



Your electricity bill

Bill date: October 9, 2020

Summary of what you owe

Amount due on your last bill	\$566.22
⊖ Payment made, thank you	-\$566.22
⊖ AutoPay discount	-\$0.48
⊖ Your balance forward	-\$0.48
Your new charges (details on following pages)	
⊕ Cost of electricity (includes taxes and fees)	\$217.02
⊖ Total amount due	\$216.54




We will debit your checking or savings account for \$216.54 on October 23, 2020.

Kathleen Ambrosat

 **YOUR ACCOUNT NUMBER:**
4694094618

 **FOR SERVICE AT:**
13444 W Orange Ct

Questions?

-  Log in to My Account at aps.com
-  Go to support.aps.com for help
-  Stay informed. Visit aps.com/alerts

We Want to Help

Times are tough. We want to help. That's why we are extending the period of not disconnecting customers for non-payment through the end of the year. We also have pledged \$6.8 million in assistance to customers struggling due to COVID-19. Learn about this and our other assistance programs at aps.com/support.

A Little Help from a Friend

Pick a friend to receive a copy of your energy bill and remind you when the energy bill is due with our Safety Net program. Your Safety Net partner will not have access to your account and won't be responsible for any payments, but will be there to provide a friendly reminder. Visit aps.com/safetynet to sign up.

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See page 2 for more information.



Your account number **4694094618** Bill date **October 9, 2020**

☐ Mailing address or phone number change?
Check here and fill in the details on the back.

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KATHLEEN AMBROSAT
13444 W ORANGE CT
LITCHFIELD PARK AZ 85340-6309

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

**You do not need to mail a payment.
With AutoPay, your payment is
automatically deducted from your
checking or savings account.**

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News from APS

Let's Catch Up

Don't miss important information about your account and tips to save on your bill. Visit aps.com/myaccount to verify your account information and update it, if necessary.

Things you need to know

Have a question or concern regarding your bill or payment?

- Visit aps.com
- Call 602-371-7171 (metro Phoenix) or 800-253-9405 (other areas)
- Para servicio en español llame 602-371-6861
- Hearing Impaired Dial 711 (AZ Relay)
- Send us a letter: APS, Station 3200, PO Box 53933, Phoenix AZ 85072-3933

Have an electrical emergency? Call:

- 855-688-2437 (metro Phoenix) or 855-688-2437 (other areas) for power outages
- 602-258-5483 (metro Phoenix) or 800-253-9408 (other areas) for other electrical emergencies
- 811 or 800-782-5348 (Blue Stake) before you dig to avoid an electrical emergency

Important billing information:

- Payment is due no later than 15 days from the bill date. If received later than 28 days from the bill date, your account will be delinquent and may be subject to a late payment charge of 1.5% + tax per month. If your power is shut off for nonpayment, you will need to pay the past due amount before service will be turned back on.
- We may require a deposit if an account becomes delinquent with two or more bills, or has been disconnected for nonpayment within a 12-month period. Deposits may also be required for customers with a non-residential service plan who do not meet certain financial conditions (as determined by APS using a credit scoring worksheet).

Electricity regulations and rates are approved by:

Arizona Corporation Commission
1200 W Washington Street, Phoenix, AZ 85007
602-542-4251 or 800-222-7000 (toll free in-state only)
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
October 9, 2020

Kathleen Ambrosat

Your account number
4694094618

Service plan: Saver Choice,RCP

Meter number: 1321469

Meter reading cycle: 06

Charges for electricity services

Cost of electricity you purchased

Customer account charge	\$2.12
On-peak delivery service charge	\$14.44
Off-peak delivery service charge	\$50.26
Environmental benefits surcharge	\$4.03
Federal environmental improvement surcharge	\$0.68
System benefits charge	\$5.74
Power supply adjustment*	-\$0.95
Metering*	\$5.83
Meter reading*	\$2.09
Billing*	\$2.35
Generation of electricity on-peak*	\$92.01
Generation of electricity off-peak*	\$103.17
Federal transmission and ancillary services*	\$22.81
Federal transmission cost adjustment*	\$4.57
Grid Access Charge	\$16.74
LFCR adjustor	\$2.60
Tax Expense Adjustor	-\$11.15
Cost of electricity you used	\$317.34

Taxes and fees

Regulatory assessment	\$0.76
State sales tax	\$17.81
County sales tax	\$2.23
City sales tax	\$0.00
Franchise fee	\$0.00
Cost of electricity with taxes and fees	\$338.14

Net electricity credit

Solar Export Credit	-\$121.12
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Total charges for electricity services \$217.02

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

Amount of electricity you purchased

Meter reading on Oct 9	2874
Meter reading on Sep 10	795
Total electricity you used, in kWh	2079
On-peak meter reading on Oct 9	551
On-peak meter reading on Sep 10	87
On-peak electricity you used, in kWh	464
(3 pm - 8 pm Monday - Friday)	
Super off-peak meter reading on Oct 9	66
Super off-peak meter reading on Sep 10	35
Super off-peak electricity you used, in kWh	31
(10 am to 3 pm Monday - Friday, November - April)	
Off-peak electricity you used, in kWh	1615
(All other hours and certain holidays)	

Amount of electricity you sold

Meter reading on Oct 9	1222
Meter reading on Sep 10	63
Total electricity you sold, in kWh	1159
On-peak meter reading on Oct 9	75
On-peak meter reading on Sep 10	10
On-peak electricity you sold, in kWh	65
(3 pm - 8 pm Monday - Friday)	
Off-peak electricity you sold, in kWh	1094.00

Comparing your monthly use

	This month	Last month	This month last year
Billing days	29	6	N/A
Average outdoor temperature	90°	95°	N/A
Your total use in kWh	2079	795	N/A
Your average daily cost	\$7.48	\$17.31	N/A

Glossary of Terms

Customer account charge - The minimum charge for having service available, whether you used electricity or not.

Billing - The cost of calculating and providing your monthly statement.

Delivery service charge - A charge, based on your kWh usage and/or kW demand, to build and operate the equipment for delivering electricity, including lines, poles, transformers and substations.

Demand charge (residential customers) - A charge for the single highest hour of on-peak energy used during a billing cycle – averaged over an entire hour.

Demand charge (business customers) - Varies per service plan. Please see aps.com for details.

Environmental benefits surcharge - A charge to cover the costs of programs approved by the Arizona Corporation Commission, including: energy efficiency and renewable energy projects.

Federal Environmental Improvement Surcharge - A charge to recover a portion of the cost of investments and expenses for environmental improvements at APS' generation facilities designed to comply with environmental standards mandated by federal laws or regulations.

Franchise fee - A charge by a municipality for APS' use of the public rights-of-way for its facilities.

Generation of electricity off-peak - The cost of producing the electricity used during off-peak hours.

Generation of electricity on-peak - The cost of producing the electricity used during on-peak hours.

Grid access charge - A charge to recover some of the fixed costs of electric grid facilities that a customer with rooftop solar would not otherwise pay for through kilowatt-hour charges. Only applicable to customers with new rooftop solar who are billed on a non-demand rate.

Generation of electricity - The cost of producing the electricity you used this month.

Meter reading - A fixed fee to determine your energy use.

Metering - A fixed fee for providing and servicing the meter.

Power supply adjustment - An adjustment mechanism to recover fluctuations in fuel and purchased power costs.

Regulatory assessment - A cost imposed on customers of state regulated utilities to help fund the Arizona Corporation Commission and Residential Utility Consumer's Office.

Super off-peak charge - The cost of electricity used during super-off peak hours (applies to the Saver Choice plan only).

Systems benefits charge - A charge to cover the costs of programs approved by the Arizona Corporation Commission, including low-income assistance, demand side management, customer education, environmental, renewables, long-term public benefit research and development, nuclear fuel disposal and nuclear power plant decommissioning programs as well as other programs approved by the Commission.

Federal transmission and ancillary services - The cost for moving high voltage electricity from generating facilities and other sources to the APS distribution lines.

Federal transmission cost adjustment - A cost, based on your kWh usage, to adjust for annual changes in transmission-related costs procured to serve retail customers.

LFCR adjustor - A charge to recover fixed costs of providing service, such as power poles, wires, and other delivery infrastructure, that are lost due to mandated energy efficiency and rooftop solar.

Your safety is our priority. Please remember:

- Treat all wires with caution. Always assume a downed line is energized.
- Stay away from electrical equipment and substations.
- Electricity seeks all paths to ground. Never put yourself in a position to become a part of the path by touching energized equipment.
- If your vehicle comes in contact with a downed wire, stay in the vehicle and call 911 and then APS.
- Do not use water on an electrical fire. Call 911. If possible and if safe, unplug the device or turn off the main breaker.
- Call 811 at least two full working days before you excavate.
- Visit aps.com/safety for more electrical safety tips.