer's service on September 7, 2018. The rule provides:

"A.A.C. R14-2-211. Termination of Service

A. Nonpermissible reasons to disconnect service. A utility may not disconnect service for any of the reasons stated below:

[ . . . ]

5. A utility shall not terminate residential service where the customer has an inability to pay and:

a. The customer can establish through medical documentation that, in the opinion of a licensed medical physician, termination would be especially dangerous to the health of a customer or a permanent resident residing on the customer's premises, or

b. Life supporting equipment used in the home that is dependent on utility service for operation of such apparatus, or

c. Where weather will be especially dangerous to health as defined or as determined by the Commission.”

Further, the Commission has defined “Weather especially dangerous to health” in A.A.C. R-14-2-201(46) as follows: “That period of time commencing with the scheduled termination date when the local weather forecast, as predicted by the National Oceanographic and Administration Service, indicates that the temperature will not exceed 32 degrees Fahrenheit for the next day's forecast. The Commission may determine that other weather conditions are especially dangerous to health as the need arises.”

Here, APS was not provided with the customer's medical information indicating that termination of service would be especially dangerous to her health, or that she or any other occupant utilized life supporting equipment in the home. In addition, the weather on September 7, 2018 did not fall within the parameters established by the rule.

APS is concerned about safety and wants its customers to stay connected. APS's policy is not to terminate service when third-party weather service experts issue a heat advisory on a specific day. In fact, APS uses two of these weather services in implementing its policy; if either one of those services issues a heat advisory, we suspend disconnections for the affected areas. September 7, 2018 was not a heat advisory day as determined by these third-party weather experts.

A.A.C. R14-2-211(A)(6) of the same rule provides:

Residential service to ill, elderly, or handicapped persons who have an inability to pay will not be terminated until all of the following have been attempted:

- a. The customer has been informed of the availability of funds from various government and social assistance agencies of which the utility is aware.
- b. A third party previously designated by the customer has been notified and has not made arrangements to pay the outstanding utility bill.

APS complied with paragraphs (a) and (b) of Rule 211(A)(6). First, the customer was informed of the availability of the funds described in paragraph (a). Second, the customer did not designate any third party for purposes of paragraph (b).

Please let me know if you have any further questions.

Thanks,

**Beth McFall**  
**APS Consumer Advocate Sr.**  
**602-250-2280**

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**From:** Connie Walczak [<mailto:CWalczak@azcc.gov>]  
**Sent:** Friday, June 14, 2019 10:35 AM  
**To:** McFall, Elizabeth M  
**Subject:** FW: Stephanie Pullman  
**Importance:** High

\*\*\*CAUTION\*\*\*

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This e-mail is from an **EXTERNAL** address ([CWalczak@azcc.gov](mailto:CWalczak@azcc.gov)). **DO NOT** click on links or open attachments unless you know the content is safe. If you suspect this message to be phishing, please report it to the APS Cyber Def [ACDC@apsc.com](mailto:ACDC@apsc.com).

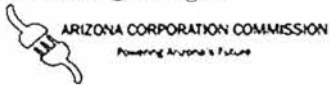
Good morning Beth,

Eli just dropped by and asked me to request the information below by 1:00 today. He also wants a verification that APS followed R14-2-211.A.5? Much appreciated!

Thank you.

**Connie Walczak**  
**Manager Consumer Services**

Arizona Corporation Commission  
1200 W. Washington Street  
Phoenix, Arizona 85007  
(602) 542-0291 (office)  
[cwalczak@azcc.gov](mailto:cwalczak@azcc.gov)



**From:** Connie Walczak  
**Sent:** Thursday, June 13, 2019 4:32 PM  
**To:** [Elizabeth.McFall@aps.com](mailto:Elizabeth.McFall@aps.com)  
**Subject:** Stephanie Pullman

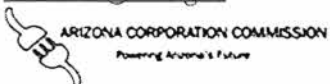
Hi Beth, this is to follow-up on my phone message I just left regarding the disconnection of service for Stephanie Pullman. We are requesting copies of Ms. Pullman's bills from May 1, 2018 to the final bill, all disconnect notices, door hangers and telephone notifications that were made. I am also requesting APS's policy regarding disconnecting power in relation to the heat index as we discussed earlier this week.

We would like this information by COB tomorrow, June 14, 2019. Your assistance in this matter is much appreciated.

Thanks,

**Connie Walczak**  
**Manager Consumer Services**

Arizona Corporation Commission  
1200 W. Washington Street  
Phoenix, Arizona 85007  
(602) 542-0291 (office)  
[cwalczak@azcc.gov](mailto:cwalczak@azcc.gov)



--- NOTICE ---

## Arizona Corporation Commission Utilities Complaint Form

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<b>Investigator:</b> Trish Meeter	<b>Phone:</b> 602-542-0622	<b>Inquiry Date:</b> 9/17/2018
<b>Inquiry Number:</b> 2018 - 154944	<b>Priority:</b> Respond within 5 business days	
<b>Inquiry Codes:</b> Rates and Tariffs - Explanation of	<b>Closed Date:</b> 10/3/2018 9:31 AM	

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<b>First Name:</b> Janine	<b>Last Name:</b> Smith	<b>Account Name:</b> Janine Smith
<b>Address:</b>		
<b>City:</b> Sun City West	<b>State:</b> AZ	<b>Zip Code:</b>
<b>Home:</b>		

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<b>Company:</b> Arizona Public Service Company	<b>Division:</b> Electric
For Assignment	(602) 250-2280

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### Nature Of Inquiry

Caller states she has had the account of her deceased mother Stephanie Pullman, put in her name in order to deal with the closing up of the house. She requested the rules related to disconnection of service and the notice requirements. Her mother was found deceased in the home. Service had been disconnected. She has a request into the company to be supplied with the required documentation and notices. She will contact the ACC if she has further concerns related to this issue after getting company response. When asked if she had been listed as a third party contact, she indicated she had not. She believes there was only one month due on the account, as the amount was \$278.00, which is typical of her monthly bills, thereby did not have a past due amount. Disconnection procedures were discussed with caller.

To the company:

Additional information located in the notes section of this complaint. Although she has bill copies, Please provide the recent accounting history during the time her mom was the account holder and any portion that was left unpaid that caused the notice to disconnect to be issued.

Please provide a written response to the Commission once contact with new account holder has been made.

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<b>Investigation</b>			
<b>Date:</b>	<b>Analyst:</b>	<b>Submitted By:</b>	<b>Type:</b>
9/25/2018	Trish Meeter	Telephone	Investigation

voice message received from customer stating she has searched the house of her mother and has been unable to locate a disconnect notice that may have been sent by the company during the time her mother resided in the home. Placed a call back to her to be advised as to whether she has had conversation with the company regarding all of her concerns related to this disconnection process. NOTE: Complaint was not sent to company for response because of

Ms. Smith's planned conversation with the company at the time of her call to the ACC.

Spoke with Janine. Directed her to rules related to disconnection and advised I would send to company for information to be provided to her by them.

She has documentation showing she has authority to act on behalf of her deceased mom. It is the same as a POA but because mom is deceased they call it by another type of document.

Date:	Analyst:	Submitted By:	Type:
10/3/2018	Trish Meeter	Email	Company Response

Complaint Number: 2018-154944  
Customer: Jeanine Smith  
Address: \n  
Established Service: 09/17/2018  
Rate: TOU-E, Saver Choice rate

Hi Trish,

My investigation found that the following occurred regarding Ms. Smith's account:

\* 05/23/2018 - APS mailed and emailed Stephanie Pullman, Ms. Smith's mother, her May monthly bill in the amount of \$85.66.

\* 06/18/2018 - APS mailed a shut off notice to Ms. Pullman's residence. The notice advised her the delinquent balance of \$85.66 needed to be paid by 06/26/2018 or the electricity would be disconnected for non-payment (per Sch 1, 7.3.B).

\* 06/22/2018 - APS mailed Ms. Pullman her June monthly bill in the amount of \$197.90. The bill included a delinquent balance of \$85.66.

\* 07/05/2018 - APS received a payment of \$85.66 towards Ms. Pullman's account.

\* 07/19/2018 - APS mailed a shut off notice to Ms. Pullman's residence. The notice advised her the delinquent balance of \$112.24 needed to be paid by 07/27/2018 or the electricity would be disconnected for non-payment (per Sch 1, 7.3.B).

\* 07/25/2018 - APS mailed Ms. Pullman her July monthly bill in the amount of \$287.72. The bill included a delinquent balance of \$112.24.

\* 08/02/2018 - APS delivered a door hanger notice to Ms. Pullman's residence. The notice advised of APS's intent to disconnect the service if the delinquent balance was not immediately paid.

\* 08/08/2018 - APS received a payment of \$110.88 towards Ms. Pullman's account.

\* 08/20/2018 - APS mailed a shut off notice to Ms. Pullman's residence. The notice advised her the delinquent balance of \$176.84 needed to be paid by 08/28/2018 or the electricity would be disconnected for non-payment (per Sch 1, 7.3.B).

\* 08/23/2018 - APS mailed Ms. Pullman her August monthly bill in the amount of \$335.57. The bill included a delinquent balance of \$176.84.

\* 09/05/2018 - APS delivered a door hanger notice to Ms. Pullman's residence. The notice advised of APS's intent to disconnect the service if the delinquent balance was not immediately paid.

\* 09/05/2018 - APS received a partial payment of \$125.00 towards Ms. Pullman's account.

\* 09/07/2018 - No further payment was received so APS disconnected the service for non-payment.

\* 09/14/2018 - APS mailed Ms. Pullman a final bill in the amount of \$287.86.

\* 09/17/2018 - Ms. Smith called APS regarding the service being off. In order to reconnect the service at the residence, Ms. Smith placed the service in her name and the service was established in her name that same day.

\* 10/01/2018 - I spoke with Ms. Smith to discuss her concerns and she stated it was not a good time for her. I provided her my telephone number and encouraged her to contact me at a convenient time for her. I will send an update once I have spoken with Ms. Smith.

Please let me know if you have any questions.

Thanks,

Elizabeth McFall  
Consumer Advocate Sr.

Date:	Analyst:	Submitted By:	Type:
10/3/2018	Trish Meeter	Telephone	Investigation

closed based on company response and company's attempt to discuss with daughter.

Date:	Analyst:	Submitted By:	Type:
10/10/2018	Trish Meeter	Telephone	Investigation

customer called stating she has been unable to hook up with Beth. All mail sent to the AZ address is being forwarded to :

Date:	Analyst:	Submitted By:	Type:
10/10/2018	Trish Meeter	Telephone	Investigation

Rec'vd call from Beth. She has spoken with Janine and gone over the bills and notices that were provided to her mom. Janine became emotionally upset over the loss of her mom and was advised by Beth that should she need any time to make any payment towards the account, she could contact Beth to work discuss working something out




# Your electricity bill

Bill date: May 23, 2018

Stephanie Pullman

 YOUR ACCOUNT NUMBER:

 FOR SERVICE AT:





## Questions?

-  Log in to My Account at [aps.com](http://aps.com)
-  Go to [support.aps.com](http://support.aps.com) for help
-  Stay informed. Visit [aps.com/alerts](http://aps.com/alerts)

**REMINDER:** On-Peak Hours are now 3 p.m. to 8 p.m.

If you are on Saver Choice, Saver Choice Plus or Saver Choice Max you can save by shifting energy use to lower-cost off-peak hours – before 3 p.m. and after 8 p.m. weekdays, plus all day weekends and holidays. Get to know your plan and find ways to save at [aps.com/plans](http://aps.com/plans).

## Summary of what you owe

Amount due on your last bill	\$54.13
 Payment made	-\$55.00
 Your balance forward	-\$0.87
Your new charges (details on following pages)	
 Cost of electricity (includes taxes and fees)	\$86.53
 Total amount due	<b>\$85.66</b>
Payment due date	<b>Jun 7, 2018</b>

Page 1 of 3

See page 2 for more information.



Your account number

Bill date

May 23, 2018

☐ Mailing address or phone number change?  
Check here and fill in the details on the back.

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STEPHANIE PULLMAN

When paying in person, please  
bring the bottom portion of your bill.

Total amount due: \$ **85.66**

Payment due date: **Jun 7, 2018**

Total amount paid: \$ \_\_\_\_\_

Pay 24 hours-a-day, 7 days a week

- Visit [aps.com/paybill](http://aps.com/paybill)
- Download our free, mobile app
- Call 602-371-6555 or 866-776-0445



## News from APS

### PUBLIC NOTICE OF APS'S REQUEST FOR APPROVAL OF A FOUR CORNERS SCR ADJUSTMENT (DOCKET NOS. E-01345A-16-0036 AND 16-0123)

On April 27, 2018, APS filed a request for a Four Corners SCR Adjustment to allow recovery of an annual revenue requirement of \$67.5 million. APS estimates that the average residential monthly bill impact would be an increase of approximately two percent. A copy of the request is available from APS ([azenergyfuture.com](http://azenergyfuture.com)), and at the Arizona Corporation Commission's eDocket website ([edocket.azcc.gov](http://edocket.azcc.gov)), for public inspection in the above-referenced docket numbers.

### Simplify your life

No stamp, no clutter, no hassle. Instead of a paper bill, we'll send you a monthly email to let you know when your online bill is ready to view. Sign up at [aps.com/paperless](http://aps.com/paperless). And, pay your energy bill on time, every time, with AutoPay. Sign up today at [aps.com/autopay](http://aps.com/autopay).

## Things you need to know

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- Para servicio en español, llame al:  
602-371-6861 (Phoenix) ó 800-252-9410 (Otras áreas)
- Hearing impaired:  
Dial 711 - AZ Relay Service
- By mail: APS, Station 3200, PO Box 53933,  
Phoenix AZ 85072-3933
- Blue Stake - Before you dig, call:  
811 or 800-782-5348
- Electrical emergencies other than power outages, call:  
602-258-5483 (Phoenix) or 800-253-9408 (Other areas)

### Billing and collection information

Make checks payable to APS and mail to:

APS, PO Box 2906, Phoenix AZ 85062-2906

### Credit and Collections:

602-371-7607 (Phoenix) or  
800-253-9409 (Other areas)

- Your utility bill is due and payable no later than 15 days from the bill date. Late payments will be considered delinquent and are subject to a late payment charge of 1.5% per month.
- If your power is shut off for nonpayment, you must pay the delinquent amount(s) and a deposit or additional deposit before power will be restored.
- **Deposit Guidelines:** APS may require a security deposit for service if the account, during a consecutive 12-month period, becomes delinquent with two or more bills or has been disconnected for nonpayment or, when a Non-Residential customer's financial condition may jeopardize bill payment (determined by APS using a credit scoring worksheet).
- When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic funds transfer from your account or to process the payment as a check transaction. When we process your check electronically you will not receive your check back from your financial institution and funds may be withdrawn from your account on the same day we receive your payment.

### Utility regulations and rates (Not an APS payment site)

Electricity regulations and rates are approved by:

Arizona Corporation Commission,  
1200 W Washington, Phoenix AZ 85007  
602-542-4251 (Phoenix) or 800-222-7000 (Other areas).  
[www.azcc.gov](http://www.azcc.gov)

### Mailing address or phone number change

First name, middle name, last name		
Address (number, street name)		
City	State	Zip + 4
Home phone	Business phone	
( )	( )	



PO BOX 2906  
PHOENIX AZ 85062-2906



Your electricity bill  
May 23, 2018

Stephanie Pullman

Your account number

Service plan: Saver Choice,E-3

Meter number:

Meter reading cycle: 16

## Charges for electricity services

### Cost of electricity you used

Customer account charge	\$2.12
On-peak delivery service charge	\$4.67
Off-peak delivery service charge	\$14.53
Environmental benefits surcharge	\$4.89
Federal environmental improvement surcharge	\$0.07
System benefits charge	\$1.70
Power supply adjustment*	\$2.81
Energy support program discount (25%)	-\$27.06
Metering*	\$5.83
Meter reading*	\$2.09
Billing*	\$2.35
Generation of electricity on-peak*	\$29.74
Generation of electricity off-peak*	\$29.83
Federal transmission and ancillary services*	\$6.77
Federal transmission cost adjustment*	\$2.01
LFCR adjustor	\$1.86
Tax Expense Adjustor	-\$3.03
Cost of electricity you used	\$81.18

### Taxes and fees

Regulatory assessment	\$0.22
State sales tax	\$4.56
County sales tax	\$0.57
City sales tax	\$0.00
Franchise fee	\$0.00
Cost of electricity with taxes and fees	\$86.53

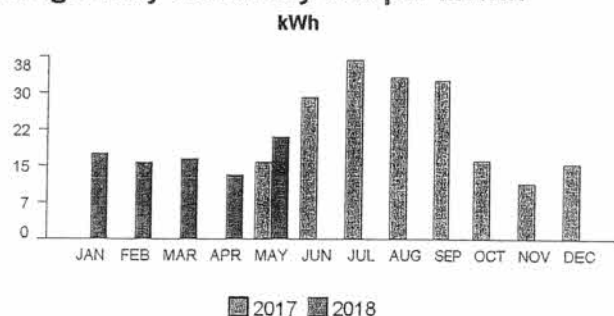
**Total charges for electricity services \$86.53**

\* These services are currently provided by APS but may be provided by a competitive supplier.

## Amount of electricity you used

Meter reading on May 23	76783
Meter reading on Apr 24	76166
<b>Total electricity you used, in kWh</b>	<b>617</b>
On-peak meter reading on May 23	22938
On-peak meter reading on Apr 24	22788
<b>On-peak electricity you used, in kWh</b> (3 pm - 8 pm Monday - Friday)	<b>150</b>
<b>Off-peak electricity you used, in kWh</b> (All other hours and certain holidays)	<b>467</b>

### Average daily electricity use per month



### Comparing your monthly use

	This month	Last month	This month last year
Billing days	29	34	29
Average outdoor temperature	80°	74°	79°
Your total use in kWh	617	457	465
Your average daily cost	\$2.98	\$1.81	\$1.63



July 19, 2018

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STEPHANIE PULLMAN

SHUT-OFF WARNING

DELINQUENT BALANCE  
\$112.24

ACCOUNT NUMBER

Re: Account Number  
Service Address

\*\*\*\*\* SHUT-OFF WARNING \*\*\*\*\*  
Shut-Off Scheduled For July 27, 2018

Dear STEPHANIE PULLMAN:

We value your business and are committed to keeping you informed about the status of your account.

Our records indicate your payment has not been received. Because of the delinquent status of your account, **your service is scheduled for disconnection on July 27, 2018. You can avoid disconnection by paying \$112.24 prior to that date.**

In the event your electric service is disconnected, APS requires payment of all delinquent charges, a fee to reconnect service, and may require a new or additional deposit. Reconnect charges vary up to \$135.00 plus tax. Additionally, service is subject to disconnection without further notice if a payment is returned by your bank.

For your convenience, we offer several payment options. To pay:

- Online, visit [aps.com](http://aps.com).
- By phone, call our automated APS Payment Line at (602) 371-6555 or (866) 776-0445.
- By debit or credit card, visit [aps.com/creditcard](http://aps.com/creditcard) or call the APS Payment Line, and select option 2 (a service fee will apply).
- In person, visit an authorized pay station. To find a cash payment location or kiosk near you, visit [aps.com/locations](http://aps.com/locations) or text your ZIP code to (480) 630-0990.
- By mail, send your payments to APS, P.O. Box 2906, Phoenix, AZ 85062-2906.
- If your account is currently on a Cash-only status, payments must be made with cash, money order, or cashier's check only.

If you have questions, or need to find out if your account is eligible for a payment arrangement, please call our Credit Department at (602) 371-7607 or (800) 253-9409. We hope to receive your prompt payment, so your service continues without interruption.

Sincerely,

APS Credit Department



Your electricity bill  
September 14, 2018

Stephanie Pullman

Your account number

Service plan: Saver Choice,E-3

Meter number: R

Meter reading cycle: 16

## Final bill

### Charges for electricity services

#### Cost of electricity you used

Customer account charge	\$1.10
On-peak delivery service charge	\$3.39
Off-peak delivery service charge	\$13.07
Environmental benefits surcharge	\$2.03
Federal environmental improvement surcharge	\$0.06
System benefits charge	\$1.46
Power supply adjustment*	\$2.41
Energy support program discount (25%)	-\$20.86
Metering*	\$3.02
Meter reading*	\$1.08
Billing*	\$1.22
Generation of electricity on-peak*	\$21.61
Generation of electricity off-peak*	\$26.83
Federal transmission and ancillary services*	\$5.80
Federal transmission cost adjustment*	\$1.36
LFCR adjustor	\$1.59
Tax Expense Adjustor	-\$2.60
Cost of electricity you used	\$62.57

#### Taxes and fees

Regulatory assessment	\$0.12
State sales tax	\$3.51
County sales tax	\$0.44
City sales tax	\$0.00
Franchise fee	\$0.00
Cost of electricity with taxes and fees	\$66.64

#### Other charges and credits

Field call charge Sep 5 2018	\$10.65
Total other charges and credits	\$10.65

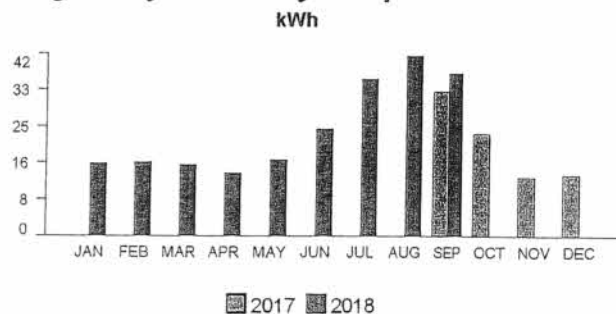
**Total charges for electricity services \$77.29**

\* These services are currently provided by APS but may be provided by a competitive supplier.

## Amount of electricity you used

Meter reading on Sep 7	80712
Meter reading on Aug 23	80183
<b>Total electricity you used, in kWh</b>	<b>529</b>
On-peak meter reading on Sep 7	23768
On-peak meter reading on Aug 23	23659
<b>On-peak electricity you used, in kWh</b> (3 pm - 8 pm Monday - Friday)	<b>109</b>
<b>Off-peak electricity you used, in kWh</b> (All other hours and certain holidays)	<b>420</b>

#### Average daily electricity use per month



#### Comparing your monthly use

	This month	Last month	This month last year
Billing days	15	29	30
Average outdoor temperature	92°	96°	93°
Your total use in kWh	529	1159	1010
Your average daily cost	\$4.44	\$5.01	\$4.18

## News from APS

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- Hearing impaired:  
Dial 711 - AZ Relay Service
- By mail: APS, Station 3200, PO Box 53933,  
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811 or 800-782-5348
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- When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic funds transfer from your account or to process the payment as a check transaction. When we process your check electronically you will not receive your check back from your financial institution and funds may be withdrawn from your account on the same day we receive your payment.

### Utility regulations and rates (Not an APS payment site)

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1200 W Washington, Phoenix AZ 85007  
602-542-4251 (Phoenix) or 800-222-7000 (Other areas).  
[www.azcc.gov](http://www.azcc.gov)

### Mailing address or phone number change

First name, middle name, last name		
Address (number, street name)		
City	State	Zip + 4
Home phone	Business phone	
(   )		



PO BOX 2906  
PHOENIX AZ 85062-2906





## Your final bill

Bill date: September 14, 2018

Stephanie Pullman

 YOUR ACCOUNT NUMBER:

 FOR SERVICE AT:

### Questions?

-  Log in to My Account at [aps.com](http://aps.com)
-  Go to [support.aps.com](http://support.aps.com) for help
-  Stay informed. Visit [aps.com/alerts](http://aps.com/alerts)


### Summary of what you owe

Amount due on your last bill \$335.57

 Payment made, thank you -\$125.00

 Your balance forward \$210.57

Your new charges (details on following pages)

 Cost of electricity (includes taxes and fees) \$66.64

 Other charges \$10.65

 **Total amount due** **\$287.86**

**Payment due date** **Sep 28, 2018**

Page 1 of 3

See page 2 for more information.



Your account number

Bill date

September 14, 2018

☐ Mailing address or phone number change?  
Check here and fill in the details on the back.

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STEPHANIE PULLMAN

When paying in person, please  
bring the bottom portion of your bill.

Total amount due: \$ 287.86

Payment due date: Sep 28, 2018

Total amount paid: \$ \_\_\_\_\_

Pay 24 hours-a-day, 7 days a week

- Visit [aps.com/paybill](http://aps.com/paybill)
- Download our free, mobile app
- Call 602-371-6555 or 866-776-0445

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Your electricity bill  
September 14, 2018

Stephanie Pullman

Your account number

Service plan: Saver Choice,E-3

Meter number: R

Meter reading cycle: 16

## Final bill

### Charges for electricity services

#### Cost of electricity you used

Customer account charge	\$1.10
On-peak delivery service charge	\$3.39
Off-peak delivery service charge	\$13.07
Environmental benefits surcharge	\$2.03
Federal environmental improvement surcharge	\$0.06
System benefits charge	\$1.46
Power supply adjustment*	\$2.41
Energy support program discount (25%)	-\$20.86
Metering*	\$3.02
Meter reading*	\$1.08
Billing*	\$1.22
Generation of electricity on-peak*	\$21.61
Generation of electricity off-peak*	\$26.83
Federal transmission and ancillary services*	\$5.80
Federal transmission cost adjustment*	\$1.36
LFCR adjustor	\$1.59
Tax Expense Adjustor	-\$2.60
Cost of electricity you used	\$62.57

#### Taxes and fees

Regulatory assessment	\$0.12
State sales tax	\$3.51
County sales tax	\$0.44
City sales tax	\$0.00
Franchise fee	\$0.00
Cost of electricity with taxes and fees	\$66.64

#### Other charges and credits

Field call charge Sep 5 2018	\$10.65
Total other charges and credits	\$10.65

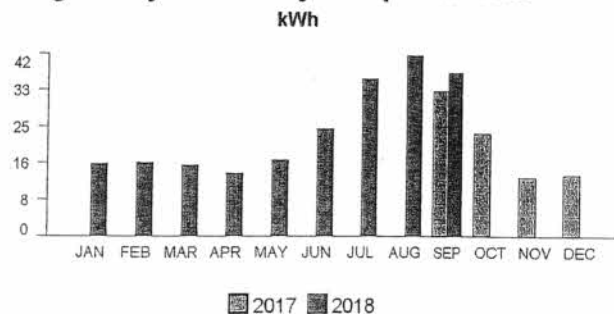
**Total charges for electricity services \$77.29**

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### Amount of electricity you used

Meter reading on Sep 7	80712
Meter reading on Aug 23	80183
<b>Total electricity you used, in kWh</b>	<b>529</b>
On-peak meter reading on Sep 7	23768
On-peak meter reading on Aug 23	23659
<b>On-peak electricity you used, in kWh</b>	<b>109</b>
(3 pm - 8 pm Monday - Friday)	
<b>Off-peak electricity you used, in kWh</b>	<b>420</b>
(All other hours and certain holidays)	

### Average daily electricity use per month



### Comparing your monthly use

	This month	Last month	This month last year
Billing days	15	29	30
Average outdoor temperature	92°	96°	93°
Your total use in kWh	529	1159	1010
Your average daily cost	\$4.44	\$5.01	\$4.18



## News from APS

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- By mail: APS, Station 3200, PO Box 53933,  
Phoenix AZ 85072-3933
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811 or 800-782-5348
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602-542-4251 (Phoenix) or 800-222-7000 (Other areas).  
[www.azcc.gov](http://www.azcc.gov)

### Mailing address or phone number change

First name, middle name, last name		
Address (number, street name)		
City	State	Zip + 4
Home phone (   )	Business phone (   )	



PO BOX 2906  
PHOENIX AZ 85062-2906





## Your final bill

Bill date: September 14, 2018

Stephanie Pullman

YOUR ACCOUNT NUMBER:

FOR SERVICE AT:

### Questions?

- Log in to My Account at [aps.com](http://aps.com)
- Go to [support.aps.com](http://support.aps.com) for help
- Stay informed. Visit [aps.com/alerts](http://aps.com/alerts)

### Summary of what you owe

Amount due on your last bill	\$335.57
Payment made, thank you	-\$125.00
Your balance forward	\$210.57
Your new charges (details on following pages)	
Cost of electricity (includes taxes and fees)	\$66.64
Other charges	\$10.65
Total amount due	\$287.86
Payment due date	Sep 28, 2018

Page 1 of 3

See page 2 for more information.



Your account number

Bill date

September 14, 2018

☐ Mailing address or phone number change?  
Check here and fill in the details on the back.

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STEPHANIE PULLMAN

When paying in person, please  
bring the bottom portion of your bill.

Total amount due: \$ 287.86

Payment due date: Sep 28, 2018

Total amount paid: \$ \_\_\_\_\_

Pay 24 hours-a-day, 7 days a week

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- Download our free, mobile app
- Call 602-371-6555 or 866-776-0445

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Your electricity bill  
September 14, 2018

Stephanie Pullman

Your account number

Service plan: Saver Choice,E-3

Meter number: R5

Meter reading cycle: 16

## Final bill

### Charges for electricity services

#### Cost of electricity you used

Customer account charge	\$1.10
On-peak delivery service charge	\$3.39
Off-peak delivery service charge	\$13.07
Environmental benefits surcharge	\$2.03
Federal environmental improvement surcharge	\$0.06
System benefits charge	\$1.46
Power supply adjustment*	\$2.41
Energy support program discount (25%)	-\$20.86
Metering*	\$3.02
Meter reading*	\$1.08
Billing*	\$1.22
Generation of electricity on-peak*	\$21.61
Generation of electricity off-peak*	\$26.83
Federal transmission and ancillary services*	\$5.80
Federal transmission cost adjustment*	\$1.36
LFCR adjustor	\$1.59
Tax Expense Adjustor	-\$2.60
Cost of electricity you used	\$62.57

#### Taxes and fees

Regulatory assessment	\$0.12
State sales tax	\$3.51
County sales tax	\$0.44
City sales tax	\$0.00
Franchise fee	\$0.00
Cost of electricity with taxes and fees	\$66.64

#### Other charges and credits

Field call charge Sep 5 2018	\$10.65
Total other charges and credits	\$10.65

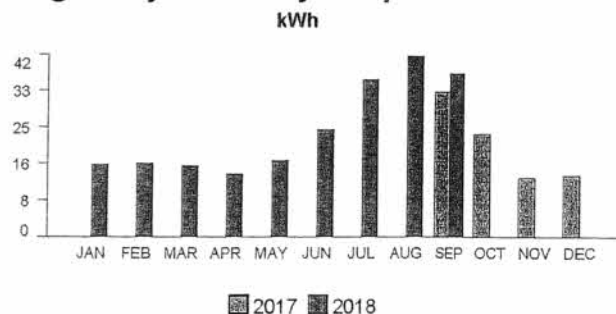
**Total charges for electricity services \$77.29**

\* These services are currently provided by APS but may be provided by a competitive supplier.

### Amount of electricity you used

Meter reading on Sep 7	80712
Meter reading on Aug 23	80183
Total electricity you used, in kWh	529
On-peak meter reading on Sep 7	23768
On-peak meter reading on Aug 23	23659
On-peak electricity you used, in kWh (3 pm - 8 pm Monday - Friday)	109
Off-peak electricity you used, in kWh (All other hours and certain holidays)	420

### Average daily electricity use per month



### Comparing your monthly use

	This month	Last month	This month last year
Billing days	15	29	30
Average outdoor temperature	92°	96°	93°
Your total use in kWh	529	1159	1010
Your average daily cost	\$4.44	\$5.01	\$4.18

## News from APS

Do business with us anywhere, anytime.

You can manage your account, pay your bill, monitor your usage, report an outage and much more online at [aps.com](http://aps.com) or through our mobile app. Visit [aps.com](http://aps.com) today and register your account.

## Things you need to know

### Contacting APS

- Visit our website: [aps.com](http://aps.com)
- Call us at:  
602-371-7171 (Phoenix) or 800-253-9405 (Other areas)
- Para servicio en español, llame al:  
602-371-6861 (Phoenix) ó 800-252-9410 (Otras áreas)
- Hearing impaired:  
Dial 711 - AZ Relay Service
- By mail: APS, Station 3200, PO Box 53933,  
Phoenix AZ 85072-3933
- Blue Stake - Before you dig, call:  
811 or 800-782-5348
- Electrical emergencies other than power outages, call:  
602-258-5483 (Phoenix) or 800-253-9408 (Other areas)

### Billing and collection information

Make checks payable to APS and mail to:

APS, PO Box 2906, Phoenix AZ 85062-2906

Credit and Collections:

602-371-7607 (Phoenix) or  
800-253-9409 (Other areas)


- Your utility bill is due and payable no later than 15 days from the bill date. Late payments will be considered delinquent and are subject to a late payment charge of 1.5% per month.
- If your power is shut off for nonpayment, you must pay the delinquent amount(s) and a deposit or additional deposit before power will be restored.
- **Deposit Guidelines:** APS may require a security deposit for service if the account, during a consecutive 12-month period, becomes delinquent with two or more bills or has been disconnected for nonpayment or, when a Non-Residential customer's financial condition may jeopardize bill payment (determined by APS using a credit scoring worksheet).
- When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic funds transfer from your account or to process the payment as a check transaction. When we process your check electronically you will not receive your check back from your financial institution and funds may be withdrawn from your account on the same day we receive your payment.

### Utility regulations and rates (Not an APS payment site)

Electricity regulations and rates are approved by:

Arizona Corporation Commission,  
1200 W Washington, Phoenix AZ 85007  
602-542-4251 (Phoenix) or 800-222-7000 (Other areas).  
[www.azcc.gov](http://www.azcc.gov)

### Mailing address or phone number change

First name, middle name, last name		
Address (number, street name)		
City	State	Zip + 4
Home phone	Business phone	
(   )		



PO BOX 2906  
PHOENIX AZ 85062-2906





## Your final bill

Bill date: September 14, 2018

### Summary of what you owe

Amount due on your last bill	\$335.57
⊖ Payment made, thank you	-\$125.00
⊖ Your balance forward	\$210.57
Your new charges (details on following pages)	
⊕ Cost of electricity (includes taxes and fees)	\$66.64
⊕ Other charges	\$10.65
⊖ Total amount due	\$287.86
Payment due date	Sep 28, 2018

Stephanie Pullman

YOUR ACCOUNT NUMBER:

FOR SERVICE AT:

#### Questions?

- Log in to My Account at [aps.com](http://aps.com)
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- Stay informed. Visit [aps.com/alerts](http://aps.com/alerts)

Page 1 of 3

See page 2 for more information.



Your account number

Bill date

September 14, 2018

☐ Mailing address or phone number change?  
Check here and fill in the details on the back.

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STEPHANIE PULLMAN

When paying in person, please  
bring the bottom portion of your bill.

Total amount due: \$ 287.86

Payment due date: Sep 28, 2018

Total amount paid: \$ \_\_\_\_\_

#### Pay 24 hours-a-day, 7 days a week

- Visit [aps.com/paybill](http://aps.com/paybill)
- Download our free, mobile app
- Call 602-371-6555 or 866-776-0445

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Your electricity bill  
September 14, 2018

Stephanie Pullman

Your account number

Service plan: Saver Choice, E-3

Meter number: R

Meter reading cycle: 16

## Final bill

### Charges for electricity services

#### Cost of electricity you used

Customer account charge	\$1.10
On-peak delivery service charge	\$3.39
Off-peak delivery service charge	\$13.07
Environmental benefits surcharge	\$2.03
Federal environmental improvement surcharge	\$0.06
System benefits charge	\$1.46
Power supply adjustment*	\$2.41
Energy support program discount (25%)	-\$20.86
Metering*	\$3.02
Meter reading*	\$1.08
Billing*	\$1.22
Generation of electricity on-peak*	\$21.61
Generation of electricity off-peak*	\$26.83
Federal transmission and ancillary services*	\$5.80
Federal transmission cost adjustment*	\$1.36
LFCR adjustor	\$1.59
Tax Expense Adjustor	-\$2.60
Cost of electricity you used	\$62.57

#### Taxes and fees

Regulatory assessment	\$0.12
State sales tax	\$3.51
County sales tax	\$0.44
City sales tax	\$0.00
Franchise fee	\$0.00
Cost of electricity with taxes and fees	\$66.64

#### Other charges and credits

Field call charge Sep 5 2018	\$10.65
Total other charges and credits	\$10.65

**Total charges for electricity services \$77.29**

\* These services are currently provided by APS but may be provided by a competitive supplier.

## Amount of electricity you used

Meter reading on Sep 7	80712
Meter reading on Aug 23	80183
Total electricity you used, in kWh	529

On-peak meter reading on Sep 7	23768
On-peak meter reading on Aug 23	23659

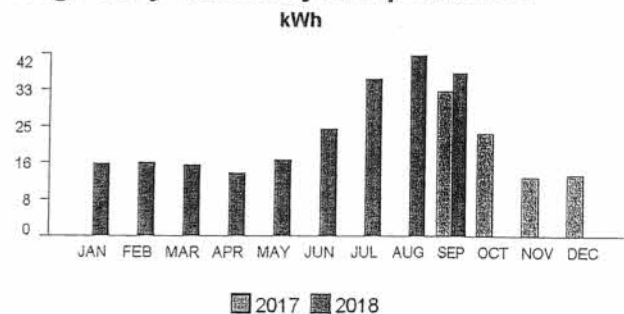
**On-peak electricity you used, in kWh 109**

(3 pm - 8 pm Monday - Friday)

**Off-peak electricity you used, in kWh 420**

(All other hours and certain holidays)

## Average daily electricity use per month



## Comparing your monthly use

	This month	Last month	This month last year
Billing days	15	29	30
Average outdoor temperature	92°	96°	93°
Your total use in kWh	529	1159	1010
Your average daily cost	\$4.44	\$5.01	\$4.18



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- When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic funds transfer from your account or to process the payment as a check transaction. When we process your check electronically you will not receive your check back from your financial institution and funds may be withdrawn from your account on the same day we receive your payment.

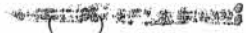
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[www.azcc.gov](http://www.azcc.gov)

### Mailing address or phone number change

First name, middle name, last name		
Address (number, street name)		
City	State	Zip + 4
Home phone (   )	Business phone 	



PO BOX 2906  
PHOENIX AZ 85062-2906





## Your final bill

Bill date: September 14, 2018

### Summary of what you owe




Amount due on your last bill	\$335.57
⊖ Payment made, thank you	-\$125.00
⊖ Your balance forward	\$210.57
Your new charges (details on following pages)	
⊕ Cost of electricity (includes taxes and fees)	\$66.64
⊕ Other charges	\$10.65
⊖ Total amount due	\$287.86
Payment due date	Sep 28, 2018

Stephanie Pullman

 YOUR ACCOUNT NUMBER:

 FOR SERVICE AT:

#### Questions?

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Page 1 of 3

See page 2 for more information.



Your account number

Bill date

September 14, 2018

☐ Mailing address or phone number change?  
Check here and fill in the details on the back.

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STEPHANIE PULLMAN

When paying in person, please  
bring the bottom portion of your bill.

Total amount due: \$ 287.86

Payment due date: Sep 28, 2018

Total amount paid: \$ \_\_\_\_\_

Pay 24 hours-a-day, 7 days a week

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- Download our free, mobile app
- Call 602-371-6555 or 866-776-0445

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Your electricity bill  
July 25, 2018

Stephanie Pullman

Your account number

Service plan: Saver Choice,E-3

Meter number: R

Meter reading cycle: 16

## Charges for electricity services

### Cost of electricity you used

Customer account charge	\$2.41
On-peak delivery service charge	\$8.53
Off-peak delivery service charge	\$35.66
Environmental benefits surcharge	\$4.40
Federal environmental improvement surcharge	\$0.16
System benefits charge	\$3.92
Power supply adjustment*	\$6.47
Energy support program discount (25%)	-\$54.33
Metering*	\$6.63
Meter reading*	\$2.38
Billing*	\$2.67
Generation of electricity on-peak*	\$54.33
Generation of electricity off-peak*	\$73.21
Federal transmission and ancillary services*	\$15.58
Federal transmission cost adjustment*	\$3.66
LFCR adjustor	\$4.27
Tax Expense Adjustor	-\$6.98
Cost of electricity you used	\$162.97

### Taxes and fees

Regulatory assessment	\$0.44
State sales tax	\$9.15
County sales tax	\$1.14
City sales tax	\$0.00
Franchise fee	\$0.00

Cost of electricity with taxes and fees \$173.70

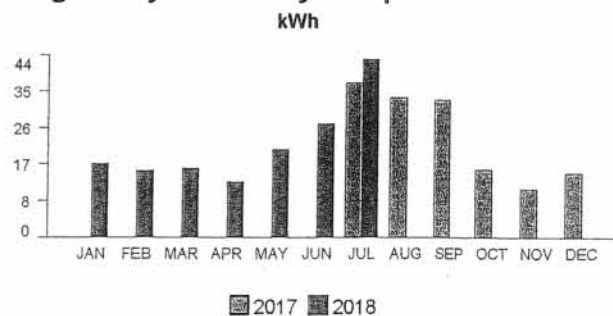
**Total charges for electricity services \$173.70**

\* These services are currently provided by APS but may be provided by a competitive supplier.

## Amount of electricity you used

Meter reading on Jul 25	79024
Meter reading on Jun 22	77604
<b>Total electricity you used, in kWh</b>	<b>1420</b>
On-peak meter reading on Jul 25	23414
On-peak meter reading on Jun 22	23140
<b>On-peak electricity you used, in kWh</b> (3 pm - 8 pm Monday - Friday)	<b>274</b>
<b>Off-peak electricity you used, in kWh</b> (All other hours and certain holidays)	<b>1146</b>

### Average daily electricity use per month



### Comparing your monthly use

	This month	Last month	This month last year
Billing days	33	30	32
Average outdoor temperature	93°	90°	96°
Your total use in kWh	1420	821	1193
Your average daily cost	\$5.26	\$3.70	\$4.25

## News from APS

### A charge on your bill will decrease beginning July 2018

The Arizona Corporation Commission (ACC) approved a decrease to the Renewable Energy Standard Adjustment (REAC) effective in July 2018.

The REAC, which funds renewable energy projects, decreased by \$0.003181 to \$0.0075130 per kilowatt-hour with a cap of \$3.01 per month (or a \$2.74 charge per month for customers with renewable systems installed after July 1, 2012). The REAC is combined with the Demand Side Management Adjustor and displays as "Environmental Benefits Surcharge" on your bill. For a residential customer whose average monthly consumption is 1,100 kilowatt-hours, the REAC will decrease the customer's bills by \$1.27 per month.

Your bill impact will vary with your actual energy usage and rate. For additional information on this charge or tips on how to reduce your energy usage, please visit [aps.com](http://aps.com) or call (602) 371-7171 (metro Phoenix) or (800) 253-9405 (other areas).

## Things you need to know

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602-371-6861 (Phoenix) ó 800-252-9410 (Otras áreas)
- Hearing impaired:  
Dial 711 - AZ Relay Service
- By mail: APS, Station 3200, PO Box 53933,  
Phoenix AZ 85072-3933
- Blue Stake - Before you dig, call:  
811 or 800-782-5348
- Electrical emergencies other than power outages, call:  
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[www.azcc.gov](http://www.azcc.gov)

### Mailing address or phone number change

First name, middle name, last name		
Address (number, street name)		
City	State	Zip + 4
Home phone	Business phone	
( )		



PO BOX 2906  
PHOENIX AZ 85062-2906





## Your electricity bill

Bill date: July 25, 2018

### Summary of what you owe

Amount due on your last bill	\$197.90
Payment made, thank you	-\$85.66
Your balance forward	\$112.24
Late payment charge (taxes included)	\$1.78
Your new charges (details on following pages)	
Cost of electricity (includes taxes and fees)	\$173.70
Total amount due	\$287.72
Payment due date	Aug 9, 2018

Stephanie Pullman

YOUR ACCOUNT NUMBER:

FOR SERVICE AT:

#### Questions?

- Log in to My Account at [aps.com](http://aps.com)
- Go to [support.aps.com](http://support.aps.com) for help
- Stay informed. Visit [aps.com/alerts](http://aps.com/alerts)

**REMINDER: On-Peak Hours are now 3 p.m. to 8 p.m.**

If you are on Saver Choice, Saver Choice Plus or Saver Choice Max you can save by shifting energy use to lower-cost off-peak hours – before 3 p.m. and after 8 p.m. weekdays, plus all day weekends and holidays. Get to know your plan and find ways to save at [aps.com/plans](http://aps.com/plans).

#### Keep your cool during the summer heat

When the summer sun starts to heat up Arizona, your energy usage also starts to rise. Learn how you can cut costs and manage your summer bills at [aps.com/mybill](http://aps.com/mybill).

Page 1 of 3

See page 2 for more information.



Your account number

Bill date

July 25, 2018

☐ Mailing address or phone number change?  
Check here and fill in the details on the back.

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STEPHANIE PULLMAN

When paying in person, please  
bring the bottom portion of your bill.

Total amount due: \$ 287.72

Payment due date: Aug 9, 2018

Total amount paid: \$ \_\_\_\_\_

#### Pay 24 hours-a-day, 7 days a week

- Visit [aps.com/paybill](http://aps.com/paybill)
- Download our free, mobile app
- Call 602-371-6555 or 866-776-0445

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June 18, 2018

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STEPHANIE PULLMAN

SHUT-OFF WARNING

DELINQUENT BALANCE  
\$85.66

ACCOUNT NUMBER

Re: Account Number  
Service Address

\*\*\*\*\* SHUT-OFF WARNING \*\*\*\*\*  
Shut-Off Scheduled For June 26, 2018

Dear STEPHANIE PULLMAN:

We value your business and are committed to keeping you informed about the status of your account.

Our records indicate your payment has not been received. Because of the delinquent status of your account, **your service is scheduled for disconnection on June 26, 2018. You can avoid disconnection by paying \$85.66 prior to that date.**

In the event your electric service is disconnected, APS requires payment of all delinquent charges, a fee to reconnect service, and may require a new or additional deposit. Reconnect charges vary up to \$135.00 plus tax. Additionally, service is subject to disconnection without further notice if a payment is returned by your bank.

For your convenience, we offer several payment options. To pay:

- Online, visit [aps.com](http://aps.com).
- By phone, call our automated APS Payment Line at (602) 371-6555 or (866) 776-0445.
- By debit or credit card, visit [aps.com/creditcard](http://aps.com/creditcard) or call the APS Payment Line, and select option 2 (a service fee will apply).
- In person, visit an authorized pay station. To find a cash payment location or kiosk near you, visit [aps.com/locations](http://aps.com/locations) or text your ZIP code to (480) 630-0990.
- By mail, send your payments to APS, P.O. Box 2906, Phoenix, AZ 85062-2906.
- If your account is currently on a Cash-only status, payments must be made with cash, money order, or cashier's check only.

If you have questions, or need to find out if your account is eligible for a payment arrangement, please call our Credit Department at (602) 371-7607 or (800) 253-9409. We hope to receive your prompt payment, so your service continues without interruption.

Sincerely,

APS Credit Department



Your electricity bill  
August 23, 2018

Stephanie Pullman

Your account number

Service plan: Saver Choice,E-3

Meter number: R4

Meter reading cycle: 16

## Charges for electricity services

### Cost of electricity you used

Customer account charge	\$2.12
On-peak delivery service charge	\$7.62
Off-peak delivery service charge	\$28.44
Environmental benefits surcharge	\$4.15
Federal environmental improvement surcharge	\$0.13
System benefits charge	\$3.20
Power supply adjustment*	\$5.28
Energy support program discount (25%)	-\$45.42
Metering*	\$5.83
Meter reading*	\$2.09
Billing*	\$2.35
Generation of electricity on-peak*	\$48.58
Generation of electricity off-peak*	\$58.39
Federal transmission and ancillary services*	\$12.71
Federal transmission cost adjustment*	\$2.99
LFCCR adjustor	\$3.49
Tax Expense Adjustor	-\$5.69
Cost of electricity you used	\$136.26

### Taxes and fees

Regulatory assessment	\$0.37
State sales tax	\$7.65
County sales tax	\$0.96
City sales tax	\$0.00
Franchise fee	\$0.00
Cost of electricity with taxes and fees	\$145.24

### Other charges and credits

Field call charge Aug 2 2018	\$10.66
Total other charges and credits	\$10.66

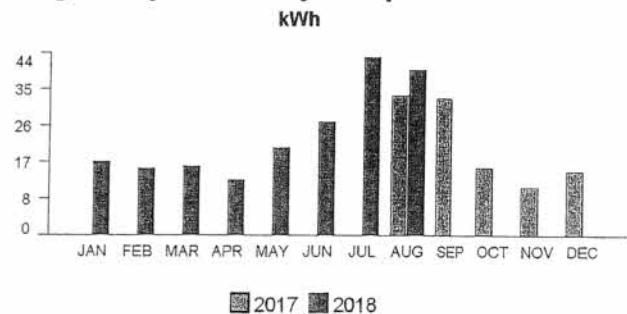
**Total charges for electricity services \$155.90**

\* These services are currently provided by APS but may be provided by a competitive supplier.

## Amount of electricity you used

Meter reading on Aug 23	80183
Meter reading on Jul 25	79024
<b>Total electricity you used, in kWh</b>	<b>1159</b>
On-peak meter reading on Aug 23	23659
On-peak meter reading on Jul 25	23414
<b>On-peak electricity you used, in kWh</b> (3 pm - 8 pm Monday - Friday)	<b>245</b>
<b>Off-peak electricity you used, in kWh</b> (All other hours and certain holidays)	<b>914</b>

## Average daily electricity use per month



## Comparing your monthly use

	This month	Last month	This month last year
Billing days	29	33	30
Average outdoor temperature	93°	96°	93°
Your total use in kWh	1159	1420	1010
Your average daily cost	\$5.01	\$5.26	\$4.18

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www.azcc.gov

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Address (number, street name)		
City	State	Zip + 4
Home phone		Business phone



PO BOX 2906  
PHOENIX AZ 85062-2906





## Your electricity bill

Bill date: August 23, 2018

### Summary of what you owe

Amount due on your last bill	\$287.72
⊖ Payment made, thank you	-\$110.88
⊖ Your balance forward	\$176.84
⊕ Late payment charge (taxes included)	\$2.83
Your new charges (details on following pages)	
⊕ Cost of electricity (includes taxes and fees)	\$145.24
⊕ Other charges	\$10.66
⊖ Total amount due	\$335.57
Payment due date	Sep 6, 2018

Stephanie Pullman

YOUR ACCOUNT NUMBER:

FOR SERVICE AT:

#### Questions?

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- Stay informed. Visit [aps.com/alerts](http://aps.com/alerts)

#### Simplify your life

No stamp, no clutter, no hassle. Instead of a paper bill, we'll send you a monthly email to let you know when your online bill is ready to view. Sign up at [aps.com/paperless](http://aps.com/paperless). And, pay your energy bill on time, every time, with AutoPay. Sign up today at [aps.com/autopay](http://aps.com/autopay).

#### Be Prepared to Weather the Storm

Check out our online outage center to report an outage and for tools to help keep you informed if an outage occurs in your area. Visit [aps.com/outagecenter](http://aps.com/outagecenter) today.

Page 1 of 3

See page 2 for more information.



Your account number

Bill date

August 23, 2018

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# 000003909

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STEPHANIE PULLMAN

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Payment due date: Sep 6, 2018

Total amount paid: \$ \_\_\_\_\_

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- Download our free, mobile app
- Call 602-371-6555 or 866-776-0445

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## URGENT NOTICE - FINAL NOTICE

### YOUR ELECTRIC SERVICE IS ABOUT TO BE SHUT OFF FOR NON-PAYMENT

To avoid disconnection of your electric service (or to restore your service), you must make a payment immediately. To pay your bill, be sure to have your account number handy. Use one of the following options -- do not send it by mail:

- Make a free electronic payment from your bank account. Visit **aps.com** or call our **automated payment line** at (602) 371-3639 (metro Phoenix) or (888) 833-3439 (other areas).
- Find a payment location near you by visiting **aps.com/locations**. A service fee may apply.
- Use your credit/debit card to make a payment at **aps.com** or by phone **before 5 p.m. MST Monday - Friday** for card payments to post the next business day. A service fee will apply.

#### Additional Information:

- If your payment is returned by your bank, your APS electric service is subject to disconnection without further notice.
- A \$10.00 field call charge has been applied to your account, and the following fee(s) may also apply:

	<u>Charges</u>
Disconnect	\$10.00
Standard reconnect	\$8.00/\$33.00
Overhead reconnect	\$89.00
Underground reconnect	\$135.00

- **Bill assistance may be available for qualified customers.** To learn more, visit **aps.com/assistance** or contact Community Information and Referral at 211 (metro Phoenix) or at (800) 352-3792 (for area codes 520 and 928).

#### TRADUCCIÓN EN ESPAÑOL AL REVERSO



Date: \_\_\_\_\_

Account No. \_\_\_\_\_

**TEP**

Tucson Electric Power  
**520-623-7711**

**For security reasons:**

**TEP field employees cannot accept payment at  
your door to avoid turn off or to reconnect service.**

Your ELECTRIC service has been turned off for the following reason(s):

- ☐ Past due bill and/or past due deposit or previous unpaid bill(s)
- ☐ Identification, rent receipt/valid lease with Landlord's name/phone number was required
- ☐ Other: \_\_\_\_\_

**There is no guarantee of same day reconnect, your order  
will be placed with our next available order date.**

**TO HAVE YOUR ELECTRIC RECONNECTED:**

- **AN ADDITIONAL DEPOSIT COULD BE REQUIRED.**
- TEP cannot guarantee that your electric will be turned on the same day you pay.
- You must pay all past due balances before your electric service will be reconnected.
- You may opt to pay by credit card at the time the reconnect is requested.
- You must provide a confirmation number for payment verification.
- Contact TEP Customer Service at (520) 623-7711 to request reconnection of service and to verify amounts needed to be paid.

**Please see below for payment options:**

**For all Credit Card/Debit Card Payments call  
1-800-650-9138 or (520) 623-7711**

**FOR CASH/DEBIT CARD PAYMENTS:** Take your most recent bill stub to any WAL-MART. Once you receive your transaction number please call (520) 623-7711 to have the payment verified and your service scheduled for reconnection.

If you are in need of financial assistance regarding payment of your Tucson Electric Power bill, please contact Community Information and Referral at (800) 352-3792 or go to [www.cir.org](http://www.cir.org).



**TRICO**

ELECTRIC COOPERATIVE, INC.

A Touchstone Energy™ Cooperative



8500 WEST ZWINGERNE DRIVE, P.O. BOX 330, GAITHERSBURG, MARYLAND 20878-0330

**NOTICIA DE DESCONECTAR SERVICIO ELECTRICO**

Lugar de Servicio \_\_\_\_\_

Numero de Mapa \_\_\_\_\_

Estimado Cliente:

Lamentamos informarle que ha sido necesario desconectar su servicio de electricidad conforme a las reglamentos de Trico Electric Cooperative. Su desconexión se debe a:

- ☐ No pagar su cuenta delincente de servicio de electricidad.
- ☐ Existe peligro eléctrico.
- ☐ Evidencia e forzar o robar servicio eléctrico.
- ☐ Hay daño a la propiedad de Trico Electric Cooperative.
- ☐ No ceder paso a Trico Electric Cooperative.

Para hacer arreglos de pago y para reestablecer su servicio de electricidad, favor de llamar Trico Electric Cooperative.

Numero de Telefono: **744-2944**

Horas de Oficina: Lunes a Viernes, 8:00 a.m. - 4:30 p.m.

Para reestablecer su servicio despues de horas de oficina se cobrara costo adicional

Fecha: \_\_\_\_\_

Empleado de Trico \_\_\_\_\_

Numero de Empleado \_\_\_\_\_

**CHEQUES NO serán aceptados.**

1. No se hará ningunos arreglos de pago en cuentas con menos de una historia de doce meses.
2. No se hará ningunos arreglos de pago en cuentas con un depósito inadecuado.
3. Permitiremos solamente dos arreglos de pago por año.
4. Un arreglo quebrado resultara en ningún otro arreglo o extension por el periodo de un año.

**TRICO**

ELECTRIC COOPERATIVE, INC.

A Touchstone Energy™ Cooperative



8500 WEST ZWINGERNE DRIVE, P.O. BOX 330, GAITHERSBURG, MARYLAND 20878-0330

**ELECTRIC SERVICE DISCONNECT NOTICE**

Service Location \_\_\_\_\_

Cooperative Map Number \_\_\_\_\_

Dear Trico Customer:

It is with regret that it has become necessary to disconnect your electric service in accordance with the Provisions of the Cooperative's Rules and Regulations pertaining to:

- ☐ Failure to pay a delinquent bill for electric service.
- ☐ The existence of an obvious and imminent electrical hazard.
- ☐ Evidence of meter tampering and/or theft of electrical service.
- ☐ Damage and loss to the Cooperative's property pertaining to the service at this location.
- ☐ Failure to provide access to the Cooperative's equipment and property.

To make the necessary arrangements for the restoration of service in the above matter(s), please contact Trico Electric Cooperative.

**744-2944****Office Hours**

Monday thru Friday

8:00 a.m. to 4:30 p.m.

A reconnect after regular business hours will result in additional charges for overtime and mileage.

Date: \_\_\_\_\_

Trico Employee \_\_\_\_\_

Employee Number \_\_\_\_\_

**CHECKS WILL NOT BE ACCEPTED**

1. No arrangements will be made on any account with less than a 12-month history.
2. No arrangements will be made on any account with an inadequate deposit.
3. We will only allow two payment arrangements per year.
4. A broken arrangement will result in no further payment arrangements or extensions for the period of one year.



Date/Time	Status	Task Information	Business Object
09-05-2018 11:17AM	Completed	COLLECTIONS DOOR HANGER(DOORHANG), PULLMAN,STEPHANIE, XXXXXX XXXXXX,SUN CITY WEST, Z Surprise Ops Area, Completed, 08-29-2018 06:30AM MST - 09-05-2018 04:30PM MST, Crew XXXXXX,X	CM2- DoorhangAssignme nt
09-05-2018 11:16AM	Started	COLLECTIONS DOOR HANGER(DOORHANG), PULLMAN,STEPHANIE, XXXXXX XXXXXX,SUN CITY WEST, Z Surprise Ops Area, Completed, 08-29-2018 06:30AM MST - 09-05-2018 04:30PM MST, Crew XXXXXX,X	CM2- DoorhangAssignme nt
09-05-2018 11:10AM	En Route	COLLECTIONS DOOR HANGER(DOORHANG), PULLMAN,STEPHANIE, XXXXXX XXXXXX,SUN CITY WEST, Z Surprise Ops Area, Completed, 08-29-2018 06:30AM MST - 09-05-2018 04:30PM MST, Crew XXXXXX,X	CM2- DoorhangAssignme nt