



# Your electricity bill

Bill date: May 1, 2019

## Summary of what you owe

Amount due on your last bill	\$140.59
⊖ Payment made, thank you	-\$140.59
⊖ Your balance forward	\$0.00
Your new charges (details on following pages)	
+ Cost of electricity (includes taxes and fees)	\$138.54
<b>= Total amount due</b>	<b>\$138.54</b>
Payment due date	May 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](https://aps.com)
- Go to [support.aps.com](https://support.aps.com) for help
- Stay informed. Visit [aps.com/alerts](https://aps.com/alerts)

### Save on your electric bill this summer

Our energy assistance programs help you get ready for summer and save all year. The Energy Support Program provides a 25% monthly bill discount to qualified limited income customers. See if you qualify at [aps.com/assist](https://aps.com/assist).

### Be prepared to weather the storm

Powerful summer storms can cause outages. Visit our Outage Center to make sure you're prepared if a storm hits. You can report an outage, view our interactive outage map and sign up for alerts at [aps.com/outagecenter](https://aps.com/outagecenter).



Your account number **9531211000** Bill date **May 1, 2019**  
☐ Mailing address or phone number change?  
Check here and fill in the details on the back.  
# 000003699 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: \$ **138.54**  
Payment due date: **May 15, 2019**  
Total amount paid: \$ \_\_\_\_\_

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

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

# News from APS

## Haven't heard from us in a while?

It's time to update your contact information. Go to [aps.com/myaccount](https://aps.com/myaccount) and make sure your information is up to date so we can reach out to you with energy savings tips and any information regarding your account.

# Things you need to know

## Contacting APS

- Visit our website: [aps.com](https://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  
May 1, 2019

Roger L Heyen  
Karen Heyen

Your account number  
9531211000

Service plan: Saver Choice

Meter number: EV9786

Meter reading cycle: 01

## Charges for electricity services

### Cost of electricity you used

Customer account charge	\$2.12
On-peak delivery service charge	\$2.21
Off-peak delivery service charge	\$25.95
Environmental benefits surcharge	\$3.90
Federal environmental improvement surcharge	\$0.23
System benefits charge	\$2.50
Power supply adjustment*	\$1.51
Metering*	\$5.83
Meter reading*	\$2.09
Billing*	\$2.35
Generation of electricity on-peak*	\$14.08
Generation of electricity off-peak*	\$53.28
Federal transmission and ancillary services*	\$9.93
Federal transmission cost adjustment*	\$2.33
LFCR adjustor	\$2.61
Tax Expense Adjustor	-\$6.55
Cost of electricity you used	\$124.37

### Taxes and fees

Regulatory assessment	\$0.24
State sales tax	\$7.12
County sales tax	\$0.89
City sales tax	\$3.43
Franchise fee	\$2.49
Cost of electricity with taxes and fees	\$138.54

**Total charges for electricity services \$138.54**

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

## Amount of electricity you used

Meter reading on May 1 4298

Meter reading on Apr 2 3393

**Total electricity you used, in kWh 905**

On-peak meter reading on May 1 29800

On-peak meter reading on Apr 2 29729

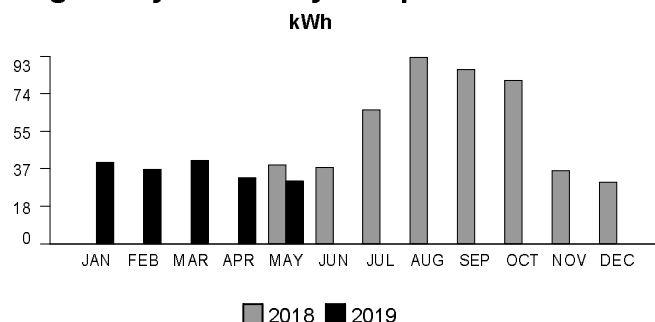
**On-peak electricity you used, in kWh 71**

(3 pm - 8 pm Monday - Friday)

**Off-peak electricity you used, in kWh 834**

(All other hours and certain holidays)

## Average daily electricity use per month



## Comparing your monthly use

	This month	Last month	This month last year
Billing days	29	31	29
Average outdoor temperature	74°	64°	76°
Your total use in kWh	905	1020	1134
Your average daily cost	\$4.78	\$4.54	\$6.28