



Your electricity bill

Bill date: January 3, 2020

Summary of what you owe

Amount due on your last bill	-\$30.96
<div>⊖</div> Payment made	\$0.00
<div>⊖</div> Your balance forward	-\$30.96
Your new charges (details on following pages)	
<div>⊕</div> Cost of electricity (includes taxes and fees)	\$67.23
<div>⊖</div> Total amount due	\$36.27
Payment due date	Jan 17, 2020

Roger L Heyen
Karen Heyen

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YOUR ACCOUNT NUMBER:
9531211000

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FOR SERVICE AT:
24830 N 62 Ave

Questions?

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 Log in to My Account at aps.com
- 🔗

 Go to support.aps.com for help
- ❗

 Stay informed. Visit aps.com/alerts

New payment address for online bill pay customers

There is a new payment address for online bill pay customers. It is APS, P.O. Box 60015, Prescott, AZ 86304-6015. Please update your bill pay info.

Sharing is Caring

Help Arizona families in need with Project SHARE, a program managed by The Salvation Army. You choose the amount you want to donate on your energy bill and SHARE will help families pay their energy bill and avoid disconnection. Visit aps.com/share to learn more.

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See page 2 for more information.



Your account number **9531211000** Bill date **January 3, 2020**
☐ Mailing address or phone number change?
Check here and fill in the details on the back.

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ROGER L HEYEN
KAREN HEYEN
24830 N 62ND AVE
GLENDALE AZ 85310-2731

When paying in person, please
bring the bottom portion of your bill.

Total amount due: \$ **36.27**

Payment due date: **Jan 17, 2020**

Total amount paid: \$ _____

Pay 24 hours-a-day, 7 days a week

- Visit aps.com/paybill
- Download our free, mobile app
- Call 602-371-6555 or 866-776-0445

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News from APS

Change to bill charges

The Arizona Corporation Commission (ACC) has authorized changes on your bill with one taking effect November 1, 2019 and the others beginning December 1, 2019.

The REAC, which funds renewable energy projects, decreased by \$0.001801 to \$0.005712 per kilowatt-hour with a cap of \$2.28 per month (or a \$1.99 charge per month for customers with renewable systems installed after July 1, 2012). The REAC is combined with the Demand Side Management Adjustor and displays as "Environmental Benefits Surcharge" on your bill. For a residential customer whose average monthly consumption is 1,064 kilowatt-hours, the REAC will decrease the customer's bills by \$0.73 per month.

The Tax Expense Adjustor Mechanism (TEAM), which provides a credit to customers as a result of federal tax reform, will be reduced an additional \$0.001169 per kilowatt hour to -\$0.008411 per kilowatt hour. Your monthly bill decrease will vary based on your actual energy usage. For a residential customer whose average monthly consumption is 1,064 kilowatt-hours, the change will reduce the customer's bills by \$1.24 per month. Additionally, in December customers will receive a TEAM one-time bill credit of \$0.006945 per kilowatt hour for the total billed kWh of their August, September, and October monthly bills.

For additional information on these adjustors or tips on how to reduce your energy usage, please visit aps.com or call (602) 371-7171 (metro Phoenix) or (800) 253-9405 (other areas).

Things you need to know

Contacting APS

- Visit our website: aps.com
- Call us at:
602-371-7171 (Phoenix) or 800-253-9405 (Other areas)
- Para servicio en español, llame al:
602-371-6861 (Phoenix) ó 800-252-9410 (Otras áreas)
- Hearing impaired:
Dial 711 - AZ Relay Service
- By mail: APS, Station 3200, PO Box 53933,
Phoenix AZ 85072-3933
- Blue Stake - Before you dig, call:
811 or 800-782-5348
- Electrical emergencies other than power outages, call:
602-258-5483 (Phoenix) or 800-253-9408 (Other areas)

Billing and collection information

Make checks payable to APS and mail to:
APS, PO Box 60015, Prescott AZ 86304-6015

Credit and Collections:

- 602-371-7607 (Phoenix) or
800-253-9409 (Other areas)
- Your utility bill is due and payable no later than 14 days from the bill date. Late payments will be considered delinquent and are subject to a late payment charge of 1.5% per month.
- If your power is shut off for nonpayment, you must pay the delinquent amount(s) and a deposit or additional deposit before power will be restored.
- **Deposit Guidelines:** APS may require a security deposit for service if the account, during a consecutive 12-month period, becomes delinquent with two or more bills or has been disconnected for nonpayment or, when a Non-Residential customer's financial condition may jeopardize bill payment (determined by APS using a credit scoring worksheet).
- When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic funds transfer from your account or to process the payment as a check transaction. When we process your check electronically you will not receive your check back from your financial institution and funds may be withdrawn from your account on the same day we receive your payment.

Utility regulations and rates (Not an APS payment site)

Electricity regulations and rates are approved by:
Arizona Corporation Commission,
1200 W Washington, Phoenix AZ 85007
602-542-4251 (Phoenix) or 800-222-7000 (Other areas).
www.azcc.gov

Mailing address or phone number change

First name, middle name, last name		
Address (number, street name)		
City	State	Zip + 4
Home phone	Business phone	
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PO BOX 60015
PRESCOTT AZ 86304-6015



Your electricity bill
January 3, 2020

Roger L Heyen
Karen Heyen

Your account number
9531211000

Service plan: Saver Choice,RCP

Meter number: 1180163

Meter reading cycle: 01

Charges for electricity services

Cost of electricity you purchased

Customer account charge	\$2.26
Super Off-peak delivery service charge	\$1.23
On-peak delivery service charge	\$2.43
Off-peak delivery service charge	\$20.04
Environmental benefits surcharge	\$2.81
Federal environmental improvement surcharge	\$0.21
System benefits charge	\$2.30
Power supply adjustment*	\$1.38
Metering*	\$6.23
Meter reading*	\$2.23
Billing*	\$2.51
Generation of electricity super off-peak*	\$0.80
Generation of electricity on-peak*	\$14.49
Generation of electricity off-peak*	\$41.14
Federal transmission and ancillary services*	\$9.14
Federal transmission cost adjustment*	\$2.10
Grid Access Charge	\$10.23
LFCR adjustor	\$1.43
Tax Expense Adjustor	-\$7.00
Cost of electricity you used	\$115.96

Taxes and fees

Regulatory assessment	\$0.28
State sales tax	\$6.64
County sales tax	\$0.83
City sales tax	\$3.20
Franchise fee	\$2.32
Cost of electricity with taxes and fees	\$129.23

Net electricity credit

Solar Export Credit	-\$62.00
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Total charges for electricity services \$67.23

* These services are currently provided by APS but may be provided by a competitive supplier.

Amount of electricity you purchased

Meter reading on Jan 3	8016
Meter reading on Dec 3	7183
Total electricity you used, in kWh	833
On-peak meter reading on Jan 3	1201
On-peak meter reading on Dec 3	1123
On-peak electricity you used, in kWh	78
(3 pm - 8 pm Monday - Friday)	
Super off-peak meter reading on Jan 3	426
Super off-peak meter reading on Dec 3	315
Super off-peak electricity you used, in kWh	111
(10 am to 3 pm Monday - Friday, November - April)	
Off-peak electricity you used, in kWh	755
(All other hours and certain holidays)	

Amount of electricity you sold

Meter reading on Jan 3	6418
Meter reading on Dec 3	5884
Total electricity you sold, in kWh	534
On-peak meter reading on Jan 3	978
On-peak meter reading on Dec 3	908
On-peak electricity you sold, in kWh	70
(3 pm - 8 pm Monday - Friday)	
Off-peak electricity you sold, in kWh	464.00

Comparing your monthly use

	This month	Last month	This month last year
Billing days	31	32	N/A
Average outdoor temperature	52°	63°	N/A
Your total use in kWh	833	502	N/A
Your average daily cost	\$2.17	\$0.17	N/A