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ARIZONA CORPORATION COMMISSION

In the Matter of Proposed Modifications to the Rules Regarding Termination of Service

Docket No. RU-00000A-19-0132

Stakeholder Meeting

During the Disconnection Workshop, held on September 30, 2019, the Commission learned that the processing of past due balances under some payment arrangement plans may not conform with Decision No. 77260. In addition, there was a discussion regarding whether customers who are eligible for payment arrangements should be taken off budget billing programs. Toward the conclusion of the meeting, Commissioner Márquez Peterson encouraged Staff to participate in future stakeholder meetings concerning the procedures the utilities will follow after October 15, 2019. In addition, Staff committed to Commissioners Kennedy and Dunn to investigate the budget billing program procedures for each electric utility.

Pursuant to the Commission's request, Arizona Corporation Commission Staff will be holding a stakeholder meeting at the Commission's Office on **Thursday, October 10, 2019, from 10:00 a.m. to 12:00 p.m.** The purpose of the meeting is to discuss the disconnection procedures the electric utilities will put into place on October 16, 2019. Specifically, Staff would like to hear from all electric utilities on how they will establish payment plans for customers who have outstanding account balances due to the moratorium. Also, Staff would like to discuss the budget billing programs and whether customers who are currently on payment plans or will be placed on payment plans are eligible for budget billing programs.

The meeting will be held in **Hearing Room 1**. Participants who are not able to attend in person can call in at **1-800-689-9374** and enter passcode 415962 to speak or 415960 to listen only.

Also, electric utilities should provide the notices they intend to send to customers explaining changes to the disconnection procedures. Please docket those notices in RU-00000A-19-0132 by noon on Wednesday, October 9, 2019.

Thank you for your participation in this process.