

aps.com

Your electricity bill

Bill date: May 9, 2011

Summary of what you owe

Equals	Total amount due	\$170.37
	Cost of electricity (with taxes and fees)	\$170.37
Plus	Your new charges (details on following pages)	
Equals	Your balance forward	\$0.00
Less	Payment made on Apr 15, thank you	-\$62.90
Amoun	Amount owing on your previous bill	

Due date: May 20, 2011

Brian J Cullinan

Your account number: 694717281

For service at: 9259 E Raintree Dr

Unit 2164 Bldg 30-n

Questions or Office Locations?

Call 602-371-7171, 24 hours a day

Website: aps.com

Para servicio en español llame al:

602-371-6861 (Phoenix)

Be On Time with SurePay

Take the hassle and worry out of paying your electric bill. Sign up for SurePay, our automatic payment program. You'll always be on time and you'll even save some money. Just complete the enclosed bill form on page 2 and mail it in with your payment. Visit aps.com/SurePay to learn more.

Page 1 of 4

See page 2 for more information.



Your account number 694717281

Bill date May 9, 2011

Mailing address or phone number change?

Check here and fill in the details on the back.

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

Total amount due: \$ 170.37

Your optional contribution to SHARE:

\$_____

Total amount paid:

Due date:

May 20, 2011

Please make your check payable to APS and write your account number on your check. To ensure proper credit, please enclose the bottom portion of your bill with your payment.

BRIAN J CULLINAN #2164 9259 E RAINTREE DR SCOTTSDALE AZ 85260-7599

Χ



News from APS

Watch your energy bill take a dip.

Pool owners know you can't have a pool without a pump - and if you have an old-fashioned, single-speed pool pump, you may not realize you're spending up to \$500 a year to operate it!

Today's variable-speed pool pumps can cut your energy costs by up to 80 percent, which equates to a **potential savings of up to \$400 a year**. APS rebates also help lower the initial purchase price, making payback as short as two years.

If you're not ready to replace your pump, consider a seasonal timer that automatically adjusts your pump to operate for the least amount of hours year-round to keep your pool clean. You can just set it and forget it, saving up to \$175 per year.

So dive in to savings now! Ask your local pool pro about the following APS rebates on energy-efficient pool products:

- Good Seasonal Timer
 \$75 rebate
 Saves up to \$175 per year
- Better Two-speed Pump \$100 rebate
 Saves up to \$225 per year
- Best Variable-speed Pump \$200 rebate
 Saves up to \$400 per year

For more information and a list of pool retailers, visit aps.com/pools.

This program is funded by APS customers and approved by the Arizona Corporation Commission.

Page 2 of 4

Things you need to know

Contacting APS

- E-mail us at aps@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) o 1-800-252-9410 (Otras areas)
- 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 from anywhere within Arizona
- Electrical emergencies other than power outages, call: 602-258-5483 (Phoenix) or 800-253-9408 (Other areas)

Important 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 1-800-253-9409 (Other areas)

All bills for utility services are due and payable no later than 15 days from the date of the bill. Any payments not received within this time-frame shall be considered delinquent and are subject to a late payment charge of 1.5% per month.

If your power is shut off for non-payment, you must pay all the delinquent amounts and a deposit or additional deposit before power is restored.

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 1-800-222-7000 (Other areas).

Sign up for SurePay Automatic Payments!		Mailing address or phone number change		
Brian J Cullinan	Phone ()	First name, middle	e name, last name
Optional SHARE Contribution to be added to my Monthly Bill (\$1 to \$9) \$		Address (number, street name)		
My signature authorizes APS to electronically debit my bank account on the billing due date to pay the total amount due each month. Use the enclosed check payment to set up automatic payments. To terminate SurePay, I will contact APS. (Intended for mailed-in payments only. No counter checks.)		City State		
		Home phone	Business phone	
Signature:			()	()



Zip + 4

Your service plan: Standard Rate

Charges for electricity services Amount of elec

Cost of electricity you used

Basic service charge	\$1.89
Delivery service charge	\$41.00
Environmental benefits surcharge	\$7.05
Federal environmental improvement surcharge	\$0.18
System benefits charge	\$2.32
Power supply adjustment*	-\$6.25
Metering*	\$2.70
Meter reading*	\$1.86
Billing*	\$2.10
Generation of electricity*	\$94.24
Transmission and ancillary services*	\$5.75
Transmission cost adjustment*	\$2.37
Cost of electricity you used	\$155.21

Taxes and fees

Regulatory assessment	\$0.46
State sales tax	\$10.48
County sales tax	\$1.11
City sales tax	\$0.00
Franchise fee	\$3.11
Cost of electricity with taxes and fees	\$170.37

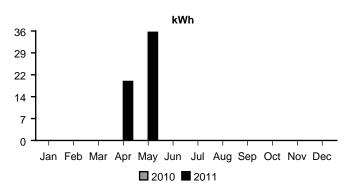
Total charges for electricity services \$170.37

Amount of electricity you used

Meter number: K35247

Total electricity you used, in kWh	1105
Meter reading on Apr 4	31307
Meter reading on May 4	32412

Average daily electricity use per month



Comparing your monthly use

			This month
	This month	Last month	last year
Billing days	30	14	N/A
Average outdoor temperature	70°	66°	N/A
Your total use in kWh	1105	283	N/A
Your average daily cost	\$5.67	\$2.53	N/A

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



Glossary of Terms

Basic service 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 to your home including lines, poles, transformers and substations.

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 - The cost of producing the electricity you used this month.

Interim Rate Surcharge - An increase to APS base rates approved by the Arizona Corporation Commission. Funds collected through this surcharge are subject to refund pending the outcome of APS current rate case.

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.

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.

Transmission and ancillary services - The cost for moving high voltage electricity from generating facilities and other sources to the APS distribution lines.