



# Your electricity bill

Bill date: January 4, 2021

## Summary of what you owe

|   |                     |
|---|---------------------|
| Amount due on your last bill                    | \$4.25              |
| ⊖ Payment made, thank you                       | -\$4.25             |
| ⊖ Your balance forward                          | \$0.00              |
| Your new charges (details on following pages)   |                     |
| + Cost of electricity (includes taxes and fees) | \$37.31             |
| <b>= Total amount due</b>                       | <b>\$37.31</b>      |
| <b>Payment due date</b>                         | <b>Jan 19, 2021</b> |

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](https://aps.com)
- Go to [support.aps.com](https://support.aps.com) for help
- Stay informed. Visit [aps.com/alerts](https://aps.com/alerts)

### Your Monthly Plan Comparison

Based on your current energy usage, you would have saved **\$16.73** this month and **\$160.74** over the past 12 months on **Saver Choice Plus**. Simply switch plans to save money. Or call us at (800) 253-9405 or visit [aps.com/compare](https://aps.com/compare) to find the best plan for you.

### We're here to help

If you're struggling to pay your energy bill, or know someone who is, we're here to help. You can find assistance programs to reduce your monthly payment or pay down the bill. Short-term relief, like Crisis Bill Assistance, can help during a rough patch. While our Energy Support program can reduce your bill every month. Visit [aps.com/assistance](https://aps.com/assistance) to see if you qualify.

### A Smarter Way to Shop

In minutes, you can compare dishwashers, smart thermostats, AC units and more to find the most energy efficient models for your budget with the APS Marketplace. Start 2021 by shopping smarter at [marketplace.aps.com](https://marketplace.aps.com).

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See page 2 for more information.



Your account number **9531211000** Bill date **January 4, 2021**

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

# **000001729** I=**0000000000**

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: \$ 37.31**

**Payment due date: Jan 19, 2021**

**Total amount paid: \$ \_\_\_\_\_**

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

- Visit [aps.com/paybill](https://aps.com/paybill)
- Download our free, mobile app
- Call 602-371-6555 or 866-776-0445

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# News from APS

Ring in 2021 with [aps.com](https://aps.com)

Manage your energy account on your time. When you log in to [aps.com](https://aps.com) you can pay your bill, compare your monthly energy usage and more. Want even more convenience? Download our app to manage your account on the go.

## Stay in the Know

When you sign up for alerts, we'll send you helpful notices via email or text to let you know about power outages or your energy usage. Visit [aps.com/alerts](https://aps.com/alerts) to sign up today.

# Things you need to know

## Have a question or concern regarding your bill or payment?

- Visit [aps.com](https://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](https://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 |         |
| (   )                              | (   )          |         |



PO BOX 60015  
PRESCOTT AZ 86304-6015



Your electricity bill  
January 4, 2021

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                      | \$2.41   |
| Super Off-peak delivery service charge       | \$0.57   |
| On-peak delivery service charge              | \$1.99   |
| Off-peak delivery service charge             | \$20.66  |
| Environmental benefits surcharge             | \$2.76   |
| Federal environmental improvement surcharge  | \$0.26   |
| System benefits charge                       | \$2.15   |
| Power supply adjustment*                     | -\$0.36  |
| Metering*                                    | \$6.63   |
| Meter reading*                               | \$2.38   |
| Billing*                                     | \$2.67   |
| Generation of electricity super off-peak*    | \$0.38   |
| Generation of electricity on-peak*           | \$11.89  |
| Generation of electricity off-peak*          | \$42.42  |
| Federal transmission and ancillary services* | \$8.56   |
| Federal transmission cost adjustment*        | \$1.71   |
| Grid Access Charge                           | \$10.23  |
| LFCR adjustor                                | \$0.98   |
| Tax Expense Adjustor                         | -\$4.18  |
| Cost of electricity you used                 | \$114.11 |

### Taxes and fees

|   |          |
|---|----------|
| Regulatory assessment                   | \$0.27   |
| State sales tax                         | \$6.53   |
| County sales tax                        | \$0.82   |
| City sales tax                          | \$3.15   |
| Franchise fee                           | \$2.29   |
| Cost of electricity with taxes and fees | \$127.17 |

### Net electricity credit

|                     |          |
|---------------------|----------|
| Solar Export Credit | -\$89.86 |
|---------------------|----------|

**Total charges for electricity services \$37.31**

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

## Amount of electricity you purchased

|  |            |
|--|------------|
| Meter reading on Jan 4                             | 19167      |
| Meter reading on Dec 2                             | 18387      |
| <b>Total electricity you used, in kWh</b>          | <b>780</b> |
| On-peak meter reading on Jan 4                     | 2864       |
| On-peak meter reading on Dec 2                     | 2800       |
| <b>On-peak electricity you used, in kWh</b>        | <b>64</b>  |
| (3 pm - 8 pm Monday - Friday)                      |            |
| Super off-peak meter reading on Jan 4              | 1393       |
| Super off-peak meter reading on Dec 2              | 1341       |
| <b>Super off-peak electricity you used, in kWh</b> | <b>52</b>  |
| (10 am to 3 pm Monday - Friday, November - April)  |            |
| <b>Off-peak electricity you used, in kWh</b>       | <b>716</b> |
| (All other hours and certain holidays)             |            |

## Amount of electricity you sold

|  |               |
|--|---------------|
| Meter reading on Jan 4                       | 15425         |
| Meter reading on Dec 2                       | 14651         |
| <b>Total electricity you sold, in kWh</b>    | <b>774</b>    |
| On-peak meter reading on Jan 4               | 2558          |
| On-peak meter reading on Dec 2               | 2463          |
| <b>On-peak electricity you sold, in kWh</b>  | <b>95</b>     |
| (3 pm - 8 pm Monday - Friday)                |               |
| <b>Off-peak electricity you sold, in kWh</b> | <b>679.00</b> |

## Comparing your monthly use

|                             | This month | Last month | This month last year |
|-----------------------------|------------|------------|----------------------|
| Billing days                | 33         | 29         | 31                   |
| Average outdoor temperature | 54°        | 63°        | 54°                  |
| Your total use in kWh       | 780        | 465        | 833                  |
| Your average daily cost     | \$1.13     | \$0.15     | \$2.17               |

**Your Monthly Plan Comparison** View more details or switch plans by calling (800) 253-9405 or visiting [aps.com/compare](https://aps.com/compare).

Your Current Plan  
**Saver Choice**

Save The Most With  
**Saver Choice Plus**

This Month's Savings  
**\$16.73**

12 Month Savings  
**\$160.74**