

**COMMISSIONERS**  
ROBERT "BOB" BURNS, Chairman  
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JUSTIN OLSON  
LEA MÁRQUEZ PETERSON



**ARIZONA CORPORATION COMMISSION**

**SANDRA D. KENNEDY**

1200 W. Washington  
Phoenix, AZ 85007

(602) 542-3933  
www.azcc.gov

March 12, 2020

RE: COMMISSION INQUIRY INTO UTILITY PREPARENESS PLANS TO ENSURE  
SAFE AND RELIABLE OPERATIONS DURING THE COVID-19.  
(DOCKET NO. AU-00000A-20-0050)

My fellow Commissioners and Interested Parties:

The Arizona Corporation Commission is monitoring the impact that COVID-19 is having on the citizens of Arizona. The Utilities Division Staff has opened a docket to address this important health and safety issue. As a Commissioner, I am concerned about the impact that mitigation efforts and precautions taken to prevent the spread of the virus will have on customers and employees of regulated utilities during this crisis. I am interested in hearing from utilities regarding their plans to protect the customers as well as its employees from these impacts as well as plans to ensure that the public will receive safe and reliable service during this time. Companies should be following the guidelines from both federal and state health and policy officials to keep their employees and customers safe.

I am concerned about the impact that having to work from home may have on customers. As more employers encourage telecommuting, there's the reality of increased energy and water usage at ratepayer's homes during this time. I would like companies to consider a temporary waiver of disconnections and temporary suspensions of Time of Use and Demand Charges at this time. Please address these suggestions and any others that you believe will help your customers and employees during this crisis. I would also like to see your plans to make sure that there is no disruption in service and to address any additional public safety concerns that might emerge. I encourage my fellow Commissioners to join me in addressing the impact of COVID-19 on rate payers.

Thank you for your attention to this very serious matter.

Sincerely,

Sandra D. Kennedy  
Commissioner