



# Your electricity bill



Bill date: November 9, 2020

## Summary of what you owe




Amount due on your last bill	\$216.54
⊖ Payment made, thank you	-\$216.54
⊖ AutoPay discount	-\$0.48
⊖ Your balance forward	-\$0.48
Your new charges (details on following pages)	
⊕ Cost of electricity (includes taxes and fees)	\$112.10
⊖ Total amount due	\$111.62

*We will debit your checking or savings account for \$111.62 on November 23, 2020.*

Kathleen Ambrosat

 **YOUR ACCOUNT NUMBER:**  
4694094618  
 **FOR SERVICE AT:**  
13444 W Orange Ct

### 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)

### Switch Plans To Save Money

We took a look at your energy usage and you would have saved **\$28.01** this month and **\$86.42** over the past 3 months with our **Saver Choice Plus** plan. Call us at (800) 253-9405 or visit [aps.com/compare](https://aps.com/compare) to switch plans.

### Help When It's Needed

We understand the importance of helping our customers get back on their feet during difficult times. If you need assistance with your energy bill, or know someone who does, we're here to help. We have programs that provide discounts to qualified customers, as well as programs to help customers pay down their energy bills. Visit [aps.com/assistance](https://aps.com/assistance) to learn more.

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See page 2 for more information.



Your account number **4694094618** Bill date **November 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

## Super off-peak hours are here

Saver Choice plan customers will save even more with our lowest-cost Super Off-Peak hours from 10 a.m. – 3 p.m., beginning on your November bill through April. Super off-peak hours cost 70% less than regular off-peak hours.

## Right Tree Right Place

Trees planted in the right place have many benefits for homeowners. However, when a tree is planted in the wrong place it can become a safety hazard and cause potential power outages. Learn how you can make sure you are planting the right tree in the right place at [aps.com/trees](http://aps.com/trees).

# Things you need to know

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

- Visit [aps.com](http://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](http://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



Service plan: Saver Choice,RCP

Meter number: 1321469

Meter reading cycle: 06

## Charges for electricity services

### Cost of electricity you purchased

Customer account charge	\$2.26
Super Off-peak delivery service charge	\$0.10
On-peak delivery service charge	\$9.74
Off-peak delivery service charge	\$41.73
Environmental benefits surcharge	\$3.62
Federal environmental improvement surcharge	\$0.55
System benefits charge	\$4.59
Power supply adjustment*	-\$0.76
Metering*	\$6.23
Meter reading*	\$2.23
Billing*	\$2.51
Generation of electricity super off-peak*	\$0.06
Generation of electricity on-peak*	\$58.16
Generation of electricity off-peak*	\$85.66
Federal transmission and ancillary services*	\$18.24
Federal transmission cost adjustment*	\$3.65
Grid Access Charge	\$16.74
LFCR adjustor	\$2.08
Tax Expense Adjustor	-\$8.91
Cost of electricity you used	\$248.48

### Taxes and fees

Regulatory assessment	\$0.60
State sales tax	\$13.95
County sales tax	\$1.74
City sales tax	\$0.00
Franchise fee	\$0.00
Cost of electricity with taxes and fees	\$264.77

### Net electricity credit

Solar Export Credit	-\$152.67
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**Total charges for electricity services \$112.10**

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

## Amount of electricity you purchased

Meter reading on Nov 9	4537
Meter reading on Oct 9	2874
<b>Total electricity you used, in kWh</b>	<b>1663</b>
On-peak meter reading on Nov 9	864
On-peak meter reading on Oct 9	551
<b>On-peak electricity you used, in kWh</b>	<b>313</b>
(3 pm - 8 pm Monday - Friday)	
Super off-peak meter reading on Nov 9	75
Super off-peak meter reading on Oct 9	66
<b>Super off-peak electricity you used, in kWh</b>	<b>9</b>
(10 am to 3 pm Monday - Friday, November - April)	
<b>Off-peak electricity you used, in kWh</b>	<b>1350</b>
(All other hours and certain holidays)	

## Amount of electricity you sold

Meter reading on Nov 9	2683
Meter reading on Oct 9	1222
<b>Total electricity you sold, in kWh</b>	<b>1461</b>
On-peak meter reading on Nov 9	163
On-peak meter reading on Oct 9	75
<b>On-peak electricity you sold, in kWh</b>	<b>88</b>
(3 pm - 8 pm Monday - Friday)	
<b>Off-peak electricity you sold, in kWh</b>	<b>1373.00</b>

## Comparing your monthly use

	This month	Last month	This month last year
Billing days	31	29	N/A
Average outdoor temperature	77°	90°	N/A
Your total use in kWh	1663	2079	N/A
Your average daily cost	\$3.62	\$7.48	N/A

### Switch Plans To Save Money

View monthly 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  
**\$28.01**

3 Month Savings  
**\$86.42**

## 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](http://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](http://aps.com/safety) for more electrical safety tips.