



## Your electricity bill

Bill date: August 1, 2019

### Summary of what you owe

|   |                 |
|---|-----------------|
| Amount due on your last bill                  | -\$49.91        |
| Payment made                                  | \$0.00          |
| Your balance forward                          | -\$49.91        |
| Your new charges (details on following pages) |                 |
| Cost of electricity (includes taxes and fees) | \$151.39        |
| <b>Total amount due</b>                       | <b>\$101.48</b> |
| Payment due date                              | Aug 15, 2019    |

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

#### You Can Change Things Up

Great news! You can now change your APS service plan more than once a year. Use our comparison tool to find the option that works best for your lifestyle. Visit [aps.com/compare](http://aps.com/compare).

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See page 2 for more information.



Your account number **9531211000** Bill date **August 1, 2019**

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

# 000004516 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: \$ **101.48**

Payment due date: **Aug 15, 2019**

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

Please **make your check payable to APS**  
and write your account number on your check.  
To ensure proper credit, please enclose the  
bottom portion of your bill with your payment.

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

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

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# News from APS

## Change to Bill Charge in July 2019

The Arizona Corporation Commission (ACC) has authorized a change to the Lost Fixed Cost Recovery adjustor (LFCR) which takes effect in mid July 2019.

The LFCR, which recovers some of the lost fixed costs associated with energy efficiency savings and distributed generation, decreased by \$0.00116 to \$0.00172 per kilowatt hour. For a residential customer whose average monthly consumption is 1,064 kilowatt-hours, the LFCR will reduce the customer's bill by \$1.23 per month.

Your bill impact will vary with your actual energy usage and rate. For additional information on this charge or tips on how to reduce your energy usage, please visit [aps.com](http://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](http://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 800-252-9410 (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 2906, Phoenix AZ 85062-2906

### 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](http://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 |
| (   )                              |       | (   )          |



PO BOX 2906  
PHOENIX AZ 85062-2906



Your electricity bill  
August 1, 2019

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                      | \$2.19   |
| On-peak delivery service charge              | \$8.34   |
| Off-peak delivery service charge             | \$38.18  |
| Environmental benefits surcharge             | \$4.21   |
| Federal environmental improvement surcharge  | \$0.38   |
| System benefits charge                       | \$4.13   |
| Power supply adjustment*                     | \$2.48   |
| Metering*                                    | \$6.03   |
| Meter reading*                               | \$2.16   |
| Billing*                                     | \$2.43   |
| Generation of electricity on-peak*           | \$53.14  |
| Generation of electricity off-peak*          | \$78.38  |
| Federal transmission and ancillary services* | \$16.40  |
| Federal transmission cost adjustment*        | \$3.76   |
| Grid Access Charge                           | \$10.23  |
| LFCCR adjustor                               | \$2.57   |
| Tax Expense Adjustor                         | -\$10.83 |
| Cost of electricity you used                 | \$224.18 |

### Taxes and fees

|   |          |
|---|----------|
| Regulatory assessment                   | \$0.54   |
| State sales tax                         | \$12.84  |
| County sales tax                        | \$1.60   |
| City sales tax                          | \$6.19   |
| Franchise fee                           | \$4.49   |
| Cost of electricity with taxes and fees | \$249.84 |

### Net electricity credit

|                     |          |
|---------------------|----------|
| Solar Export Credit | -\$98.45 |
|---------------------|----------|

**Total charges for electricity services \$151.39**

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

## Amount of electricity you purchased

|   |             |
|---|-------------|
| Meter reading on Aug 1  | 2898        |
| Meter reading on Jul 2  | 1403        |
| <b>Total electricity you used, in kWh</b>   | <b>1495</b> |
| On-peak meter reading on Aug 1  | 372         |
| On-peak meter reading on Jul 2  | 104         |
| <b>On-peak electricity you used, in kWh</b><br>(3 pm - 8 pm Monday - Friday)                            | <b>268</b>  |
| Super off-peak meter reading on Aug 1   | 125         |
| Super off-peak meter reading on Jul 2   | 85          |
| <b>Super off-peak electricity you used, in kWh</b><br>(10 am to 3 pm Monday - Friday, November - April) | <b>40</b>   |
| <b>Off-peak electricity you used, in kWh</b><br>(All other hours and certain holidays)                  | <b>1227</b> |

## Amount of electricity you sold

|  |               |
|--|---------------|
| Meter reading on Aug 1   | 2864          |
| Meter reading on Jul 2   | 2016          |
| <b>Total electricity you sold, in kWh</b>                                    | <b>848</b>    |
| On-peak meter reading on Aug 1   | 505           |
| On-peak meter reading on Jul 2   | 395           |
| <b>On-peak electricity you sold, in kWh</b><br>(3 pm - 8 pm Monday - Friday) | <b>110</b>    |
| <b>Off-peak electricity you sold, in kWh</b>                                 | <b>738.00</b> |

## Comparing your monthly use

|                             | This month | Last month | This month<br>last year |
|-----------------------------|------------|------------|-------------------------|
| Billing days                | 30         | 31         | N/A                     |
| Average outdoor temperature | 96°        | 90°        | N/A                     |
| Your total use in kWh       | 1495       | 644        | N/A                     |
| Your average daily cost     | \$5.05     | (\$1.61)   | N/A                     |

## 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** - A charge for when you use electricity the most based on the period of time detailed in your rate plan.

**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.

**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.

**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 respect and 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](https://aps.com/safety) for more electrical safety tips