



Your electricity bill


Bill date: September 10, 2020

Summary of what you owe

Amount due on your last bill	\$605.31
⊖ Payment made, thank you	-\$605.31
⊖ AutoPay discount	-\$0.48
⊖ Your balance forward	-\$0.48
Your new charges (details on following pages)	
⊕ Cost of electricity (includes taxes and fees)	\$566.70
⊖ Total amount due	\$566.22




We will debit your checking or savings account for \$566.22 on September 24, 2020.

Kathleen Ambrosat

 **YOUR ACCOUNT NUMBER:**
4694094618

 **FOR SERVICE AT:**
13444 W Orange Ct

Questions?

-  Log in to My Account at aps.com
-  Go to support.aps.com for help
-  Stay informed. Visit aps.com/alerts

Help when you need it

If you need assistance paying your energy bill or know someone who does, we are here to help. The Energy Support program provides a 25% monthly bill discount to qualified customers. Visit aps.com/assist to see if you qualify to start saving today.

A Little Help from a Friend

Pick a friend to receive a copy of your energy bill and remind you when energy bill is due. Your Safety Net partner won't be responsible for any payments, but will be there to add peace of mind. Visit aps.com/safetynet to sign up.



Your account number **4694094618** Bill date **September 10, 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.**

News from APS

Less paper. No hassle.

Make the switch and go paperless to simplify your business. You'll have access to the same information that is on your paper bill, but without the clutter. Enroll today at aps.com/paperless.

Last Chance for the 2020 Census: Have Your Voice Heard

It's important to be counted. Your response to the 2020 U.S. census will help your community get its fair share of federal funding to create jobs, prepare for emergencies, offer public health programs, and build schools, roads and hospitals. It only takes a few minutes to provide your confidential census response by phone, mail or online. Visit 2020census.gov before time runs out on September 30.

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



Service plan: Saver Choice Plus

Meter number: DQ1022

Meter reading cycle: 06

Final bill

Charges for electricity services

Cost of electricity you used

Customer account charge	\$1.75
Delivery service charge	\$42.37
Demand charge on-peak - delivery	\$40.96
Environmental benefits surcharge	\$5.35
Federal environmental improvement surcharge	\$1.26
System benefits charge	\$10.58
Power supply adjustment*	-\$1.75
Metering*	\$4.82
Meter reading*	\$1.73
Billing*	\$1.94
Generation of electricity on-peak*	\$84.92
Generation of electricity off-peak*	\$161.67
Demand charge on-peak - generation*	\$45.06
Federal transmission and ancillary services*	\$42.06
Federal transmission cost adjustment*	\$8.42
LFQR adjustor	\$3.81
Tax Expense Adjustor	-\$20.56
Cost of electricity you used	\$434.39

Taxes and fees

Regulatory assessment	\$1.05
State sales tax	\$24.38
County sales tax	\$3.05
City sales tax	\$0.00
Franchise fee	\$0.00
Cost of electricity with taxes and fees	\$462.87

Total charges for electricity services \$462.87

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

Amount of electricity you used

Meter reading on Sep 4	77727
Meter reading on Aug 11	73893

Total electricity you used, in kWh 3834

On-peak meter reading on Sep 4 36185

On-peak meter reading on Aug 11 35390

On-peak electricity you used, in kWh 795

(3 pm - 8 pm Monday - Friday)

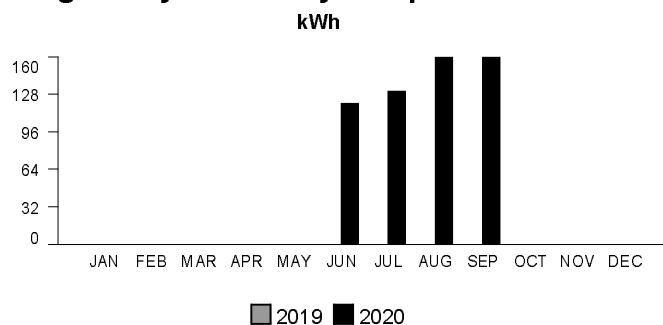
Off-peak electricity you used, in kWh 3039

(8 pm - 3 pm Monday - Friday and all day on weekends and 10 holidays)

On-peak demand meter reading 12.86

Your billed on-peak demand in kW 12.8

Average daily electricity use per month



Comparing your monthly use

	This month	Last month	This month last year
Billing days	24	33	N/A
Average outdoor temperature	98°	99°	N/A
Your total use in kWh	3834	5265	N/A
Percentage of on-peak use	21%	20%	N/A
Your billed demand in kW	12.8	11.4	N/A
Your average daily cost	\$19.29	\$18.36	N/A

Service plan: Saver Choice,RCP

Meter number: 1321469

Meter reading cycle: 06

Charges for electricity services

Cost of electricity you purchased

Customer account charge	\$0.44
On-peak delivery service charge	\$2.71
Off-peak delivery service charge	\$22.03
Environmental benefits surcharge	\$1.18
Federal environmental improvement surcharge	\$0.26
System benefits charge	\$2.19
Power supply adjustment*	-\$0.36
Metering*	\$1.21
Meter reading*	\$0.43
Billing*	\$0.49
Generation of electricity on-peak*	\$17.25
Generation of electricity off-peak*	\$45.23
Federal transmission and ancillary services*	\$8.72
Federal transmission cost adjustment*	\$1.75
Grid Access Charge	\$3.35
LFCE adjustor	\$0.99
Tax Expense Adjustor	-\$4.26
Cost of electricity you used	\$103.61

Taxes and fees

Regulatory assessment	\$0.25
State sales tax	\$5.82
County sales tax	\$0.73
City sales tax	\$0.00
Franchise fee	\$0.00
Cost of electricity with taxes and fees	\$110.41

Net electricity credit

Solar Export Credit	-\$6.58
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Total charges for electricity services \$103.83

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

Amount of electricity you purchased

Meter reading on Sep 10	795
Meter reading on Sep 4	0
Total electricity you used, in kWh	795
On-peak meter reading on Sep 10	87
On-peak meter reading on Sep 4	0
On-peak electricity you used, in kWh	87
(3 pm - 8 pm Monday - Friday)	
Super off-peak meter reading on Sep 10	35
Super off-peak meter reading on Sep 4	0
Super off-peak electricity you used, in kWh	35
(10 am to 3 pm Monday - Friday, November - April)	
Off-peak electricity you used, in kWh	708
(All other hours and certain holidays)	

Amount of electricity you sold

Meter reading on Sep 10	63
Meter reading on Sep 4	0
Total electricity you sold, in kWh	63
On-peak meter reading on Sep 10	10
On-peak meter reading on Sep 4	0
On-peak electricity you sold, in kWh	10
(3 pm - 8 pm Monday - Friday)	
Off-peak electricity you sold, in kWh	53.00

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 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 for more electrical safety tips.

ADDITIONAL PUBLIC COMMENT MEETINGS TO BE HELD ON
ARIZONA PUBLIC SERVICE COMPANY'S ("APS's") RATE APPLICATION
DOCKET NO. E-01345A-19-0236

Summary

On October 31, 2019, APS filed a Rate Application with the Arizona Corporation Commission ("Commission"). An evidentiary hearing for the Rate Application is currently scheduled to commence on December 14, 2020.

The Commission is not bound by the proposals made by APS, the Commission's Utilities Division, or any Intervenors. The Commission will determine the appropriate relief to be granted in response to APS's application based on the evidence presented in this matter. **The final rates approved by the Commission may be higher, lower, or different than the rates proposed by APS or by other parties.**

How You Can View or Obtain a Copy of the Application

Copies of the application are available from APS by visiting www.pinnaclewest.com/ratecase; at the Commission's Docket Control Center at 1200 West Washington Street, Phoenix, Arizona, and the Commission's office at 400 West Congress Street, Suite 218, Tucson, Arizona, during regular business hours; and on the Commission's website (www.azcc.gov) using the e-Docket function. During the COVID-19 pandemic, access to APS and Commission offices may be restricted.

All documents filed in this docket are available online (usually within 24 hours after docketing) at the Commission's website (www.azcc.gov) using the e-Docket function and Docket No. E-01345A-19-0236

ADDITIONAL TELEPHONIC PUBLIC COMMENT MEETINGS

The Commission has scheduled additional **telephonic public comment meetings** to be held as follows:

Date	Time
Tuesday, September 1, 2020	6:00 p.m. to 8:30 p.m., or until the last caller is finished speaking, whichever comes first
Friday, September 25, 2020	6:00 p.m. to 8:30 p.m., or until the last caller is finished speaking, whichever comes first
Wednesday, September 30, 2020	10:00 a.m. to 12:30 p.m., or until the last caller is finished speaking, whichever comes first
Saturday, October 24, 2020	10:00 a.m. to 12:30 p.m., or until the last caller is finished speaking, whichever comes first
Saturday, November 7, 2020	10:00 a.m. to 12:30 p.m., or until the last caller is finished speaking, whichever comes first
Monday, November 30, 2020	10:00 a.m. to 12:30 p.m., or until the last caller is finished speaking, whichever comes first

To provide telephonic public comments, call **1-866-705-2554** and enter this code: **241497#**

The Commission will impose a **three-minute time limit per speaker**, to maximize the number of callers who have an opportunity to speak. That time limit may be extended by the presiding Administrative Law Judge.

There may be a significant wait time to speak, and callers will be muted until it is their turn to speak. However, once placed into the proceeding, callers will be able to hear the comments of other callers through the phone line. Callers should turn off their computer audio during the public comment meeting, as the **live stream on azcc.gov is delayed by 28 seconds** and may cause feedback when it is the caller's turn to speak.

The Commission encourages callers to **use landline telephones** for the telephonic public comment meetings, as mobile telephones do not consistently provide adequate audio quality to permit the verbatim transcription of telephonic speech. If a caller cannot be sufficiently understood to make an accurate transcription, the caller will be requested to file written comments in the docket.

Each telephonic public comment meeting will end when the last caller on the telephone line has had an opportunity to speak or at the designated end time, whichever occurs first.

(Continued on other side)

Written public comments may be submitted by mailing a letter referencing Docket No. E-01345A-19-0236 to Arizona Corporation Commission, Consumer Services Section, 1200 West Washington Street, Phoenix, AZ 85007, or by submitting comments on the Commission's website (www.azcc.gov) using "Cases and Open Meetings" and "Make a Public Comment in a Docket." For assistance, you may contact the Consumer Services Section at 602-542-4251 or 1-800-222-7000.

ADA/Equal Access Information

The Commission does not discriminate on the basis of disability in admission to its public meetings. Persons with a disability may request a reasonable accommodation, as well as request this document in an alternative format, by contacting the ADA Coordinator, Carolyn Buck, E-mail CDBuck@azcc.gov, voice phone number 602-542-3931. Requests should be made as early as possible to allow time to arrange the accommodation.