

# Arizona Public Service Company 2019 Summer Preparedness

Arizona Corporation Commission  
April 30, 2019



# Presenters

- **Kristie Cocco**  
Director, Transmission Operations and Maintenance
- **Anna Stewart**  
Manager, Community Affairs

# APS 2019 Summer Readiness Overview

**Safe, Reliable, Affordable**

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**01** | Service  
Territory

**02** | Peak Forecast &  
Resources

**03** | Fuel  
Supplies

**04** | Distribution  
System  
Improvements

**05** | Reliability  
Coordinator  
Update

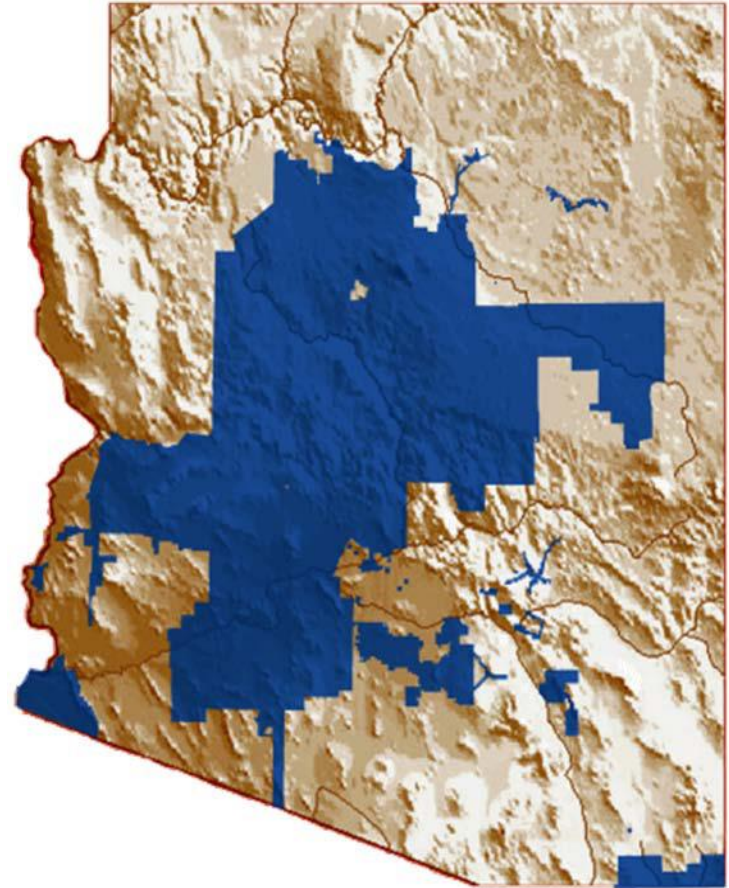
**06** | Customer  
Outreach &  
Tools

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**Generation resources, fuel supplies and transmission capacity are in place to meet customer demand reliably.**

# APS Service Territory

- 11 of Arizona's 15 counties
- 34,646 square mile service area
- Serving about 1.2 million customers
- 430 substations, 300,000 transformers, more than 550,000 poles and structures
- Approximately 6,200 miles of transmission lines, 11,200 miles of overhead lines and 21,850 miles of underground cable



# Review of Summer 2018

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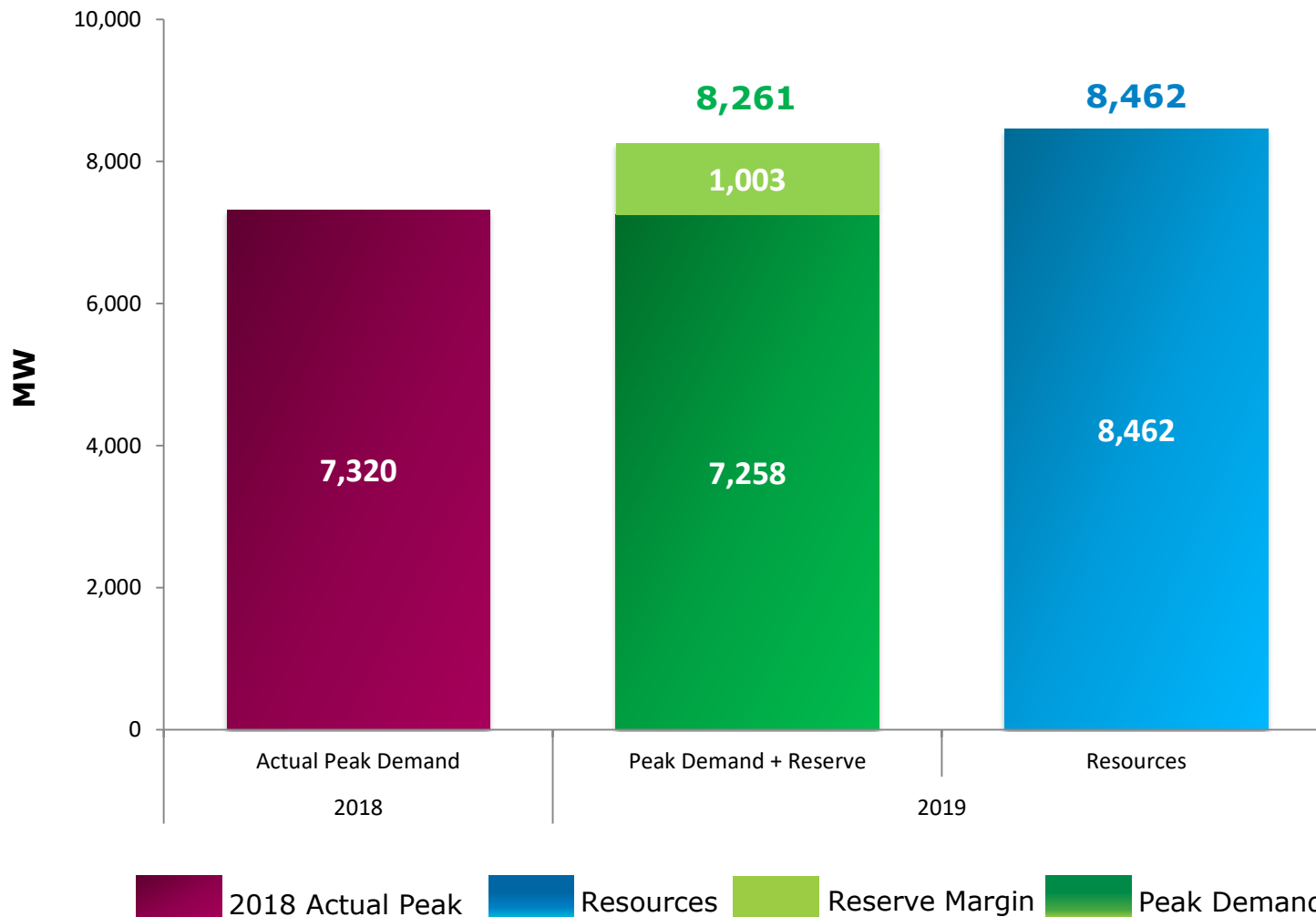
**451** | Poles  
Replaced

**7,000** | Lightning  
Strikes

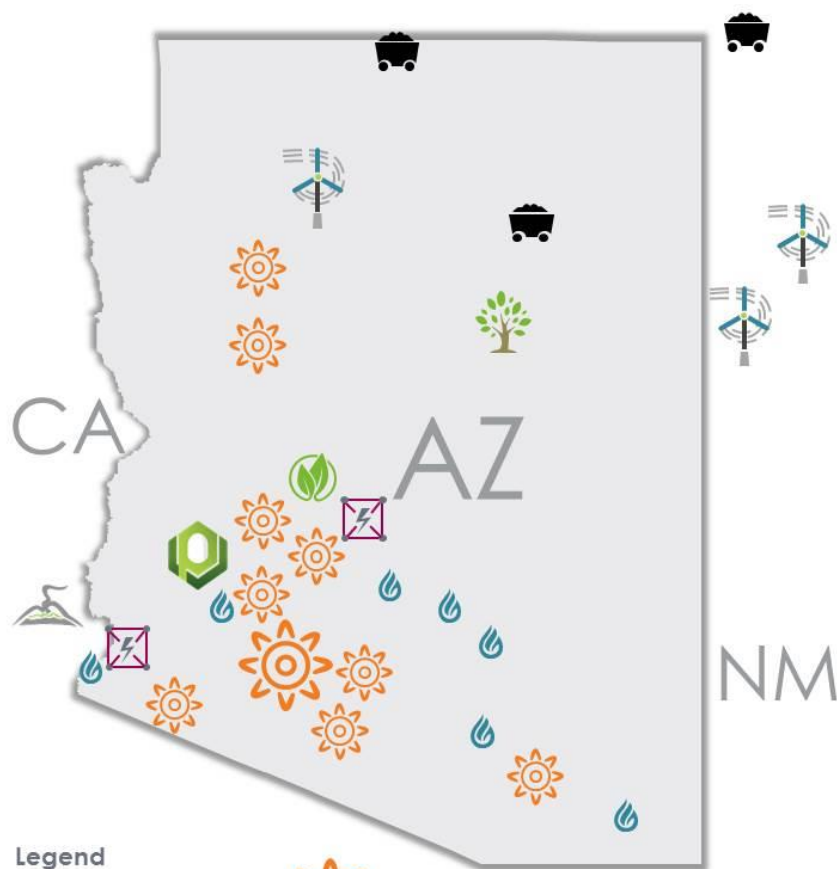
**50,000** | Crew hours  
restoring power

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# 2019 Peak Resources and Demand



# 2019 APS Resource Diversity



## Legend



## 2019 Resources (MWs)

	<b>PEAK CAPACITY</b>
<b>Nuclear</b>	<b>1,146</b>
<b>Coal</b>	<b>1,672</b>
<b>Natural Gas</b>	<b>5,013</b>
Owned	3,401
PPAs	1,612
<b>Microgrid/ESS (Quick Start)</b>	<b>34</b>
<b>Renewables</b>	<b>508</b>
Solar	424
Owned	137
PPAs	287
Wind (PPAs)	55
Other (PPAs)	29
<b>Customer-Based</b>	<b>89</b>
Energy Efficiency	56
Distributed Energy	7
Demand Response	27
<b>TOTAL</b>	<b>8,462</b>

# APS has adequate fuel supply for all of its generating facilities

- **Palo Verde**
  - 100% of fuel requirements contracted through 2021
  - Overall station capacity factor 90.2% in 2018
- **Conventional Generation**
  - Fuel contracts in place for other APS generating facilities





# Distribution System Improvements

## Supervisory Controlled Switches

- Helps avoid sustained outages by automated reclosing and accelerates load restoration

## Fault Location Isolation and Service Restoration (FLISR)

- Quickly identifies the location of a fault and isolates the faulted area

## Volt-VAr Management

- Supervisory control of Regulators and Capacitor Banks

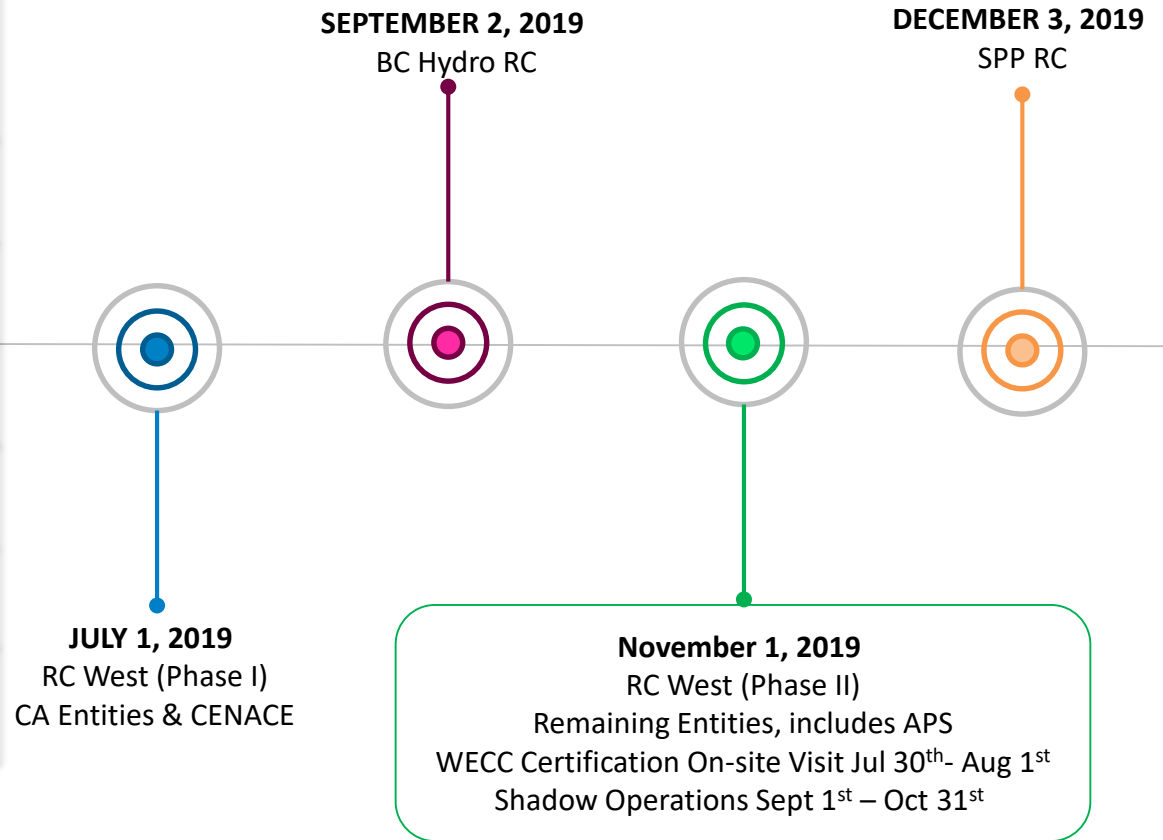
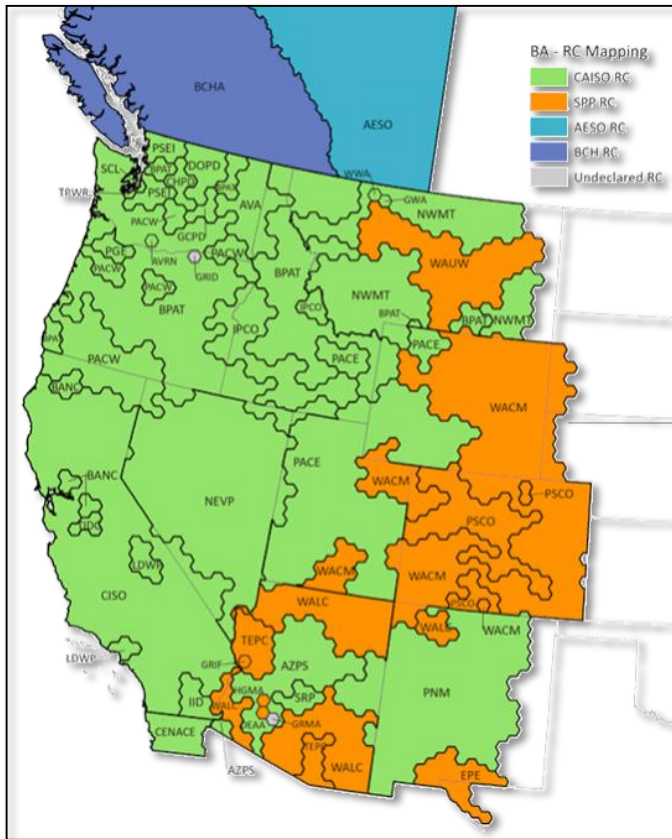


Nova STS: One of the supervisory switches in the APS fleet



CBC-8000: The modernized APS cap bank controller

# WECC-wide RC Transition Schedule



# Customer Outreach

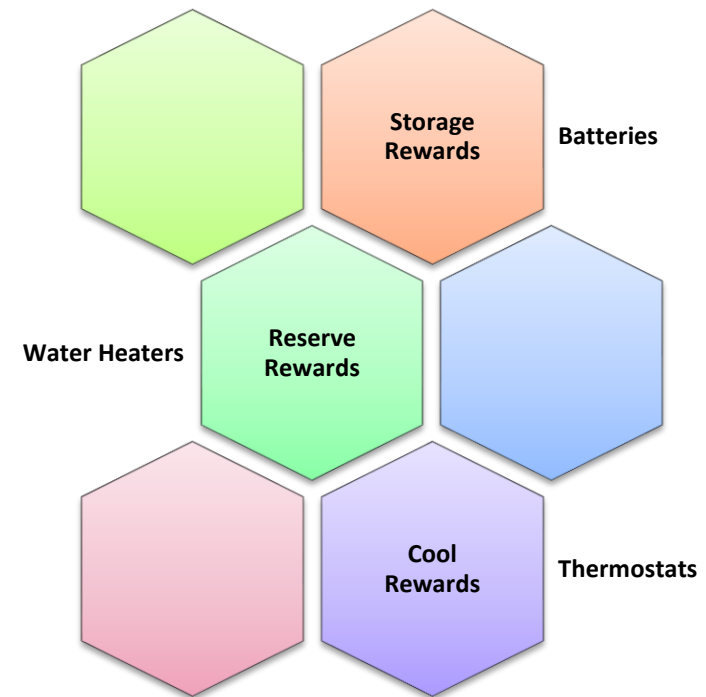
Anna Stewart

Manager, Community Affairs



# Customer Rewards Programs

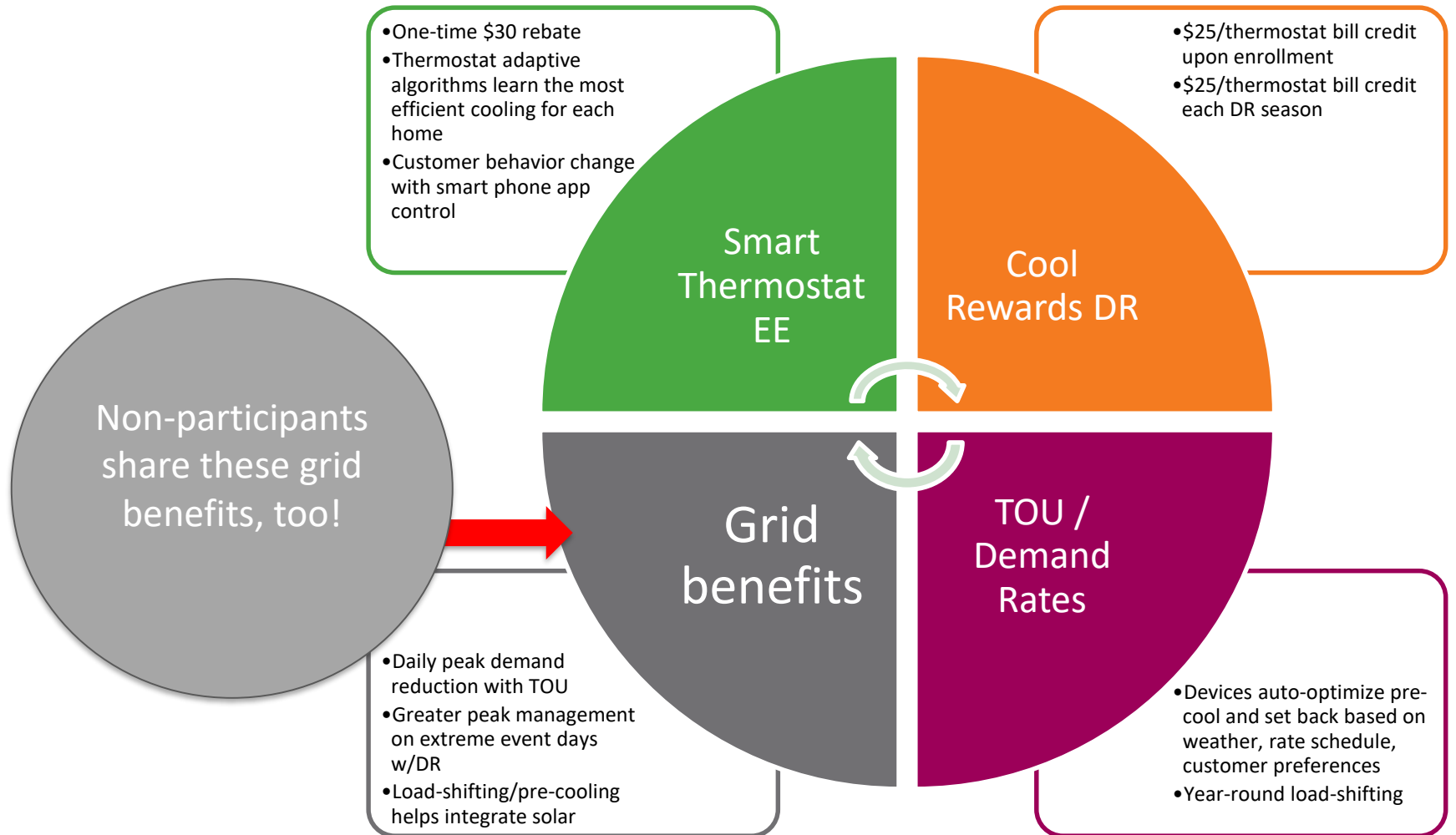
- Installed first “Reserve Rewards” water heater and “Storage Rewards” battery in April 2019
- “Cool Rewards” program was in place for Summer 2018
- “Rewards” programs provide value for customers and the grid



Cool Rewards Program: <https://www.apscoolrewards.com/>

Smart Thermostat Program: <https://www.aps.com/en/residential/savemoneyandenergy/smart-thermostats/Pages/home.aspx>

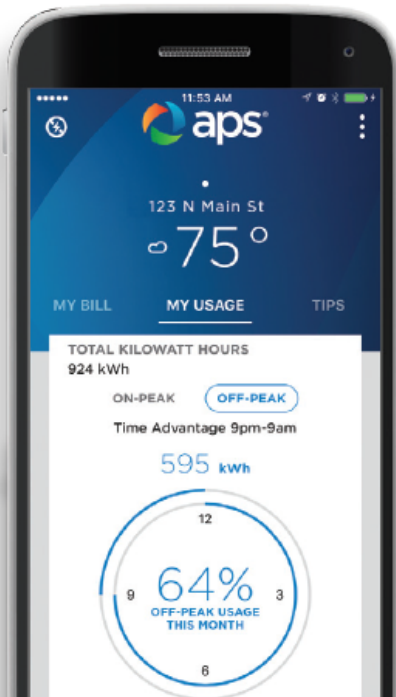
# Smart Thermostats and Cool Rewards



# Customer Support and Digital Tools – APS App

## Your account information is just a tap away

Inside or outside. Now or later. With the APS mobile app, you can do all this anywhere, anytime:




- Make a payment
- Find payment locations
- Monitor your energy usage
- View our outage map
- Sign up for outage alerts
- Report an outage
- View billing details
- Get energy-saving tips
- Check out our latest news

Learn more at [aps.com/app](https://aps.com/app).







#LV1705001

# Customer Support and Digital Tools – Outage Map


aps™ outage map

[subscribe to outage alerts](#)







[residential](#)
[business](#)
[community & environment](#)
[our company](#)

**legend**

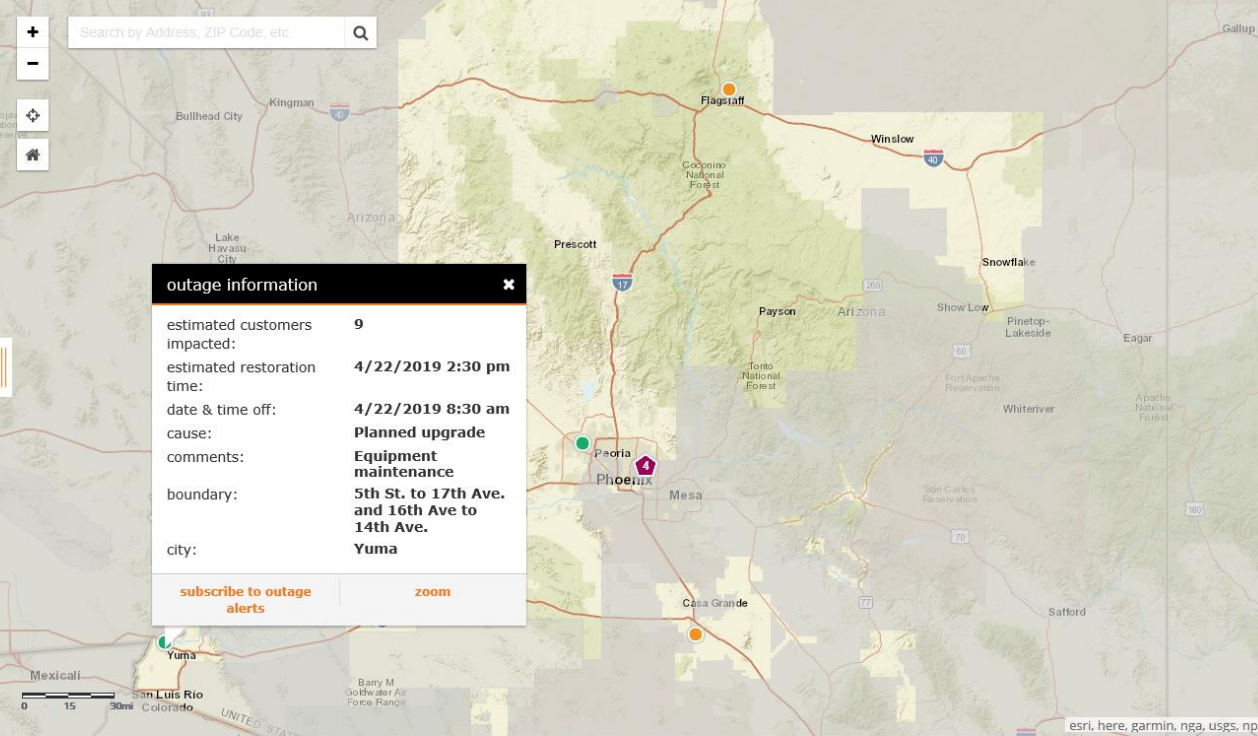
- planned upgrade
- < 5 impacted
- 5 - 100 impacted
- 101 - 1,000 impacted
- > 1,000 impacted
- ⬠ multiple outages

shaded areas are outside aps service territory

 [subscribe to outage alerts](#)

report an outage

Search by Address, ZIP Code, etc.



outage information

estimated customers impacted:	9
estimated restoration time:	4/22/2019 2:30 pm
date & time off:	4/22/2019 8:30 am
cause:	Planned upgrade
comments:	Equipment maintenance
boundary:	5th St. to 17th Ave. and 16th Ave to 14th Ave.
city:	Yuma

subscribe to outage alerts
zoom

last updated: 4/22/2019 at 10:17 am. updates provided every 5 minutes.

[outage center](#) | 
 [safety](#) | 
 [careers](#) | 
 [construction corner](#) | 
 [installers](#) | 
 [contact us](#)

# 100 DAYS *of Helping*

- Meeting customers where they are
- Using social and digital networks
- Partnering with community organizations
- Advertising to inform customers



# 100 Days of Helping: Events

24 events held since Feb. 19  
10+ more scheduled through June 1

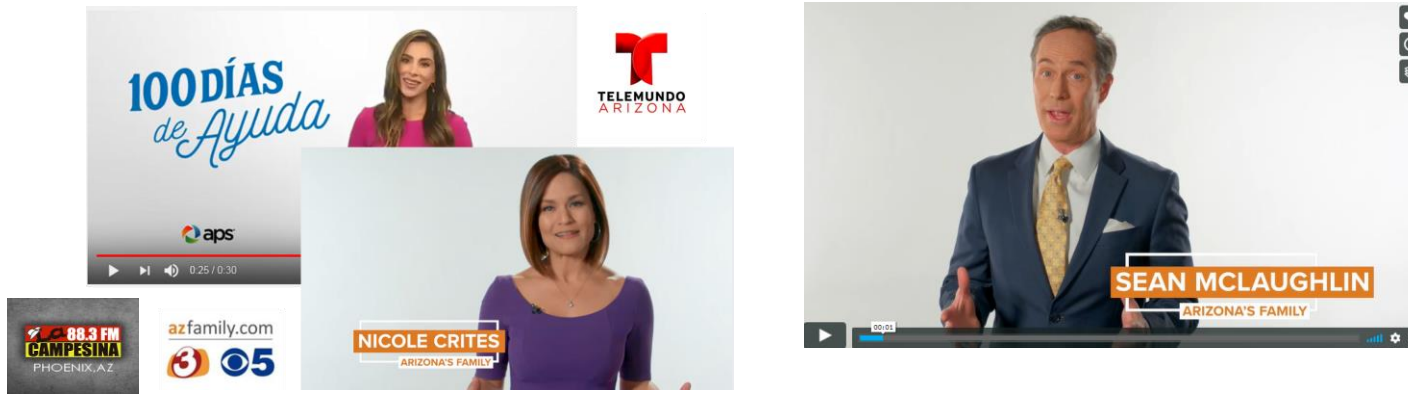


📍 APS Event  
 📍 3rd party event participation  
 📍 APS Event - Pending

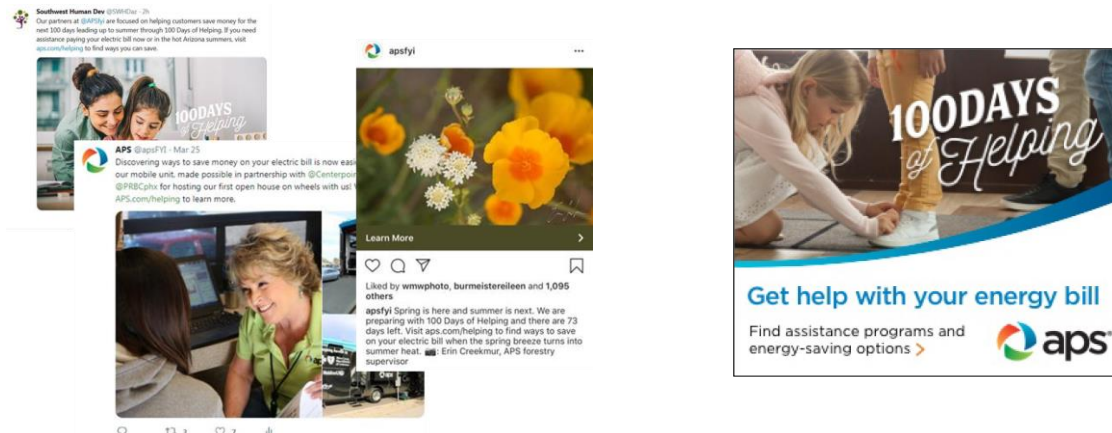


# 100 Days of Helping: Advertising

## Advertising & Media Partnerships



## Digital & Social Media Outreach



# 100 Days of Helping: Customer Communication

## Meet with an APS representative to:

Apply for the Energy Support Program  
25% bill discount

For immediate approval, please bring your Quest EBT card or SNAP/TANF award letter. Or, bring another proof of household income, such as one month's pay stubs, W-2s or most recent Federal Tax Forms, to start the application.

### Review your bill and energy usage

Learn about energy-saving tips to help you save on your bill. Plus, review service plan options and find the one that works best for you.

Wednesday, April 24

12:30 p.m. to 6 p.m.

City of Holbrook  
Machusak Recreation Center  
440 1st Ave.  
Holbrook, AZ 86025

No appointment required. Customers will be assisted on a first-come, first-served basis. If you can't attend the open house, please visit [aps.com/helping](https://aps.com/helping) to learn more about saving options.

Program funded by APS customers and approved by the Arizona Corporation Commission. Customers must have a gross monthly household income at or below 150% of the federal poverty guidelines to qualify for the Energy Support Program. The 25% discount will be deducted from the monthly bill prior to the application of taxes, regulatory assessment, and franchise fees. Customers must reapply for the program each year to maintain their discount. Program is subject to change. Other restrictions may apply.



- 142,525 postcards
- 647,000 bill inserts sent in April
- 236,999 Facebook impressions\*
- Event posts on Facebook have reached 75,700 customers\*
- 3,501,923 digital impressions\*\*

\*Through April 18

\*\*March 4 – May 31 (projected)

# Summary

APS has adequate generation resources and fuel supplies to reliably meet customer demand this summer, and we have the channels in place to communicate effectively with our customers.

