



Your electricity bill

Bill date: February 4, 2020

Summary of what you owe

Amount due on your last bill	\$36.27
Payment made, thank you	-\$36.27
Your balance forward	\$0.00
Your new charges (details on following pages)	
Cost of electricity (includes taxes and fees)	\$18.33
Total amount due	\$18.33
Payment due date	Feb 18, 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 **February 4, 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: \$ 18.33

Payment due date: Feb 18, 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

On October 31, 2019, APS filed a rate Application with the Arizona Corporation Commission requesting approval of changes to rates, charges, and schedules. To view a copy of APS's Application visit www.pinnaclewest.com/ratecase. If you have questions concerning how the Application may affect your bill or other substantive questions about the Application, you may email APS at ratecase@aps.com.

A charge on your bill will decrease beginning February 2020

The Arizona Corporation Commission (ACC) has authorized a decrease to the Power Supply Adjustor (PSA) effective February 1, 2020.

The PSA, which collects for fuel and purchased power costs beyond those in base rates, decreased by \$0.002114 to -\$0.000456 per kilowatt hour. For a residential customer whose average monthly consumption is 1,064 kilowatt-hours, the PSA will reduce the customer's bills by \$2.25 per month.

Your bill impact will vary with your actual energy usage. For additional information on this charge 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).

Things you need to know

Contacting APS

- Visit our website: aps.com
- Call us at:
602-371-7171 (Phoenix) or 800-253-9405 (Other areas)
- Para servicio en español, llame al:
602-371-6861 (Phoenix) ó 800-253-9410 (Otras áreas)
- Hearing impaired:
Dial 711 - AZ Relay Service
- By mail: APS, Station 3200, PO Box 53933,
Phoenix AZ 85072-3933
- Blue Stake - Before you dig, call:
811 or 800-782-5348
- Electrical emergencies other than power outages, call:
602-258-5483 (Phoenix) or 800-253-9408 (Other areas)

Billing and collection information

Make checks payable to APS and mail to:
APS, PO Box 60015, Prescott AZ 86304-6015

Credit and Collections:

- 602-371-7607 (Phoenix) or
800-253-9409 (Other areas)
- Your utility bill is due and payable no later than 14 days from the bill date. Late payments will be considered delinquent and are subject to a late payment charge of 1.5% per month.
- If your power is shut off for nonpayment, you must pay the delinquent amount(s) and a deposit or additional deposit before power will be restored.
- **Deposit Guidelines:** APS may require a security deposit for service if the account, during a consecutive 12-month period, becomes delinquent with two or more bills or has been disconnected for nonpayment or, when a Non-Residential customer's financial condition may jeopardize bill payment (determined by APS using a credit scoring worksheet).
- When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic funds transfer from your account or to process the payment as a check transaction. When we process your check electronically you will not receive your check back from your financial institution and funds may be withdrawn from your account on the same day we receive your payment.

Utility regulations and rates (Not an APS payment site)

Electricity regulations and rates are approved by:
Arizona Corporation Commission,
1200 W Washington, Phoenix AZ 85007
602-542-4251 (Phoenix) or 800-222-7000 (Other areas).
www.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
February 4, 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	\$2.34
Super Off-peak delivery service charge	\$0.49
On-peak delivery service charge	\$1.43
Off-peak delivery service charge	\$20.13
Environmental benefits surcharge	\$2.71
Federal environmental improvement surcharge	\$0.19
System benefits charge	\$2.03
Power supply adjustment*	-\$0.34
Metering*	\$6.43
Meter reading*	\$2.30
Billing*	\$2.59
Generation of electricity super off-peak*	\$0.32
Generation of electricity on-peak*	\$8.55
Generation of electricity off-peak*	\$41.33
Federal transmission and ancillary services*	\$8.08
Federal transmission cost adjustment*	\$1.85
Grid Access Charge	\$10.23
LFCR adjustor	\$1.27
Tax Expense Adjustor	-\$6.20
Cost of electricity you used	\$105.73

Taxes and fees

Regulatory assessment	\$0.25
State sales tax	\$6.05
County sales tax	\$0.76
City sales tax	\$2.92
Franchise fee	\$2.12
Cost of electricity with taxes and fees	\$117.83

Net electricity credit

Solar Export Credit	-\$99.50
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Total charges for electricity services \$18.33

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

Amount of electricity you purchased

Meter reading on Feb 4	8753
Meter reading on Jan 3	8016
Total electricity you used, in kWh	737
On-peak meter reading on Feb 4	1247
On-peak meter reading on Jan 3	1201
On-peak electricity you used, in kWh	46
(3 pm - 8 pm Monday - Friday)	
Super off-peak meter reading on Feb 4	470
Super off-peak meter reading on Jan 3	426
Super off-peak electricity you used, in kWh	44
(10 am to 3 pm Monday - Friday, November - April)	
Off-peak electricity you used, in kWh	691
(All other hours and certain holidays)	

Amount of electricity you sold

Meter reading on Feb 4	7275
Meter reading on Jan 3	6418
Total electricity you sold, in kWh	857
On-peak meter reading on Feb 4	1123
On-peak meter reading on Jan 3	978
On-peak electricity you sold, in kWh	145
(3 pm - 8 pm Monday - Friday)	
Off-peak electricity you sold, in kWh	712.00

Comparing your monthly use

	This month	Last month	This month last year
Billing days	32	31	N/A
Average outdoor temperature	53°	54°	N/A
Your total use in kWh	737	833	N/A
Your average daily cost	\$0.57	\$2.17	N/A