



Your electricity bill

Bill date: April 2, 2020

Summary of what you owe

Amount due on your last bill	\$122.61
Payment made, thank you	-\$122.61
Your balance forward	\$0.00
Your new charges (details on following pages)	
Cost of electricity (includes taxes and fees)	\$69.59
Total amount due	\$69.59
Payment due date	Apr 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

Helping Our Customers in Need

If you or someone you know needs assistance paying energy bills, we're here to help. A variety of programs are available to assist limited-income customers with their bills.

- Crisis Bill Assistance - up to \$800 a year to cover your energy bill
- Energy Support program - 25% discount on your APS bill each month
- Energy Support with Medical program - 35% discount each month for qualified customers who have a life-threatening illness or use essential life-sustaining medical equipment
- Safety Net program - Select a relative, friend or community agency to also receive your APS bill so they can remind you when payment is due

Visit aps.com/assistance for more information.

Save time with AutoPay

Enroll in AutoPay and your bill will automatically be paid on your due date. Plus, you'll receive an email with the amount and date of the withdrawal. Visit aps.com/autopay today.

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See page 2 for more information.



Your account number **9531211000** Bill date **April 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: \$ **69.59**

Payment due date: **Apr 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

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News from APS

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
April 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
Super Off-peak delivery service charge	\$2.21
On-peak delivery service charge	\$1.87
Off-peak delivery service charge	\$17.61
Environmental benefits surcharge	\$2.80
Federal environmental improvement surcharge	\$0.21
System benefits charge	\$2.28
Power supply adjustment*	-\$0.37
Metering*	\$5.83
Meter reading*	\$2.09
Billing*	\$2.35
Generation of electricity super off-peak*	\$1.44
Generation of electricity on-peak*	\$11.15
Generation of electricity off-peak*	\$36.16
Federal transmission and ancillary services*	\$9.06
Federal transmission cost adjustment*	\$2.08
Grid Access Charge	\$10.23
LFCR adjustor	\$1.42
Tax Expense Adjustor	-\$6.95
Cost of electricity you used	\$103.59

Taxes and fees

Regulatory assessment	\$0.25
State sales tax	\$5.93
County sales tax	\$0.74
City sales tax	\$2.86
Franchise fee	\$2.08
Cost of electricity with taxes and fees	\$115.45

Net electricity credit

Solar Export Credit	-\$45.86
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Total charges for electricity services \$69.59

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

Amount of electricity you purchased

Meter reading on Apr 2	10532
Meter reading on Mar 4	9706
Total electricity you used, in kWh	826
On-peak meter reading on Apr 2	1365
On-peak meter reading on Mar 4	1305
On-peak electricity you used, in kWh	60
(3 pm - 8 pm Monday - Friday)	
Super off-peak meter reading on Apr 2	874
Super off-peak meter reading on Mar 4	674
Super off-peak electricity you used, in kWh	200
(10 am to 3 pm Monday - Friday, November - April)	
Off-peak electricity you used, in kWh	766
(All other hours and certain holidays)	

Amount of electricity you sold

Meter reading on Apr 2	7889
Meter reading on Mar 4	7494
Total electricity you sold, in kWh	395
On-peak meter reading on Apr 2	1263
On-peak meter reading on Mar 4	1172
On-peak electricity you sold, in kWh	91
(3 pm - 8 pm Monday - Friday)	
Off-peak electricity you sold, in kWh	304.00

Comparing your monthly use

	This month	Last month	This month last year
Billing days	29	29	N/A
Average outdoor temperature	61°	57°	N/A
Your total use in kWh	826	953	N/A
Your average daily cost	\$2.40	\$3.60	N/A