



Your electricity bill

Bill date: May 1, 2020

Summary of what you owe

Amount due on your last bill	\$69.59
⊖ Payment made, thank you	-\$69.59
⊖ Your balance forward	\$0.00
Your new charges (details on following pages)	
⊕ Cost of electricity (includes taxes and fees)	-\$80.84
⊖ Your credit balance	-\$80.84

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

Medical Care program

If you or someone in your home has a life-threatening illness or uses essential life-sustaining medical equipment that has a critical need for electricity, you may qualify for our Medical Care program. You'll receive notification of any planned outages by phone and/or door hanger 24 to 48 hours in advance when possible. Visit aps.com/medicalcare for more information.

Set Up Your Safety Net

Designate a friend, relative or community agency to be your safety net. They will receive a copy of your energy bill so they can remind you when your bill is due. See how to enroll at aps.com/safetynet.

Pay your bill, your way

We offer a variety of ways to pay your bill so you're sure to find a convenient option for you.

- Online with a credit card or bank account
- Mail your payment
- Call us
- Use our mobile app

Visit aps.com/waystopay for more detail on all your options.



Your account number Bill date
9531211000 **May 1, 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.

Your credit balance: \$ -80.84

Total amount paid: \$ _____

News from APS

Change to bill charges beginning May 2020

The Arizona Corporation Commission (ACC) has authorized changes to charges on your bill to take effect May 1, 2020.

- The Tax Expense Adjustor Mechanism (TEAM), which provides a credit to customers as a result of federal tax reform, will be reduced by \$0.003048 per kilowatt hour to -\$0.005363 per kilowatt hour to reflect completion of this portion of the TEAM refund.
- The Federal environmental improvement surcharge (EIS), which is for mandated environmental improvements at generation facilities, increased from \$0.000253 per kilowatt hour to \$0.000329 per kilowatt hour.
- The Lost Fixed Cost Recovery adjustor (LFCR), which recovers some of the lost fixed costs associated with energy efficiency savings and distributed generation, decreased by \$0.000470 to \$0.001250 per kilowatt hour.

For a residential customer whose average monthly consumption is 1,064 kilowatt-hours, the combined changes will increase the customer's bills by \$2.82 per month. Your exact monthly bill increase will vary based on your actual energy usage.

While these adjustments result in an increase, other adjustments including past TEAM credits have resulted in an overall decrease to bills. Including these changes, the average monthly residential customer bill is lower now than it was at the beginning of 2018.

For additional information on this adjustor 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).

Support Site

Have questions about your account?

We have the answers. With our Support Site you can find answers to a wide range of questions regarding your energy account as well as access to many helpful resources. Visit support.aps.com today to find commonly asked questions like how to start service or make a payment.

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
May 1, 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	\$0.75
Off-peak delivery service charge	\$10.64
Environmental benefits surcharge	\$2.35
Federal environmental improvement surcharge	\$0.12
System benefits charge	\$1.01
Power supply adjustment*	-\$0.16
Metering*	\$5.83
Meter reading*	\$2.09
Billing*	\$2.35
Generation of electricity on-peak*	\$4.76
Generation of electricity off-peak*	\$21.85
Federal transmission and ancillary services*	\$4.02
Federal transmission cost adjustment*	\$0.92
Grid Access Charge	\$10.23
LFQR adjustor	\$0.46
Tax Expense Adjustor	-\$1.97
Cost of electricity you used	\$67.37

Taxes and fees

Regulatory assessment	\$0.16
State sales tax	\$3.86
County sales tax	\$0.48
City sales tax	\$1.86
Franchise fee	\$1.35
Cost of electricity with taxes and fees	\$75.08

Net electricity credit

Solar Export Credit	-\$155.92
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Total charges for electricity services **-\$80.84**

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

Amount of electricity you purchased

Meter reading on May 1	10898
Meter reading on Apr 2	10532
Total electricity you used, in kWh	366
On-peak meter reading on May 1	1389
On-peak meter reading on Apr 2	1365
On-peak electricity you used, in kWh (3 pm - 8 pm Monday - Friday)	24
Super off-peak meter reading on May 1	881
Super off-peak meter reading on Apr 2	874
Super off-peak electricity you used, in kWh (10 am to 3 pm Monday - Friday, November - April)	7
Off-peak electricity you used, in kWh (All other hours and certain holidays)	342

Amount of electricity you sold

Meter reading on May 1	9232
Meter reading on Apr 2	7889
Total electricity you sold, in kWh	1343
On-peak meter reading on May 1	1559
On-peak meter reading on Apr 2	1263
On-peak electricity you sold, in kWh (3 pm - 8 pm Monday - Friday)	296
Off-peak electricity you sold, in kWh	1047.00

Comparing your monthly use

	This month	Last month	This month last year
Billing days	29	29	N/A
Average outdoor temperature	64°	63°	N/A
Your total use in kWh	366	826	N/A
Your average daily cost	(\$2.79)	\$2.40	N/A