



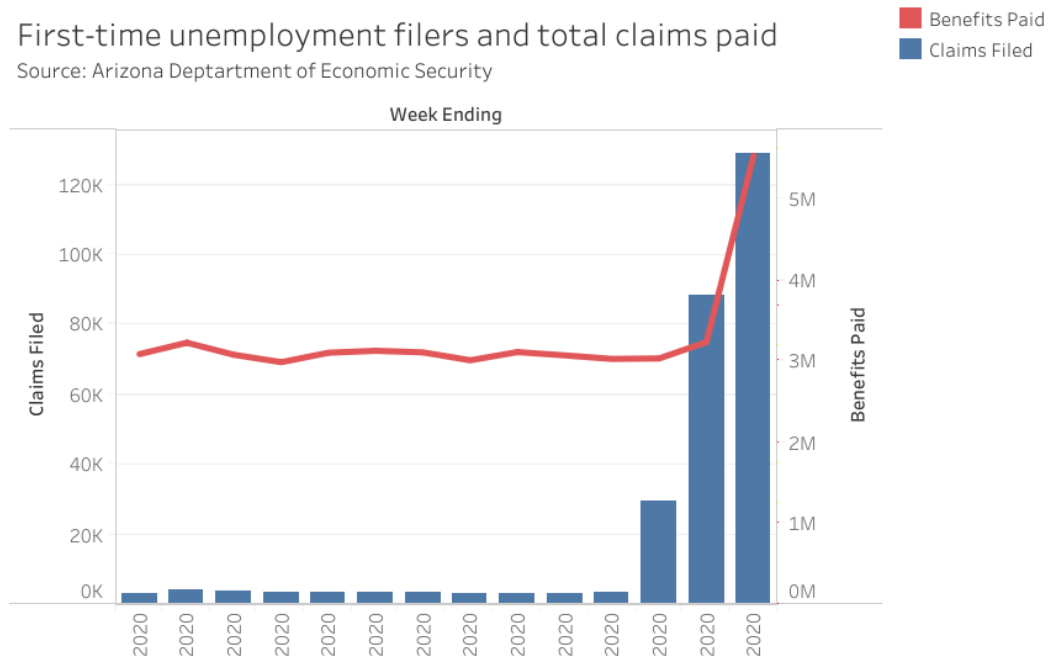
Resources Available for Utility Customers during COVID-19 Crisis

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Arizona Corporation Commission

Small Business Operations and Energy Demands are Changing due to COVID-19

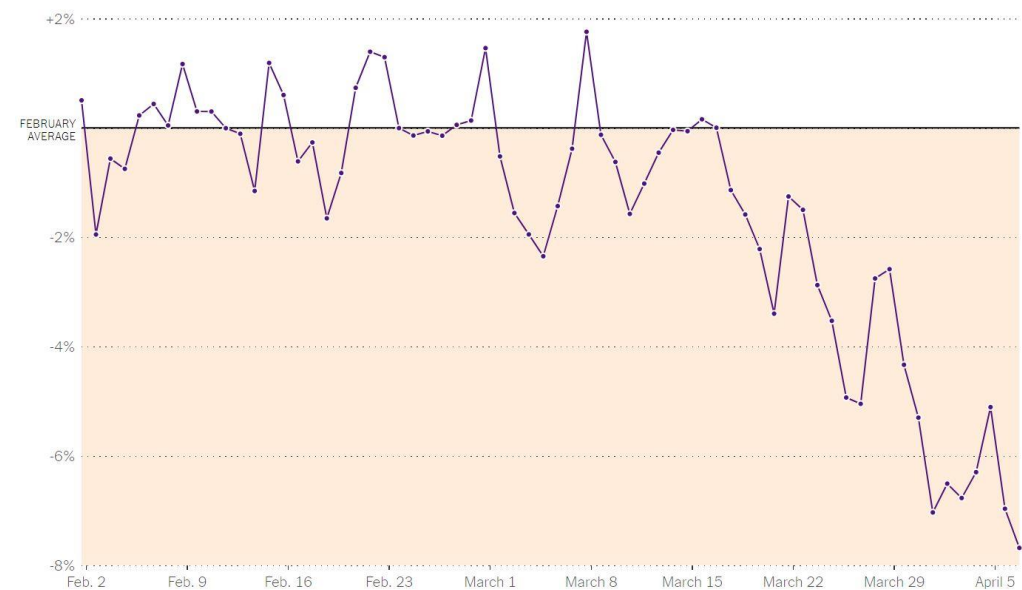
First-time unemployment filers and total claims paid

Source: Arizona Department of Economic Security



- Decline in small business revenues due to closures and reduced foot-traffic

Recent electricity usage in the United States



Note: Estimates represent 90 percent of nationwide electricity use drawn from the grid, adjusted for season, time of day, day of week, weather and holidays. Source: Author's collection and U.S. National Weather Service's Automated Surface Observing Systems

- Decrease in commercial electricity demand due to closures and telecommuting

The Arizona Corporation Commission





The best thing small businesses can do is reach out to their utility.

- While Arizona utilities have committed to end pay related disconnections at this time, customers should call their utilities before payments are missed. Allowing past-due balances to get too large can be overwhelming.
- Programs are available to help those in need and in some cases additional funding is being made available for those affected by the COVID-19 virus.



Utility Bill Assistance Programs



- **“Budget billing”** – averages the customer’s annual utility costs over 12 months and bills the customer a flat rate based on the average, so bill amounts do not vary from month to month;
- **“Payment plans”** – help to address past-due bills or delinquent balances by spreading their repayment over a period of time, such as in monthly installments;

Utility Bill Assistance Programs

“Hardship funds” for employees – are funds available to eligible customers that utilities, other customers, and non-profit and charitable organizations have donated; Arizona’s utilities have donated over \$1 million to help communities and customers impacted by COVID-19

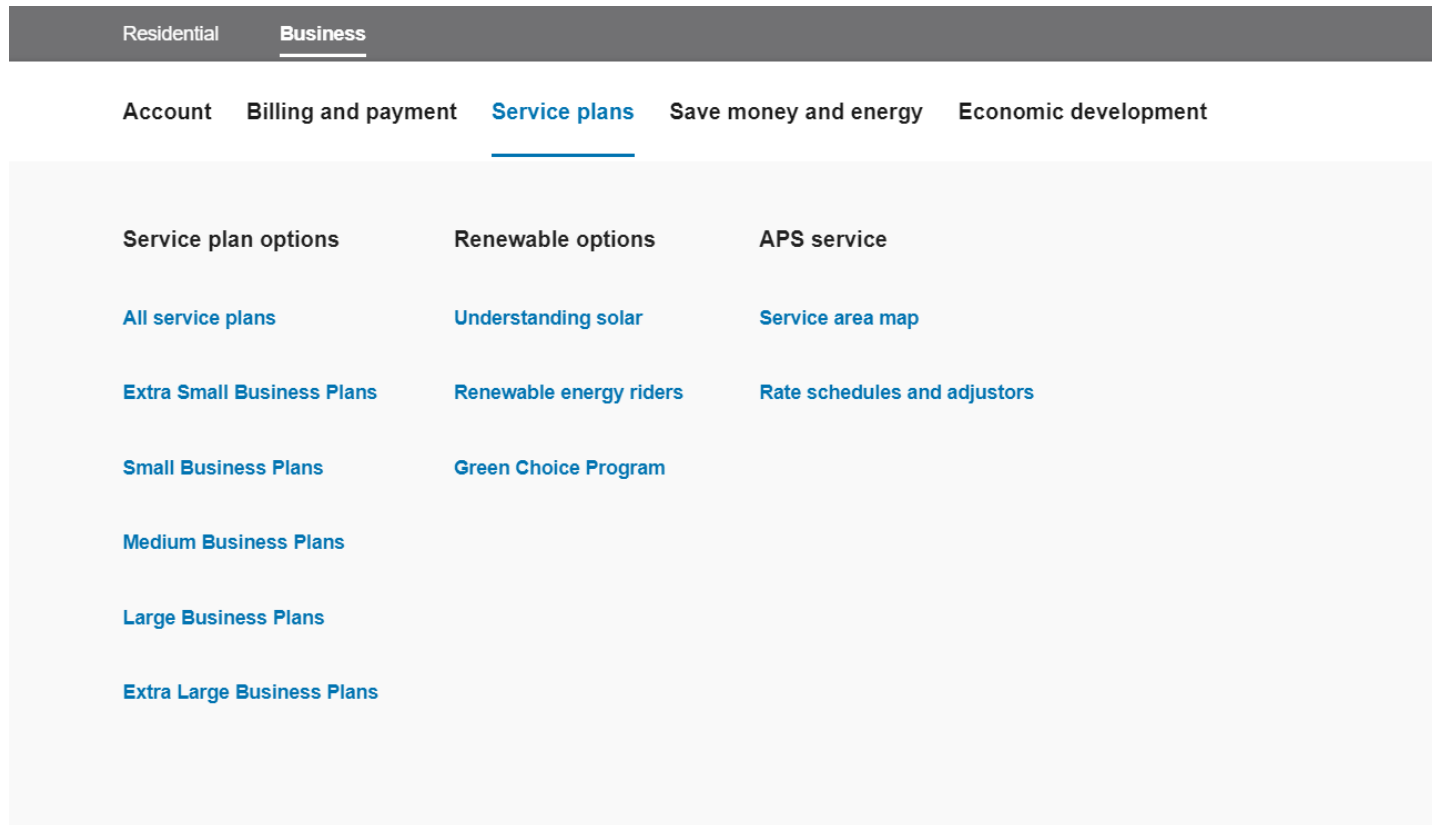
- Find County Community Action Center at WildfireAZ.org

- **Small Business Assistance –**

APS customers – Receive a \$100 bill credit for micro businesses; Only two requirements – call APS and two months delinquent bill



Save by Utilizing Rate Comparison Tools to Determine Your Business's Most Economic Plan



- **General/Basic Plans**

- Flat energy rates, \$\$

- **Time of Use Plans**

- "On-Peak" hours, \$\$\$
- "Off-Peak" hours, \$

- **Plans w/ Demand Charges**

- High energy curve, \$\$\$
- Flat energy curve, \$



Save by Conserving Energy

Because electric bills can comprise a large portion of monthly costs, reducing consumption and utilizing effective energy management can help save money and reduce future overhead. The following are great ways to conserve energy and lower monthly bills:

- Turn off and un-plug all non-essential lights, electronics, and electric appliances, such as in closed office spaces and unoccupied rooms
- Use smart devices to adjust thermostats during non-business hours
- Run only full loads in commercial washers, dryers, and dishwashers
- For restaurants utilizing take-out and delivery, control excessive ingress and egress in/out of your business to minimize air exchange between the outside and inside ambient temperatures
- Upgrade old HVAC systems and energy inefficient appliances



Save by Changing Time of Energy Use

Adapting your business' energy patterns to changing circumstances can help save money and improve your bottom line. Save money with "time of use" rates by taking advantage of lower-cost energy prices during the middle of the day and at night. Shifting energy-intensive business operations to "off-peak" hours and staggering consumption so less energy is used at one time can help save money and reduce monthly demand charges. Shift energy use and reduce your business's demand by:

- Installing energy monitoring devices to document the times your appliances and compressors run
- Charging electric forklifts, batteries, and other electronics asynchronously, and during off-peak hours
- Staggering the use of commercial appliances and machinery throughout the day
- Using smart thermostats to pre-heat and pre-cool indoor spaces before on-peak hours begin
- Creating signs for employees to follow these and other tips to help save energy within a business

Thank you

If questions remain after talking to your utility, please call the Arizona Corporation Commission at 1-800-222-7000 or visit www.azcc.gov.

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