



A letter to our customers from President and Chief Operating Officer Daniel Froetscher:

March 17, 2020

Together we are facing something most of us have never seen in our lifetimes. The COVID-19 Coronavirus pandemic has us all seeking answers through this uncertainty.

While most of the answers will come from the public health experts, we at APS can remove one bit of uncertainty: if you are having difficulty paying your energy bill during this time, we will not shut off power for non-payment, and we are waiving late fees as well.

We know the pandemic will affect your personal and work life. If you need assistance with your bill, please reach out. We are setting up a Customer Support Fund that will be available starting Wednesday, March 18th. Meanwhile, we have a number of additional resources and programs listed on our website at aps.com/support. You can call us at (602) 371-7171 (Phoenix) or (800) 253-9405 (other areas), weekdays from 7 a.m. to 7 p.m. We do expect call volumes could be high and will do our best to get to calls in a timely manner. We continue to monitor the situation, and will provide additional information to support our customers as things evolve.

Let me also reassure you that we do not expect this situation to cause any disruption in providing you power. We are following the guidelines from the Centers for Disease Control and Prevention and World Health Organization to help keep our employees healthy, and we have the necessary contingency plans in place. Keeping our customers, communities and employees safe, and keeping your power on, remain our top priorities.

As a husband, father and grandfather, and president of a company with over 6,000 employees I care about deeply, I urge you all to follow the same social distancing precautions that we are. This information from the [Centers for Disease Control and Prevention](https://www.cdc.gov) and [Johns Hopkins University](https://www.jhu.edu) can be a helpful resource.

Please be safe,

A handwritten signature in black ink that reads "Daniel". The signature is written in a cursive, slightly slanted style.