



Your electricity bill

Bill date: September 2, 2020

Summary of what you owe

Amount due on your last bill	\$48.88
⊖ Payment made, thank you	-\$48.88
⊖ Your balance forward	\$0.00
Your new charges (details on following pages)	
+ Cost of electricity (includes taxes and fees)	\$289.94
⊖ Total amount due	\$289.94
Payment due date	Sep 16, 2020

Roger L Heyen
Karen Heyen

YOUR ACCOUNT NUMBER:
9531211000

FOR SERVICE AT:
24830 N 62 Ave

Questions?

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

Switch Plans To Save Money

We took a look at your energy usage and you would have saved **\$40.35** this month and **\$160.52** over the past 12 months with our **Saver Choice Plus** plan. Call us at (800) 253-9405 or visit aps.com/compare to switch plans.

Help when you need it

If you need assistance paying your energy bill or know someone who does, we are here to help. The Energy Support program provides a 25% monthly bill discount to qualified customers. Visit aps.com/assist to see if you qualify to start saving today.

A Little Help from a Friend

Pick a friend to receive a copy of your energy bill and remind you when energy bill is due. Your Safety Net partner won't be responsible for any payments, but will be there to add peace of mind. Visit aps.com/safetynet to sign up.



Your account number **9531211000** Bill date **September 2, 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: \$ **289.94**

Payment due date: **Sep 16, 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

News from APS

Save time with AutoPay

Enroll in AutoPay and your bill will automatically be paid on your due date. You'll receive an email with the amount and date of the withdrawal so there are no surprises. Visit aps.com/autopay today.

Last Chance for the 2020 Census: Have Your Voice Heard

It's important to be counted. Your response to the 2020 U.S. census will help your community get its fair share of federal funding to create jobs, prepare for emergencies, offer public health programs, and build schools, roads and hospitals. It only takes a few minutes to provide your confidential census response by phone, mail or online. Visit 2020census.gov before time runs out on September 30.

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
September 2, 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	\$2.12
On-peak delivery service charge	\$12.32
Off-peak delivery service charge	\$48.36
Environmental benefits surcharge	\$3.90
Federal environmental improvement surcharge	\$0.64
System benefits charge	\$5.38
Power supply adjustment*	-\$0.89
Metering*	\$5.83
Meter reading*	\$2.09
Billing*	\$2.35
Generation of electricity on-peak*	\$78.52
Generation of electricity off-peak*	\$99.27
Federal transmission and ancillary services*	\$21.39
Federal transmission cost adjustment*	\$4.28
Grid Access Charge	\$10.23
LFQR adjustor	\$2.44
Tax Expense Adjustor	-\$10.46
Cost of electricity you used	\$287.77

Taxes and fees

Regulatory assessment	\$0.69
State sales tax	\$16.48
County sales tax	\$2.06
City sales tax	\$7.94
Franchise fee	\$5.77
Cost of electricity with taxes and fees	\$320.71

Net electricity credit

Solar Export Credit	-\$30.77
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Total charges for electricity services \$289.94

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

Amount of electricity you purchased

Meter reading on Sep 2	15766
Meter reading on Aug 4	13816
Total electricity you used, in kWh	1950
On-peak meter reading on Sep 2	2194
On-peak meter reading on Aug 4	1798
On-peak electricity you used, in kWh	396
(3 pm - 8 pm Monday - Friday)	
Super off-peak meter reading on Sep 2	1193
Super off-peak meter reading on Aug 4	1044
Super off-peak electricity you used, in kWh	149
(10 am to 3 pm Monday - Friday, November - April)	
Off-peak electricity you used, in kWh	1554
(All other hours and certain holidays)	

Amount of electricity you sold

Meter reading on Sep 2	12595
Meter reading on Aug 4	12330
Total electricity you sold, in kWh	265
On-peak meter reading on Sep 2	2210
On-peak meter reading on Aug 4	2183
On-peak electricity you sold, in kWh	27
(3 pm - 8 pm Monday - Friday)	
Off-peak electricity you sold, in kWh	238.00

Comparing your monthly use

	This month	Last month	This month last year
Billing days	29	34	34
Average outdoor temperature	97°	98°	96°
Your total use in kWh	1950	2066	2011
Your average daily cost	\$10.00	\$8.25	\$7.48

Switch Plans To Save Money

View monthly details or switch plans by calling (800) 253-9405 or visiting aps.com/compare.

Your Current Plan
Saver Choice

Save The Most With
Saver Choice Plus

This Month's Savings
\$40.35

12 Month Savings
\$160.52

ADDITIONAL PUBLIC COMMENT MEETINGS TO BE HELD ON
ARIZONA PUBLIC SERVICE COMPANY'S ("APS's") RATE APPLICATION
DOCKET NO. E-01345A-19-0236

Summary

On October 31, 2019, APS filed a Rate Application with the Arizona Corporation Commission ("Commission"). An evidentiary hearing for the Rate Application is currently scheduled to commence on December 14, 2020.

The Commission is not bound by the proposals made by APS, the Commission's Utilities Division, or any Intervenors. The Commission will determine the appropriate relief to be granted in response to APS's application based on the evidence presented in this matter. **The final rates approved by the Commission may be higher, lower, or different than the rates proposed by APS or by other parties.**

How You Can View or Obtain a Copy of the Application

Copies of the application are available from APS by visiting www.pinnaclewest.com/ratecase; at the Commission's Docket Control Center at 1200 West Washington Street, Phoenix, Arizona, and the Commission's office at 400 West Congress Street, Suite 218, Tucson, Arizona, during regular business hours; and on the Commission's website (www.azcc.gov) using the e-Docket function. During the COVID-19 pandemic, access to APS and Commission offices may be restricted.

All documents filed in this docket are available online (usually within 24 hours after docketing) at the Commission's website (www.azcc.gov) using the e-Docket function and Docket No. E-01345A-19-0236

ADDITIONAL TELEPHONIC PUBLIC COMMENT MEETINGS

The Commission has scheduled additional **telephonic public comment meetings** to be held as follows:

Date	Time
Tuesday, September 1, 2020	6:00 p.m. to 8:30 p.m., or until the last caller is finished speaking, whichever comes first
Friday, September 25, 2020	6:00 p.m. to 8:30 p.m., or until the last caller is finished speaking, whichever comes first
Wednesday, September 30, 2020	10:00 a.m. to 12:30 p.m., or until the last caller is finished speaking, whichever comes first
Saturday, October 24, 2020	10:00 a.m. to 12:30 p.m., or until the last caller is finished speaking, whichever comes first
Saturday, November 7, 2020	10:00 a.m. to 12:30 p.m., or until the last caller is finished speaking, whichever comes first
Monday, November 30, 2020	10:00 a.m. to 12:30 p.m., or until the last caller is finished speaking, whichever comes first

To provide telephonic public comments, call **1-866-705-2554** and enter this code: **241497#**

The Commission will impose a **three-minute time limit per speaker**, to maximize the number of callers who have an opportunity to speak. That time limit may be extended by the presiding Administrative Law Judge.

There may be a significant wait time to speak, and callers will be muted until it is their turn to speak. However, once placed into the proceeding, callers will be able to hear the comments of other callers through the phone line. Callers should turn off their computer audio during the public comment meeting, as the **live stream on azcc.gov is delayed by 28 seconds** and may cause feedback when it is the caller's turn to speak.

The Commission encourages callers to **use landline telephones** for the telephonic public comment meetings, as mobile telephones do not consistently provide adequate audio quality to permit the verbatim transcription of telephonic speech. If a caller cannot be sufficiently understood to make an accurate transcription, the caller will be requested to file written comments in the docket.

Each telephonic public comment meeting will end when the last caller on the telephone line has had an opportunity to speak or at the designated end time, whichever occurs first.

(Continued on other side)

Written public comments may be submitted by mailing a letter referencing Docket No. E-01345A-19-0236 to Arizona Corporation Commission, Consumer Services Section, 1200 West Washington Street, Phoenix, AZ 85007, or by submitting comments on the Commission's website (www.azcc.gov) using "Cases and Open Meetings" and "Make a Public Comment in a Docket." For assistance, you may contact the Consumer Services Section at 602-542-4251 or 1-800-222-7000.

ADA/Equal Access Information

The Commission does not discriminate on the basis of disability in admission to its public meetings. Persons with a disability may request a reasonable accommodation, as well as request this document in an alternative format, by contacting the ADA Coordinator, Carolyn Buck, E-mail CDBuck@azcc.gov, voice phone number 602-542-3931. Requests should be made as early as possible to allow time to arrange the accommodation.