



Your electricity bill

Bill date: August 4, 2020

Summary of what you owe

Amount due on your last bill	-\$231.73
Payment made	\$0.00
Your balance forward	-\$231.73
Your new charges (details on following pages)	
Cost of electricity (includes taxes and fees)	\$280.61
Total amount due	\$48.88
Payment due date	Aug 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](#)

Switch Plans To Save Money

We took a look at your energy usage and you would have saved **\$46.87** this month and **\$172.67** over the past 12 months with our **Saver Choice Max** plan. Call us at (800) 253-9405 or visit [aps.com/compare](#) to switch plans.

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.

Page 1 of 3      See page 2 for more information.

Your account number **9531211000** Bill date **August 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: \$ **48.88**

Payment due date: **Aug 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

# News from APS

## Help When You Need It

If you need help paying your energy bill, or if you know someone who does, we are here to help. A variety of programs are available to qualified customers.

- 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](https://aps.com/assistance) to see if you qualify.

# Things you need to know

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

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



Your electricity bill  
August 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	\$2.48
On-peak delivery service charge	\$10.52
Off-peak delivery service charge	\$53.78
Environmental benefits surcharge	\$4.02
Federal environmental improvement surcharge	\$0.68
System benefits charge	\$5.70
Power supply adjustment*	-\$0.94
Metering*	\$6.83
Meter reading*	\$2.45
Billing*	\$2.75
Generation of electricity on-peak*	\$67.02
Generation of electricity off-peak*	\$110.38
Federal transmission and ancillary services*	\$22.66
Federal transmission cost adjustment*	\$4.54
Grid Access Charge	\$10.23
LFCR adjustor	\$2.58
Tax Expense Adjustor	-\$11.08
Cost of electricity you used	\$294.60

### Taxes and fees

Regulatory assessment	\$0.71
State sales tax	\$16.87
County sales tax	\$2.11
City sales tax	\$8.13
Franchise fee	\$5.91
Cost of electricity with taxes and fees	\$328.33

### Net electricity credit

Solar Export Credit	-\$47.72
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**Total charges for electricity services \$280.61**

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

## Amount of electricity you purchased

Meter reading on Aug 4	13816
Meter reading on Jul 1	11750
<b>Total electricity you used, in kWh</b>	<b>2066</b>
On-peak meter reading on Aug 4	1798
On-peak meter reading on Jul 1	1460
<b>On-peak electricity you used, in kWh</b>	<b>338</b>
(3 pm - 8 pm Monday - Friday)	
Super off-peak meter reading on Aug 4	1044
Super off-peak meter reading on Jul 1	889
<b>Super off-peak electricity you used, in kWh</b>	<b>155</b>
(10 am to 3 pm Monday - Friday, November - April)	
<b>Off-peak electricity you used, in kWh</b>	<b>1728</b>
(All other hours and certain holidays)	

## Amount of electricity you sold

Meter reading on Aug 4	12330
Meter reading on Jul 1	11919
<b>Total electricity you sold, in kWh</b>	<b>411</b>
On-peak meter reading on Aug 4	2183
On-peak meter reading on Jul 1	2120
<b>On-peak electricity you sold, in kWh</b>	<b>63</b>
(3 pm - 8 pm Monday - Friday)	
<b>Off-peak electricity you sold, in kWh</b>	<b>348.00</b>

## Comparing your monthly use

	This month	Last month	This month last year
Billing days	34	29	30
Average outdoor temperature	98°	91°	96°
Your total use in kWh	2066	404	1495
Your average daily cost	\$8.25	(\$2.11)	\$5.05

### 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 Max**

This Month's Savings  
**\$46.87**

12 Month Savings  
**\$172.67**