



Your electricity bill

Bill date: November 1, 2019

Summary of what you owe

Amount due on your last bill	\$125.00
⊖ Payment made, thank you	-\$125.00
⊖ Your balance forward	\$0.00
Your new charges (details on following pages)	
+ Cost of electricity (includes taxes and fees)	\$1.17
⊖ Total amount due	\$1.17
Payment due date	Nov 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)

New payment address for online bill pay customers

There is a new payment address for online bill pay customers. It is APS, P.O. Box 60015, Prescott, AZ 86304-6015. Please update your bill pay info.

Use our Energy Analyzer tool to find money-saving tips

To save money, you have to know where to look. Start with our free online Energy Analyzer tool. After answering a few questions about your home's energy efficiency, you'll receive a report showing potential annual savings for your home. Visit [aps.com/ea](https://aps.com/ea) to get started.



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

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

#      000003033      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:      \$      **1.17**

Payment due date:      **Nov 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

## Get a friendly reminder when your bill is due

Designate a friend, relative or community agency as your Safety Net partner. Your partner will receive a copy of your monthly APS bill, so they can remind you when your payment is due or bring any late bills to your attention. Visit [aps.com/safetynet](http://aps.com/safetynet) to sign up or download an application today.

## aps.com and mobile app - Designed to better fit you

We've added many helpful features to [aps.com](http://aps.com) and our mobile app that make it even easier to save money and manage your energy account. Check out the new site and app today to view daily energy use, get a breakdown of your billing history, find ways to save and more.

# 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 800-253-9410 (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](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 60015  
PRESCOTT AZ 86304-6015



Your electricity bill  
November 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	\$2.26
Super Off-peak delivery service charge	\$0.31
On-peak delivery service charge	\$4.45
Off-peak delivery service charge	\$13.04
Environmental benefits surcharge	\$2.57
Federal environmental improvement surcharge	\$0.15
System benefits charge	\$1.63
Power supply adjustment*	\$0.98
Metering*	\$6.23
Meter reading*	\$2.23
Billing*	\$2.51
Generation of electricity super off-peak*	\$0.20
Generation of electricity on-peak*	\$26.57
Generation of electricity off-peak*	\$26.77
Federal transmission and ancillary services*	\$6.47
Federal transmission cost adjustment*	\$1.48
Grid Access Charge	\$10.23
LFCR adjustor	\$1.01
Tax Expense Adjustor	-\$4.27
Cost of electricity you used	\$104.82

### Taxes and fees

Regulatory assessment	\$0.25
State sales tax	\$6.00
County sales tax	\$0.75
City sales tax	\$2.89
Franchise fee	\$2.10
Cost of electricity with taxes and fees	\$116.81

### Net electricity credit

Solar Export Credit	-\$115.64
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**Total charges for electricity services \$1.17**

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

## Amount of electricity you purchased

Meter reading on Nov 1	6681
Meter reading on Oct 1	6091
<b>Total electricity you used, in kWh</b>	<b>590</b>
On-peak meter reading on Nov 1	1064
On-peak meter reading on Oct 1	921
<b>On-peak electricity you used, in kWh</b>	<b>143</b>
(3 pm - 8 pm Monday - Friday)	
Super off-peak meter reading on Nov 1	267
Super off-peak meter reading on Oct 1	239
<b>Super off-peak electricity you used, in kWh</b>	<b>28</b>
(10 am to 3 pm Monday - Friday, November - April)	
<b>Off-peak electricity you used, in kWh</b>	<b>447</b>
(All other hours and certain holidays)	

## Amount of electricity you sold

Meter reading on Nov 1	5130
Meter reading on Oct 1	4134
<b>Total electricity you sold, in kWh</b>	<b>996</b>
On-peak meter reading on Nov 1	816
On-peak meter reading on Oct 1	665
<b>On-peak electricity you sold, in kWh</b>	<b>151</b>
(3 pm - 8 pm Monday - Friday)	
<b>Off-peak electricity you sold, in kWh</b>	<b>845.00</b>

## Comparing your monthly use

	This month	Last month	This month last year
Billing days	31	27	N/A
Average outdoor temperature	74°	86°	N/A
Your total use in kWh	590	1182	N/A
Your average daily cost	\$0.04	\$4.63	N/A