

Preventing Utility Shut-Offs

In response to the COVID-19 pandemic, various cities and companies suspended utility shut-offs in an effort to help struggling residents. Now, as shut-offs are beginning to resume, residents are being encouraged to seek financial assistance or work with their utility company to develop a payment plan if they are unable to pay their bills.

Contact your utility company as soon as possible if you anticipate being unable to pay your bill for any reason. Your utility company will walk you through available assistance options such as setting up a payment plan, applying to one of their programs, or applying for aid through a local agency.

Electric Assistance

APS

Arizona Public Service (APS) is halting power shutoffs through the end of 2020 and waiving late fees. Beginning January 4, 2021, customers who have a past-due balance of \$75 or more will be automatically set up on an 8-month payment arrangement to give them more time to pay. For customers who need a longer payment arrangement, call (602) 371-7171 for assistance.

- **Crisis Bill Assistance**
 - Qualified customers can receive up to \$800 a year to cover current or past-due APS bills through the Crisis Bill Assistance program in partnership with local agency partners. Visit the [APS website](#) or call 2-1-1 to find your local agency.
- **Project SHARE**
 - Qualified customers facing severe financial hardship can receive up to \$300 a year in emergency energy bill assistance through APS's SHARE program in partnership with The Salvation Army. Visit the [APS website](#) or call 2-1-1 to find your local Salvation Army office.
- **Customer Support Fund**
 - Customers can receive a \$100 credit if they are two months past due on their bill and have unexpected loss of income, higher medical or childcare expenses due to COVID-19. The fund is available through APS advisors by calling (602) 371-7171.
- **Energy Support or Energy Support with Medical Program**
 - Qualified limited-income customers can receive a discount of up to 35% on their APS bill each month. Customers with a past-due balance or that are already on a payment arrangement will receive a one-time credit of \$250 or the total outstanding balance, whichever is lower. Visit the [APS website](#) to apply online or [download an application](#) to apply via mail.

SRP

Salt River Project (SRP) resumed shut-offs on October 1, 2020 if customers did not follow through on repayment plans spread over eight months. SRP has paused disconnections and late payment fees for customers on the Economy Price Plan until early January 2021.

SRP

- **Project SHARE**
 - One-time emergency assistance for customers who, due to crisis situations, are unable to pay their basic household energy bills and have exhausted all other potential sources of aid. Customers in need of SHARE funds can request assistance by calling SRP Customer Resource Counselors at (602) 236-3000.
- **Customer Resource Counselors**
 - SRP Counselors can explore payment options and provide referrals to community agencies for possible assistance with SRP bills. Counselors can also sign up customers for a discount and/or programs to help customers save, reduce and manage their SRP bills. Call (602) 236-3000 8 a.m. to 5 p.m., Monday through Friday.
- **Economy Price Plan**
 - Customers with limited incomes can receive a \$23 monthly discount on their SRP electric bills through the Economy Price Plan. Complete an online application on the [SRP website](#), or call SRP at (602) 236-8888 to enroll.

Trico Electric Cooperative

- **COVID-19 Assistance Program**
 - The COVID-19 Assistance Program provides bill credits and payment extensions to qualifying members who have been negatively impacted by the pandemic. Visit the [Trico Electric website](#) or contact Trico Member Services at (520) 744-2944 to apply.

If you have questions or need guidance on what help is available, please contact Trico at (520) 744-2944 or by email at cvassistance@trico.coop.

Tucson Electric Power (TEP)

TEP has suspended late fees and service disconnections through the end of 2020 and has extended their payment arrangements to six months to give customers additional time to pay their overdue balances.

- **Payment Extensions**
 - Customers can request a payment extension through their account, using TEP's mobile app, or by calling TEP Customer Care at (520) 623-7711.
- **Payment Arrangements**
 - Customers who have overdue balances on the first bill they receive after October 15, 2020 may choose to pay the full amount due or will be enrolled in a payment arrangement plan to pay the full balance in installments.
- **Short-term Assistance**
 - TEP cooperates with several community agencies to offer emergency bill-payment assistance to customers facing hardships. Visit the [TEP website](#) or call 2-1-1 for your local community agency.

UniSource Energy

UniSource has suspended late fees and service disconnections through the end of 2020 and has extended their payment arrangements to six months to give customers additional time to pay their overdue balances.

UniSource Energy

- **Payment Extensions**
 - Customers can request a payment extension through their account, using UniSource's mobile app, or by calling UniSource Customer Care at (877) 837-4968.
- **Payment Arrangements**
 - Customers who have overdue balances on the first bill they receive after October 15, 2020 may choose to pay the full amount due or will be enrolled in a payment arrangement plan to pay the full balance in installments.
- **Short-term Assistance**
 - UniSource cooperates with several community agencies to offer emergency bill-payment assistance to customers facing hardships. Visit the [UniSource website](#) or call 2-1-1 for your local community agency.

Gas Assistance

Southwest Gas

Southwest Gas has issued a temporary moratorium on natural gas disconnections for non-payment that is in effect until further notice. Customers will see updates in the message section of their bill when a disconnect date is determined.

- **Payment Extension**
 - A 3-day payment extension can be requested online through your account, via mobile app, or through Southwest Gas's automated phone system, available 24/7, at (877) 860-6020.
- **Deferred Payment Program**
 - If you can demonstrate a hardship and have outstanding bills, the deferred payment plan allows you to pay your bill over an extended period of time and gives you an opportunity to obtain assistance before service is discontinued. Call (877) 860-6020 for more information.
- **Bill Assistance Program**
 - Low-income customers facing hardship or crisis may be eligible for short-term aid through the Bill Assistance Program in partnership with local agencies. For more information or to sign up, visit the [Southwest Gas website](#) or call 2-1-1 to find your local agency.

UniSource Energy

UniSource has suspended late fees and service disconnections through the end of 2020 and has extended their payment arrangements to six months to give customers additional time to pay their overdue balances.

- **Payment Extensions**
 - Customers can request a payment extension through their account, using UniSource's mobile app, or by calling UniSource Customer Care at (877) 837-4968.

UniSource Energy

- **Payment Arrangements**
 - Customers who have overdue balances on the first bill they receive after October 15, 2020 may choose to pay the full amount due or will be enrolled in a payment arrangement plan to pay the full balance in installments.
- **Short-term Assistance**
 - UniSource cooperates with several community agencies to offer emergency bill-payment assistance to customers facing hardships. Visit the [UniSource website](#) or call 2-1-1 for your local community agency.

Water Assistance

Water services are controlled by the city that you live in. Some cities, districts, and municipalities have issued their own moratoriums that temporarily suspend water disconnections for nonpayment, however, customers may continue to accrue charges for water, reclaimed water, sewer, and solid waste services. If you need assistance paying your water bill, contact your city, district, or municipality's water services department as soon as possible to determine if there is a local moratorium in place, or to discuss flexible payment options. Customers can also call 2-1-1 for local agencies that may be able to offer assistance.

More Assistance

If your utility company is unable to provide an option that works for you, you can contact a nonprofit agency or city program that offers utility assistance. **Visit the [211Arizona website](#) or call 2-1-1 to get connected with your local utility assistance program.**