



2021 APS Community Impact Report



Transformative **Community Engagement**

At APS, we have a long history of community giving, service and leadership in Arizona. We take tremendous pride in our commitment to the success of the communities we serve. We are evolving our philanthropic giving to drive greater impact through strategic programs, partnerships and grants that align with our APS Promise.



Our impact strategy is focused on two main pillars: **Arizona’s Growth and Prosperity** to support a strong and growing economy through creating a thriving and prosperous Arizona, and **Human and Environmental Success** as we care about people and our environment by supporting partners who deliver services for basic human needs and environmental sustainability.

ARIZONA’S GROWTH & PROSPERITY

- Arts and Culture
- Education and Employment
- Small Business and Entrepreneurship

HUMAN & ENVIRONMENTAL SUCCESS

- Environment Services
- Human Needs
- Community Development

AREAS OF FOCUS

- **Arts & Culture:** Increasing access to high quality arts experiences for underserved communities and Title 1 students. This includes programs that remove barriers and promote inclusion of underserved youth and historically marginalized communities, as well as projects that use arts teaching and learning as a means for youth development.
- **Education & Employment:** Improving access to post-secondary education, advancing teacher success and pathways to careers in energy. This includes innovative programs with measurable outcomes that provide direct educator support, or promote educational equity, and access, college and career readiness.
- **Small Business & Entrepreneurship:** Expanding opportunities for local and underserved entrepreneurs to strengthen local economies and promote inclusive economic growth. This includes programs that facilitate job creation and/or greater market exposure through access to capital, capacity-building, technical assistance and technology adoption.
- **Environment:** Building healthy communities, environmental stewardship and promoting equity in Arizona’s clean energy transition. This includes innovative programs with measurable outcomes that preserve Arizona’s natural beauty and deliver locally relevant sustainability solutions.
- **Human Services:** Providing basic needs for Arizona’s most vulnerable populations. This includes food security programs, heat relief, emergency shelter, homelessness prevention and related support services that improve community resilience and promote social cohesion.
- **Community Development:** Protecting Arizona’s quality of life for future generations through civic engagement, inclusive leadership development, community revitalization and rural development programs.



Aligning to the APS Promise and our vision to create a sustainable energy future

Transforming our community engagement strategy means we are transitioning how we distribute our community giving. Driving impact through strategic partnerships, programs and grants will allow us to demonstrate the **APS Promise** through community engagement that has a greater impact on the communities we serve. Our long-term initiative to focus on **customer experience** and **community stewardship**, support an evolving workforce and ensuring long-term financial health will help us reach our vision for a sustainable energy future.



Design for Tomorrow

We anticipate future customer needs and embrace a growth mindset to develop clean, reliable and affordable solutions.

SEE THE WAY FORWARD	INNOVATE WITH COURAGE	VALUE LEARNING
Embrace change and plan for the future	Boldly test ideas to creatively drive solutions	Leverage successes and failures to continuously improve



Power of Partnership

The power of our community partnerships helps us create opportunities and solutions where they are needed the most. It is through our relationships within the community we can maximize resources and empower others to thrive.

APS FOUNDATION –SUPPORTING STEM EDUCATION

Established in 1981, the APS Foundation has remained steadfast in its mission of supporting programs that enhance academic achievement in STEM education.



In 2021, the Foundation funded 10 programs that provided **critical training and development in STEM subjects for thousands of teachers** throughout the state, helping them engage students and enhance student achievement. Additional programs were funded to help prepare more than 40,000 Arizona students into STEM careers.

VOLUNTEERISM

Giving back to our communities is an integral part of the APS culture, and our employees donate their time and talents to a wide range of charitable organizations and civic initiatives. In 2021, our employees **volunteered** an estimated **91,000 hours** of time, both in-person and virtually, to causes important to them—a value of \$2.6 million contributed to the community.

Among our various volunteer activities in 2021, 300 APS employees supported the Dignity Health **COVID-19 Vaccine Point of Distribution**. Our volunteers broke ground on our **2021 Habitat House** in the Central City South neighborhood, cooked and served meals at **Ronald McDonald House**, cleaned up campsites on the South Rim of the Grand Canyon, hosted virtual Career Days for **Junior Achievement** and stuffed heat relief support bags for the **Salvation Army**. In addition to the hands-on activities, our employees sit on the boards of more than 400 Arizona community organizations, nonprofit organizations, civic and industry groups.

2021 Community Impact Highlights

Various challenges surfaced for our community partners throughout Arizona. The following program highlights demonstrate the impact we made in 2021 by focusing on our priority areas and collaborating with our community partners:

HUMAN SERVICES

2021 HEAT RELIEF INITIATIVE

We partnered with **St. Vincent de Paul**, **Salvation Army** and **Solari/211** to expand heat-relief programs to assist Arizonans with eviction prevention, emergency shelter, hydration and cooling stations and transportation to those services. We provided heat relief and shelter to more than 55,000 people and distributed more than **120,000 bottles** of water during **100 of the hottest days** of the year.



HEALTHY HOMES AIR CONDITIONING PILOT PROGRAM

This program is an innovative partnership with the **Foundation for Senior Living (FSL)** and was created to address heat-related health hazards for vulnerable households through the repair or replacement of air conditioning systems when valley temperatures reach 100 degrees or higher. The program provided **emergency heat intervention** to 70 seniors and their families during the summer months.

YUMA COMMUNITY FOOD BANK

APS partnered with **Yuma Community Food Bank** to provide two **cold storage units** to La Paz and Yuma County. These units are able to support the distribution of perishable and non-perishable food to the community for the first time.



SMALL BUSINESS



GOING GREEN & GOING SMART

This community-based, online **small business** education and training program helps small business owners gain the right tools to save money for a **cleaner, greener**

community. The program launched in spring of 2021 in partnership with **Compass CBS Foundation** to accelerate adoption of sustainability practices and promote APS programs and partnerships that support small businesses. There were six expert sessions held, 27,650 people reached and more than 110 businesses enrolled. Visit greenbizaz.com.

BETTER BUSINESS BUREAU

APS partnered with the **Better Business Bureau** to launch the **Northern Arizona Kiva Hub**, which provides zero-percent interest loans to small businesses unable to access traditional capital. The Northern Arizona Kiva Hub will support entrepreneurs throughout Apache, Coconino, Mohave, Navajo and Yavapai counties.

EDUCATION & EMPLOYMENT

APS LINEWORKER SCHOLARSHIP PROGRAM

This program identifies and supports high-potential diverse individuals from rural communities interested in **Pre-Apprentice opportunities** and provides them with a scholarship—up to \$10,000—to offset tuition to attend an in-state **Electrical Lineworker Program**.

Friendly House, a longstanding partner of APS and leading workforce development organization in Arizona, has served as the fiscal agent of this program for three years. Four individuals were selected to receive the scholarship and began school at Yavapai College in August 2021.



EDUCATION & EMPLOYMENT *Continued*

APS SUPPLY MY CLASS

The cost of purchasing classroom supplies is often shared among teachers themselves as well as the families of their students. To help ease the burden on teachers and provide students with resources they need, APS supported 500 teachers with \$500 gift cards through our **Supply My Class Teacher Program**. The first weeks of drawings in 2021 focused on teacher retention by selecting 100 new teachers, with three years or less in their career. Out of 466 eligible Title 1 schools in APS service territory, **266 schools** had at least one teacher who won a **Supply My Class Gift Card**. With an outstanding 1.3 million impressions on social media, we received 2,909 more applications in 2021 than the previous year and by involving engaged employees of APS, we were able to hand-deliver **132 gift cards** to teachers in our community.

DIVERSE WORKFORCE INITIATIVE

This program provides a stronger ecosystem of support for Black and underrepresented students at ASU through a partnership with the ASU Office of Educational Outreach to establish the **Diverse Workforce Initiative**. The program develops a diverse workforce pipeline through intentional mentorship, internships, and by opening doors to career opportunities in high-wage sectors in Arizona.

In collaboration with the State of Black Arizona, the **Black Changemaker** series was launched focusing on economic empowerment for the African American community. An **APS Mentor Network** was created to connect ASU students with APS employees who



share their professional journey and insight on how to navigate internships and career opportunities.

INDIGENOUS LEADERSHIP ACADEMY (ILA)

With seed funding from APS, the **American Indian Policy Institute (AIPI)** at ASU proudly announced the creation of the **Indigenous Leadership Academy**, the first of its kind in the country.



The unique curriculum was designed by Dr. Denise Bates to be culturally relevant. The ILA supports emerging Indigenous leaders in expanding their knowledge, skills and networks to address public policy issues and engagement in the Tribal government, non-profit and private sectors.

The ILA will provide program participants the opportunity to explore these issues and find ways to **make a positive difference for indigenous people** in urban and reservation communities. There were 25 individuals selected for its inaugural cohort.



EARN TO LEARN

Working collaboratively with public-school partners, aims to identify students with tremendous potential to succeed. **Earn to Learn** empowers **low-to-moderate income students to achieve the dream of a college education**. The program utilizes a multi-investor strategy to fund post-secondary education with students serving as the lead investor in their own education. In partnership with APS, Earn to Learn will target students living in rural communities who will have the opportunity to earn college degrees.



COMMUNITY GRANT PARTNERSHIPS

FIREHOUSE SUBS FOUNDATION

APS partnered with Firehouse Subs Foundation to provide grants to **first responders** in the APS service territory to **purchase life-saving equipment**. Ten fire departments and police departments in the state of Arizona were able to purchase training, medical bags, automated external defibrillators (AED), two-way radios, self-contained breathing apparatus' and ballistic safety gear. In 2021, **APS contributed \$48k** an additional \$124k was funded by the Firehouse Subs Foundation.

WEST VALLEY GRANT

In partnership with Palo Verde Generating Station and the **Arizona Community Foundation** to provide funding to qualified nonprofit agencies that support growth and community needs in the West Valley. The funds are intended to provide a permanent source of funding to the community with a focus on education, health, arts and culture, community development and the environment. In 2021, APS awarded **39 grants to non-profits** doing work in the **West Valley** out of 92 applications.

APS/SUNS STEM TEACHER GRANTS

From autonomous robotic programming to solar car design to aquaponic farming techniques, each year, **APS** partners with the **Phoenix Suns** to help teachers across the state by funding innovative science, technology, engineering and math projects that inspire students and their love of learning. In 2021, APS awarded **29 schools with funds toward a STEM project at their school**.



AWARDS & RECOGNITIONS

- APS heat relief efforts were recognized as a **Public Utility Fortnightly Top Innovator in 2021**.
- APS recognized as a funding partner for the **Indigenous Leadership Academy** inaugural program on **Native Talk Arizona**.