



Your electricity bill

Bill date: December 2, 2020

Summary of what you owe

Amount due on your last bill	\$62.64
Payment made, thank you	-\$62.64
Your balance forward	\$0.00
Your new charges (details on following pages)	
Cost of electricity (includes taxes and fees)	\$4.25
Total amount due	\$4.25
Payment due date	Dec 16, 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 although you would have spent **\$2.91** more this month, you would have saved **\$161.01** over the past **12** months with **Saver Choice Plus**. To switch plans, call us at (800) 253-9405 or visit [aps.com/compare](#).

New Way to Pay: PayPal

You asked us to add more online and mobile payment options – and we listened. Now you can pay your bill right from your computer or mobile device with PayPal. With so many options, including debit, credit, check or cash, it's never been easier to pay your bill. Visit [aps.com/ways2pay](#) to find the payment option that works best for you.

Set Up Your Safety Net

Need a little help from a friend? Designate a friend, relative or community agency as your Safety Net partner. Your designated partner will receive a copy of your monthly bill so they can remind you when a payment is due. Visit [aps.com/safetynet](#) for more information.

When paying in person, please  
bring the bottom portion of your bill.

Total amount due: \$ 4.25

Payment due date: Dec 16, 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



Your account number      Bill date  
**9531211000**      **December 2, 2020**

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

#      000005475      I=0000000000

ROGER L HEYEN  
KAREN HEYEN  
24830 N 62ND AVE  
GLENDALE AZ 85310-2731

# News from APS

## It's Always the Season to SHARE

Project SHARE helps people in need - not just during the holidays but throughout the year. If you're facing a financial hardship, Project SHARE can provide up to \$300 in emergency assistance with your energy bill. Or, you can help Arizona families in need by donating to Project SHARE. Visit [aps.com/share](http://aps.com/share) to learn more.

# Things you need to know

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

- Visit [aps.com](http://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](http://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  
December 2, 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	\$2.12
Super Off-peak delivery service charge	\$0.28
On-peak delivery service charge	\$2.61
Off-peak delivery service charge	\$11.08
Environmental benefits surcharge	\$2.45
Federal environmental improvement surcharge	\$0.15
System benefits charge	\$1.28
Power supply adjustment*	-\$0.21
Metering*	\$5.83
Meter reading*	\$2.09
Billing*	\$2.35
Generation of electricity super off-peak*	\$0.18
Generation of electricity on-peak*	\$15.61
Generation of electricity off-peak*	\$22.74
Federal transmission and ancillary services*	\$5.10
Federal transmission cost adjustment*	\$1.02
Grid Access Charge	\$10.23
LFCR adjustor	\$0.58
Tax Expense Adjustor	-\$2.49
Cost of electricity you used	\$83.00

### Taxes and fees

Regulatory assessment	\$0.20
State sales tax	\$4.75
County sales tax	\$0.59
City sales tax	\$2.29
Franchise fee	\$1.66
Cost of electricity with taxes and fees	\$92.49

### Net electricity credit

Solar Export Credit	-\$88.24
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**Total charges for electricity services \$4.25**

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

## Amount of electricity you purchased

Meter reading on Dec 2	18387
Meter reading on Nov 3	17922
<b>Total electricity you used, in kWh</b>	<b>465</b>
On-peak meter reading on Dec 2	2800
On-peak meter reading on Nov 3	2716
<b>On-peak electricity you used, in kWh</b>	<b>84</b>
(3 pm - 8 pm Monday - Friday)	
Super off-peak meter reading on Dec 2	1341
Super off-peak meter reading on Nov 3	1316
<b>Super off-peak electricity you used, in kWh</b>	<b>25</b>
(10 am to 3 pm Monday - Friday, November - April)	
<b>Off-peak electricity you used, in kWh</b>	<b>381</b>
(All other hours and certain holidays)	

## Amount of electricity you sold

Meter reading on Dec 2	14651
Meter reading on Nov 3	13891
<b>Total electricity you sold, in kWh</b>	<b>760</b>
On-peak meter reading on Dec 2	2463
On-peak meter reading on Nov 3	2370
<b>On-peak electricity you sold, in kWh</b>	<b>93</b>
(3 pm - 8 pm Monday - Friday)	
<b>Off-peak electricity you sold, in kWh</b>	<b>667.00</b>

## Comparing your monthly use

	This month	Last month	This month last year
Billing days	29	32	32
Average outdoor temperature	63°	78°	63°
Your total use in kWh	465	817	502
Your average daily cost	\$0.15	\$1.96	\$0.17

### 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 Plus**

This Month  
**\$2.91 more**

12 Month Savings  
**\$161.01**

**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 January 14, 2021.

The Commission is not bound by the proposals made by APS, the Commission's Utilities Division, or any Intervenor. 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](http://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](http://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](http://www.azcc.gov)) using the e-Docket function and Docket No. E-01345A-19-0236.

**ADDITIONAL TELEPHONIC PUBLIC COMMENT MEETINGS**

The Commission has scheduled the following additional **telephonic public comment meetings**:

<b>Date</b>	<b>Time</b>
Monday, <b>January 11</b> , 2021	<b>6:00 p.m.</b> to 8:30 p.m., or until the last caller is finished speaking, whichever comes first
Thursday, <b>January 14</b> , 2021	<b>10:00 a.m.</b> to 12:30 p.m., or until the last caller who is on the line by 12:30 p.m. has finished speaking, whichever comes <b>last</b>

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.

**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](http://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](mailto:CDBuck@azcc.gov), voice phone number 602-542-3931. Requests should be made as early as possible, and at least 48 hours before the proceeding, to allow time to arrange the accommodation.

