



0000099485

Transcript Exhibit(s)

Docket #(s): E-01345A-09-0049

Exhibit #: R1-R10, C1-C21

Arizona Corporation Commission
DOCKETED

JUN 17 2009

DOCKETED BY 

AZ CORP COMMISSION
DOCKET CONTROL

2009 JUN 17 12:33

RECEIVED

EXHIBIT 1



ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: (602) 364-0236

Fax: (602) 542-2129

Priority: Respond Within Five Days

Complaint No. 2008 71372

Date: 9/10/2008

Complaint Description: 01B Billing - Disputed
N/A Not Applicable

Complaint By: **First:** Lydia **Last:** Tsosie

Account Name: Lydia Tsosie **Home:** (623) 214-2006

Street: 23830 W. La Vista Drive **Work:**

City: Buckeye **CBR:**

State: AZ **Zip:** 85396 **is:**

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment **Contact Phone:** n/a

Nature of Complaint:

***** REFERRED FROM COMMISSIONER MAYES' OFFICE *****

Customer called about her current high bill. Customer says her bill is for \$381 and she is positive that she has been overcharged. Customer says she has friends whose homes are larger and their bill is smaller than hers. Customer says she called APS about this high bill and she was told there was a \$50 charge to test the meter. Customer says she never sees anyone reading the meter.

Customer says she is on the E-3 rate.

What is the payment/usage history for this account?
Did APS investigate her high bill complaint after she called?
Has the meter been re-read?
Was the meter possibly overread and this is a catch-up bill?
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

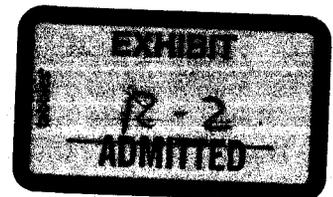
E-mailed to APS.
End of Comments

Date Completed:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Complaint No. 2008 - 71372

EXHIBIT 2





A subsidiary of Pinnacle West Capital Corporation

P.O. Box 53999
Phoenix, AZ 85072-3999
www.aps.com

September 22, 2008

Lydia Tsosie
23830 W. La Vista Drive
Buckeye, AZ 85396

Re: APS Account #: 991532281

Dear Ms. Tsosie:

This letter is a follow up to our recent telephone conversation.

I have enclosed a consumption statement for your review. This statement reflects your actual consumption for each month and provides an average daily usage based on the number of days in the billing month.

In addition, I have enclosed a rate comparison between the E-12 Standard Rate and the ET-1 Time Advantage 9-9 Rate. APS records show you requested a rate change from Time Advantage Rate to Standard Rate in December 2007.

The rate comparison provides information on the meter read dates, number of days in the billing cycle, kWh usage and what the cost would be each month on either rate. The meter currently serving your home will support either rate thus allowing me to provide "actual savings" and not "estimated savings".

From the information provided in both statements, it appears the rate selection is the cause of the higher summer bills. The August consumption in 2008 was slightly higher than August of 2007 but similar to July 2006 which may be attributed to weather conditions or minimal lifestyle changes in the home.

Based on your most recent twelve months of energy usage, you could save \$357.34 on the ET-1 Time Advantage 9-9 Rate. This savings could be increased if energy usage can be reduced between 9 am and 9 pm Monday through Friday. I have enclosed a brochure with all of APS' approved rates for your review.

APS is committed to providing excellent customer service. Should you have any questions, or if I may be of further assistance, please feel free to contact me directly at (602) 250-2280.

Sincerely,

A handwritten signature in black ink, appearing to be 'MS' or similar initials, enclosed within a circular scribble.

Melissa Smith
APS Consumer Advocate

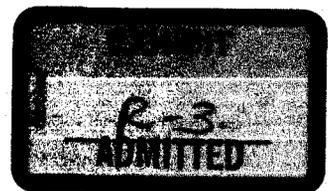
Cc: Deb Reagan, Arizona Corporation Commission

December	2006	2007	2008
Total Usage	1289	1169	
\$ of days	31	33	
Average Per Day Usage	41.58	35.42	
November	2006	2007	2008
Total Usage	1266	1053	
\$ of days	31	30	
Average Per Day Usage	40.84	35.10	
October	2006	2007	2008
Total Usage	1490	1340	
\$ of days	29	32	
Average Per Day Usage	51.38	41.88	
September	2006	2007	2008
Total Usage	2095	2390	
\$ of days	30	29	
Average Per Day Usage	69.83	82.41	
August	2006	2007	2008
Total Usage	2412	2282	2523
\$ of days	29	29	28
Average Per Day Usage	83.17	78.69	90.11
July	2006	2007	2008
Total Usage	2918	2445	2703
\$ of days	32	29	31
Average Per Day Usage	91.19	84.31	87.19
June	2006	2007	2008
Total Usage	2169	2215	1733
\$ of days	30	33	28
Average Per Day Usage	72.30	67.12	61.89
May	2006	2007	2008
Total Usage	1033	1334	978
\$ of days	29	29	34
Average Per Day Usage	35.62	46.00	28.76
April	2006	2007	2008
Total Usage	947	841	720
\$ of days	28	29	29
Average Per Day Usage	33.82	29.00	24.83
March	2006	2007	2008
Total Usage	1102	1050	1019
\$ of days	33	32	32
Average Per Day Usage	33.39	32.81	31.84
February	2006	2007	2008
Total Usage	640	1172	1086
\$ of days	21	29	30
Average Per Day Usage	30.48	40.41	36.20
January	2006	2007	2008
Total Usage		1600	1123
\$ of days		34	30
		47.06	37.43

Standard Rate				Time Advantage 9-9							
From	To	# of Days	Total KWh	Cost	From	To	# of Days	On Peak KWh	Off Peak KWh	Total KWh	Cost
07/25/08	08/22/08	28	2,523 \$	352.79	07/25/08	08/22/08	28	1,072	1,451	2,523 \$	266.30
06/24/08	07/25/08	31	2,703 \$	381.58	06/24/08	07/25/08	31	1,210	1,493	2,703 \$	293.73
05/27/08	06/24/08	28	1,733 \$	230.00	05/27/08	06/24/08	28	703	1,030	1,733 \$	179.84
04/23/08	05/27/08	34	978 \$	110.14	04/23/08	05/27/08	34	345	633	978 \$	97.68
03/25/08	04/23/08	29	720 \$	54.25	03/25/08	04/23/08	29	202	518	720 \$	55.02
02/22/08	03/25/08	32	1,019 \$	86.97	02/22/08	03/25/08	32	285	734	1,019 \$	87.91
01/23/08	02/22/08	30	1,086 \$	90.74	01/23/08	02/22/08	30	335	751	1,086 \$	89.73
12/24/07	01/23/08	30	1,123 \$	93.53	12/24/07	01/23/08	30	439	684	1,123 \$	96.96
11/21/07	12/24/07	33	1,169 \$	97.76	11/21/07	12/24/07	33	369	800	1,169 \$	95.35
10/22/07	11/21/07	30	1,053 \$	88.15	10/22/07	11/21/07	30	289	764	1,053 \$	82.91
09/20/07	10/22/07	32	1,340 \$	167.29	09/20/07	10/22/07	32	497	843	1,340 \$	133.69
08/22/07	09/20/07	29	2,390 \$	329.39	08/22/07	09/20/07	29	991	1,399	2,390 \$	246.13
Totals			17,837 \$	2,082.59	Totals			6,737	11,100	17,837 \$	1,725.25
Standard Rate	Annual price per kWh	\$	0.12	Time Advantage 9-9	Rate Annual price per kWh	\$	0.10				

** This example is based on energy consumption from the most recent 12 months of service and includes all taxes, and any applicable discounts. **

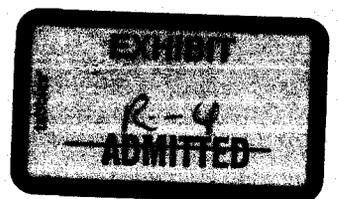
EXHIBIT 3



Lydia Tsosie
 APS Account #: 991532281
 23830 W. La Vista Drive, Buckeye AZ 85396

Reading Date	Total Usage	On Peak KWH	Off Peak KWH	# Days	Average Daily Usage	Service Plan	Electric Bill	Cost per Day
09/23/2008	2339	864	1475	31	75.45	E-12		
08/22/2008	2523	1072	1451	28	90.11	E-12	\$ 352.79	\$ 12.60
07/25/2008	2703	1210	1493	31	87.19	E-12	\$ 381.58	\$ 12.31
06/24/2008	1733	703	1030	28	61.89	E-12	\$ 229.74	\$ 8.21
05/27/2008	978	345	633	34	28.76	E-12	\$ 110.02	\$ 3.24
04/23/2008	720	202	518	29	24.83	E-12	\$ 54.25	\$ 1.87
03/25/2008	1019	285	734	32	31.84	E-12	\$ 86.97	\$ 2.72
02/22/2008	1086	335	751	30	36.20	E-12	\$ 90.74	\$ 3.02
01/23/2008	1123	439	684	30	37.43	E-12	\$ 93.53	\$ 3.12
12/24/2007	1169	369	800	33	35.42	E-12	\$ 97.76	\$ 2.96
11/21/2007	1053	289	764	30	35.10	ET-1	\$ 82.91	\$ 2.76
10/22/2007	1340	497	843	32	41.88	ET-1	\$ 133.69	\$ 4.18
09/20/2007	2390	991	1399	29	82.41	ET-1	\$ 246.13	\$ 8.49
08/22/2007	2282	983	1299	29	78.69	ET-1	\$ 239.30	\$ 8.25
07/24/2007	2445	1069	1376	29	84.31	ET-1	\$ 250.97	\$ 8.65
06/25/2007	2215	890	1325	33	67.12	ET-1	\$ 191.49	\$ 5.80
05/23/2007	1334	489	845	29	46.00	ET-1	\$ 110.26	\$ 3.80
04/24/2007	841	210	631	29	29.00	ET-1	\$ 58.77	\$ 2.03
03/26/2007	1050	294	756	32	32.81	ET-1	\$ 73.34	\$ 2.29
02/22/2007	1172	342	830	29	40.41	ET-1	\$ 79.67	\$ 2.75
01/24/2007	1600	542	1058	34	47.06	ET-1	\$ 114.93	\$ 3.38
12/21/2006	1289	476	813	31	41.58	ET-1	\$ 94.76	\$ 3.06
11/20/2006	1266	374	892	31	40.84	ET-1	\$ 86.40	\$ 2.79
10/20/2006	1490	564	926	29	51.38	ET-1	\$ 124.71	\$ 4.30
09/21/2006	2095	877	1218	30	69.83	ET-1	\$ 183.21	\$ 6.11
08/22/2006	2412	968	1444	29	83.17	ET-1	\$ 206.10	\$ 7.11
07/24/2006	2918	1152	1766	32	91.19	ET-1	\$ 248.68	\$ 7.77
06/22/2006	2169	974	1195	30	72.30	ET-1	\$ 195.94	\$ 6.53
05/23/2006	1033	294	739	29	35.62	ET-1	\$ 78.73	\$ 2.71
04/24/2006	947	255	692	28	33.82	ET-1	\$ 65.22	\$ 2.33
03/27/2006	1102	288	814	33	33.39	ET-1	\$ 75.50	\$ 2.29
02/22/2006	640	192	448	21	30.48	ET-1	\$ 46.24	\$ 2.20

EXHIBIT 4





A subsidiary of Pinnacle West Capital Corporation

P.O. Box 53999
Phoenix, AZ 85072-3999
<http://www.aps.com>

November 4, 2008

Lydia Tsosie
23830 W. La Vista Drive
Buckeye, AZ 85396

Re: APS Account #: 991532281

Dear Ms. Tsosie:

This letter is a follow up from our meeting at the Arizona Corporation Commission this morning.

An APS Meter Reader reads the meter serving your home via an electronic probe each month. An electronic probe is inserted into the meter, which obtains the meter read information from the meter.

The APS meter can also be read manually by reviewing the information on the meter face display. The meter has five fields shown on the digital meter's display. Each field is shown in the window for a few seconds.

Field 01 – Current Date
Field 02 – Current Time
Field 03 – Total kWh Read
Field 04 – On-Peak kWh Read
Field 05 – Demand kW Read

For the Standard Rate (E-12) the only fields necessary to read the meter are the first three. The first field is the 01- Current Date; the second field 02- is the time in military time, the third field 03 is the Total (read) energy used.

For a kilowatt-hour read once you have read your meter, subtract this read from a previous read to establish how many kilowatt-hours have been used. Your APS bill displays your current and previous readings. The difference between the two is how we determine the amount of your bill each month.

For Customers who choose one of APS' Time of Use rates, the remaining fields 04 and 05 would also be obtained. Field 04 is the On Peak usage and Field 05 is the kW demand. To get your Off-Peak kWh usage, subtract the On-Peak kWh usage from the Total kWh usage.

When a digital meter is installed, APS automatically captures all the information provided by the meter even if the rate does not require this information to issue a monthly bill.

In addition, APS produces a Meter Read Schedule for our customer annually. I have listed the remaining approximate read dates for 2008.

November

11/20, 11/21, 11/24, 11/25

December

12/23, 12/24, 12/26, 12/29

The Meter serving your home is scheduled to be tested on November 07, 2008. APS will provide you and the Arizona Corporation Commission with a copy of the meter test results.

In the interim, if you have any questions, please call me directly at (602) 250-2280.

Sincerely,



Melissa Smith
APS Consumer Advocate

Cc: Trish Meeter, Arizona Corporation Commission

EXHIBIT 5



Order - COMPLAINT TEST - Meter #K10636

Order Selected Edit View Help

Trip Charge = \$0.00, Same Day Charge = \$0.0, Ticket # 988045384

Meter Type: [] Service Plan: 1002

Meter No: K10636

Meter Code: AAC318

Phase:

Reg	Read	Reg	Read	Reg	Read	Reg	Read	Const
B	145524	0	140630	1	13200	0000	150000	00000000

Volts/Ph: 121 121 0.0

Volts/Ph/Ph: 0.0 0.0 0.0

Amper/Ph: 0.00 0.00 0.00

Amper/Sec: 0.00 0.00 0.00

Amper/Power Factor: 0.00

As Found: 0.00 0.00 0.00

As List: 0.00 0.00 0.00

Burden Check Wms Check

Page 1 of 1

General
Order Activity
Feedback
Related Orders

Meter Information System

File Edit Tasks Window Help

Update Meter Tests

Owner: APS

Meter Number: Manufacturer #: 005701468

Test Details | Meter Information | Notes

Tester: 1 JFB 2 Type: Field Shop Complaint F/S Test Date: 11/10/2008

Test Equipment: 800483 - RM17-01 Remain in Shop

Test Reason Type: COMPLAINT

Reason Code:

Status: 1 - SET Retire:

No	Read
1	50923
2	13063
3	3.2
4	

Registration/Percentage of Error (e +/- 0.1)

As Found	As Left
FL% 0.0	FL% 0.0
PF% 0.0	PF% 0.0
LL% 0.0	LL% 0.0

Demand Meter

AS Found KW%:

AS Left KW%:

Reconfigure

Code: AAL 318 Program ID: 10

Remark

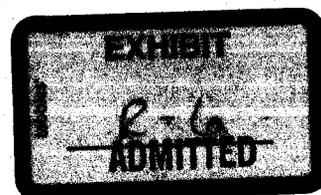
MTR TESTED OK TEST SET SER:# 800483

Burden Test Result

CT Number	Result
<input type="text"/>	<input type="text"/>

NUM

EXHIBIT 6





A subsidiary of Pinnacle West Capital Corporation

P.O. Box 53999
Phoenix, AZ 85072-3999
<http://www.aps.com>

November 12, 2008

Lydia Tsosie
23830 W. La Vista Drive
Buckeye, AZ 85396

Re: APS Account # 991532281
Meter #: K10636

Dear Ms. Tsosie:

This letter is a follow up to our recent telephone conversation. APS tested electric meter #K10636 on November 07, 2008.

Our investigation found the meter to be accurate and properly recording the energy used. The meter tested 100.0% on a full load and 100.0% on a light load, which is within the 3.0% plus or minus deviation limit required by the Arizona Corporation Commission (ACC).

While I am unable to give you a breakdown of how the energy was used, I can assure you that you were billed only for the energy recorded by the meter.

I hope this test has been successful in resolving any questions you may have had regarding the accuracy of our metering equipment at your home.

APS is committed to providing excellent customer service and I appreciate the opportunity to resolve your concerns. Should you have any questions, or if I may be of further assistance, please call me at 602-250-2280.

Sincerely,

Melissa Smith
APS Consumer Advocate

Cc: Trish Meeter, Arizona Corporation Commission

EXHIBIT 7



Smith, Melissa J(Z88744)

From: Consumer Advocate, (ConsAdv)
Sent: Thursday, November 13, 2008 1:02 PM
To: 'TMeeter@azcc.gov'
Subject: FW: ACC Complaints: Tsosie, Lydia - Complaint No. 71372 (Advocate Ref # 15768)

Trish,

I spoke with Ms. Tsosie this morning, November 13, 2008 regarding her meter test results. I advised that I received the written results Wednesday afternoon and mailed a letter with the results to her and the ACC.

Ms. Tsosie advised that since October 22, 2008 she has only used 374 kWh in 22 days. She is averaging 23.38 kWh per day which equals 700 kWh per month. I explained to Ms. Tsosie that APS is unable to explain what used the power this summer but would believe it could be due to the air conditioner as her usage has dropped since she stopped using that appliance.

Reads by Ms. Tsosie 11/13- 51039.
Read by APS on 11/07 - 50922
Read by APS on 10/22 - 50665

Ms. Tsosie still believes that APS is making up the monthly meter reads. APS has probed the meter every month since the meter was installed in 2006. There have been no manual reads obtained.

I advised Ms. Tsosie that the bills are accurate as issued and no adjustment will be made. Her account is currently delinquent by \$444.16. APS issued a disconnect warning letter on November 07, 2008 for November 19, 2008 for the delinquent balance. The total amount due is \$579.43 and the current charges of \$135.27 are delinquent as of November 25, 2008.

Per our telephone conversation, I have placed an additional hold on the account through January 2009 to allow Ms. Tsosie more time to make payment. This hold will prevent future disconnect warning letters and late fees.

Please let me know if you have any questions.

Thanks,

Melissa Smith
Consumer Advocate

(Consumer Advocate Ref #: 15768) On 9/10/2008 Lydia Tsosie wrote:

From: Deborah Reagan [<mailto:DReagan@azcc.gov>]

Sent: Wednesday, September 10, 2008 2:22 PM
To: Consumer Advocate, (ConsAdv)
Subject: ACC Complaints: Tsosie, Lydia - Complaint No. 71372

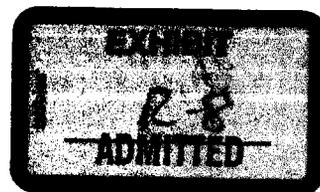
Please see the attached complaint. It is in PDF format.

=====
This footnote confirms that
this email message has been scanned to detect malicious content. If you
experience problems, please e-mail postmaster@azcc.gov
=====

--- NOTICE ---

This message is for the designated recipient only and may contain confidential, privileged or proprietary information. If you have received it in error, please notify the sender immediately and delete the original and any copy or printout. Unintended recipients are prohibited from making any other use of this e-mail. Although we have taken reasonable precautions to ensure no viruses are present in this e-mail, we accept no liability for any loss or damage arising from the use of this e-mail or attachments, or for any delay or errors or omissions in the contents which result from e-mail transmission.

EXHIBIT 8



ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: (602) 364-0236

Fax: (602) 542-2129

Priority: Respond Within Five Days

Complaint No. 2008 71372

Date: 9/10/2008

Complaint Description: 01B Billing - Disputed
N/A Not Applicable

Complaint By: **First:** Lydia **Last:** Tsosie

Account Name: Lydia Tsosie

Home: (623) 214-2006

Street: 23830 W. La Vista Drive

Work:

City: Buckeye

CBR:

State: AZ **Zip:** 85396

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: Melissa Smith

Contact Phone: (602) 250-2162

Nature of Complaint:

***** REFERRED FROM COMMISSIONER MAYES' OFFICE *****

Customer called about her current high bill. Customer says her bill is for \$381 and she is positive that she has been overcharged. Customer says she has friends whose homes are larger and their bill is smaller than hers. Customer says she called APS about this high bill and she was told there was a \$50 charge to test the meter. Customer says she never sees anyone reading the meter.

Customer says she is on the E-3 rate.

What is the payment/usage history for this account?
Did APS investigate her high bill complaint after she called?
Has the meter been re-read?
Was the meter possibly overread and this is a catch-up bill?
End of Complaint

Utilities' Response:

9/16 - Deb,

This email is in response to the complaint filed by Lydia Tsosie.

My investigation found Ms. Tsosie is not using more energy than she has in the past however, she switched her rate from ET-1 to E-12 in December 2007. This reduced her total cost in the winter but increased her bills in the summer.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

E-12 - Bundled Cost
1-400 kWh = \$.08570 per kWh
401-800 kWh = \$.12175 per kWh
801 + = \$.14427 per kWh

ET-1 -Bundled Cost
On-Peak (9am to 9pm) = \$.15810 per kWh
Off Peak = \$.5110 per kWh

I have attached a consumption history for your review. This statement also includes her daily cost and average daily consumption usage. Ms. Tsosie does not have an answering machine to leave a message. I will try again to reach her again Wednesday.

Thanks,

Melissa Smith
Consumer Advocate

9/22 - Deb,

I have faxed a copy of the letter mailed to Ms. Tsosie with attachments. I have included them electronically as well. Please let me know if you have any questions.

<<Lydia Tsosie Month to Month Comp.xls>>(attached) <<Lydia Tsosie Consumption statement.doc>>
(attached)

Thanks,

Melissa Smith
Consumer Advocate

September 22, 2008

Lydia Tsosie
23830 W. La Vista Drive
Buckeye, AZ 85396

Re: APS Account #: 991532281

Dear Ms. Tsosie:

This letter is a follow up to our recent telephone conversation.

I have enclosed a consumption statement for your review. This statement reflects your actual consumption for each month and provides an average daily usage based on the number of days in the billing month.

In addition, I have enclosed a rate comparison between the E-12 Standard Rate and the ET-1 Time Advantage 9-9 Rate. APS records show you requested a rate change from Time Advantage Rate to Standard Rate in December 2007.

The rate comparison provides information on the meter read dates, number of days in the billing cycle, kWh

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

usage and what the cost would be each month on either rate. The meter currently serving your home will support either rate thus allowing me to provide "actual savings" and not "estimated savings".

From the information provided in both statements, it appears the rate selection is the cause of the higher summer bills. The August consumption in 2008 was slightly higher than August of 2007 but similar to July 2006 which may be attributed to weather conditions or minimal lifestyle changes in the home.

Based on your most recent twelve months of energy usage, you could save \$357.34 on the ET-1 Time Advantage 9-9 Rate. This savings could be increased if energy usage can be reduced between 9 am and 9 pm Monday through Friday. I have enclosed a brochure with all of APS' approved rates for your review.

APS is committed to providing excellent customer service. Should you have any questions, or if I may be of further assistance, please feel free to contact me directly at (602) 250-2280.

Sincerely,

Melissa Smith
APS Consumer Advocate

Cc: Deb Reagan, Arizona Corporation Commission
End of Response

Investigator's Comments and Disposition:

E-mailed to APS.

Utility response noted. Customer contacted.

NOTES BY TRISH:

Took call from the Wing from customer. It was determined the customer had two different bills in her hand. The graph for April 2007 on each bill showed differently. She was unable to use this info as a gauge because of the inconsistency, and did not trust the graph.

I advised customer to review the consumption history that I would ask the company to provide and explained the process of a re read and how it could validate the billing. It was at this time she provided me with her name and this complaint was found.

Advised Deb of conversation with customer.

11-3 (NOTES BY CEW) Deb has been unable to reach Ms. Tsosie from the office phone since last week. We used the office cell phone since it does not come up as private on customers line. Ms. Tsosie answered, she advised she was preparing to come into the office on 11-4 with all of her paper work since she began service with APS at this location. I asked her for a specific time, so we would be able to have APS at the office to go over all her ppr work and provide her all info needed to explain her rates. She didn't know at this time, just said it should be by noon. I asked her to set a time so we can be prepared to assist her. She will call me back to let me know as close as she can when she will be here.

Deb called Melissa, she can be here in a few minutes if Ms. Tsosie is unable to commit to an actual time.

11/4 NOTES BY TRISH

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Meeting at Commission office between Melissa, Trish and Ms. Tsosie. Ms. Tsosie refused to meet with Deb Reagan.

Discussion during meeting included an indepth explanation of customer bills for 2007. Customer was provided information on the difference she would have paid had she been on a time of use plan versus the standard plan. Ms. Tsosie had previously received notices from the company stating the increase would be \$7.00/mo. She was advised that this was based on an average customer's usage of 1000 Kw/mo. Ms. Tsosie insisted even three times this amount would be \$21.00, not the \$150.00 her bill increased in July 08 compared to that of last year, same month. Ms Tsosie was advised that an increase would also be based on actual usage.

Ms. Tsosie referred several times to the bills her cousin received and the fact the utility made adjustments after she complained about them. It was also determined that her cousin has service with SRP. Ms. Tsosie was adamant about wanting to get her service through SRP. I explained to her about competitive service and advised I could take an opinion from her regarding the matter at a later time. She feels the meter is not read, as she has never seen a meter reader. She believes the numbers (readings) on her bill are made up by the company in order to cheat people, as she is sure they do it all the time and once they do, they continue.

Melissa provided her with a breakdown of all charges on the bill. She broke down the costs per Kw and per tier. Both Melissa and I explained the advantage of being on the time-of-use plan and pointed out the savings she would have received had she been on a different plan. This was done several times throughout the meeting. Customer was adamant about not ever going back on the time-of-use plan. Customer had questions about the graph that shows on each statement, and the fact it does not reflect an exact reading for the same month, same year on each of her monthly bills. She was advised that these graphs are not to be read as an exact measurement of usage. They are meant to be looked at as an alert and quick perusal of the bill. For more exact usage history, the Kw listed on each bill should be reviewed.

At this time we had to leave the Law Library, and because we had not discussed the issue of testing the meter we moved to the Director's Conference Room.

A testing of the meter was discussed. Ms. Tsosie felt there was nothing wrong with the meter. The number could be changed by the company.

Melissa offered to have the meter tested with Ms. Tsosie in attendance. It was scheduled for this week after 12:00 PM with Ms. Tsosie in agreement.

Melissa also will provide Ms. Tsosie with a copy of the meter reading instructions in order for her to verify the readings of the meter reader. Melissa will also provide her with a schedule of read dates and instructed her on what to look for that will coincide with the readings taken by the company.

Customer was advised that payment will need to be made on the account, as it is past due with a balance of approx. \$811.00. Customer stated she would pay what she felt she used in services. (\$400.00) I advised customer that although she felt she did not change her living habits the reads from the meter would reflect her actual usage. If the meter tests accurately, the charges would stand. Disconnect procedures would be implemented on any delinquent amounts owed.

Ms. Tsosie was scheduled for disconnection on 11/6/08. Melissa has put a hold on this disconnect.

Customer refused any comparison charts or tariff schedules from Melissa or myself.

At this time we went over the testing date, the items Melissa would be providing to the customer this afternoon by mail and an agreement to await the outcome of the meter test.

Meeting ended.

Customer walked down to the Wing and was directed back to the Utilities Division with Trisha with a request to see Ernest. Ernest, Vicki, Connie, Trish and Ms. Tsosie met in the Director's Conference room.

After a complaint about staff, Ernest moved the conversation forward regarding the graphs as shown on the bills.

Time constraints moved the conversation out of the conference room into the hall, where Connie Trish and Ms Tsosie went over again the comparison chart for the two plans. Connie advised Ms. Tsosie that anyone on a standard plan using more than 1000 Kw would be better served on the time-of use plan. Customer agreed to take the chart home for review. Connie advised her on how to review the Kw showing on her bill and compare it to the average daily usage chart provided by Melissa. Test results will be forwarded to the Commission and provided to the customer.

11/4 2:30PM

Rec'd call from Melissa. She scheduled a meter test for 11/7/08. We discussed the fact that Ms Tsosie was

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

much calmer than in her previous dealings with Melissa. During those previous discussions, Ms. Tsosie was very abusive to Melissa and Deb Reagan. We discussed how Ms. Tsosie did not appear to be attentive when an explanation was being provided by Melissa during the meeting.

11/4 3:51: PM Rec'vd from Melissa as follows:
Trish,

I have attached the electronic copy of the letter mailed to Ms. Tsosie this afternoon. I also included the approved Rate Tariff for E-12 and ET-1. The meter test is scheduled for after noon on Friday so Ms. Tsosie can attend. I will send a copy of the meter test results to you and Ms. Tsosie once I have them. Per our telephone conversation, at this time I have a collection hold on Ms. Tsosie's account to prevent the electric service from being disconnected for the delinquent balance.

<<Lydia Tsosie Meter Read Letter.doc>>

Please let me know if you have any questions.

Thanks,

Melissa Smith
Consumer Advocate

Copy of letter to customer by Melissa:

November 4, 2008

Lydia Tsosie
23830 W. La Vista Drive
Buckeye, AZ 85396

Re: APS Account #: 991532281

Dear Ms. Tsosie:

This letter is a follow up from our meeting at the Arizona Corporation Commission this morning.

An APS Meter Reader reads the meter serving your home via an electronic probe each month. An electronic probe is inserted into the meter, which obtains the meter read information from the meter.

The APS meter can also be read manually by reviewing the information on the meter face display. The meter has five fields shown on the digital meter's display. Each field is shown in the window for a few seconds.

Field 01 - Current Date
Field 02 - Current Time
Field 03 - Total kWh Read
Field 04 - On-Peak kWh Read
Field 05 - Demand kW Read

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UTILITY COMPLAINT FORM

For the Standard Rate (E-12) the only fields necessary to read the meter are the first three. The first field is the 01- Current Date; the second field 02- is the time in military time, the third field 03 is the Total (read) energy used.

For a kilowatt-hour read once you have read your meter, subtract this read from a previous read to establish how many kilowatt-hours have been used. Your APS bill displays your current and previous readings. The difference between the two is how we determine the amount of your bill each month.

For Customers who choose one of APS' Time of Use rates, the remaining fields 04 and 05 would also be obtained. Field 04 is the On Peak usage and Field 05 is the kW demand. To get your Off-Peak kWh usage, subtract the On-Peak kWh usage from the Total kWh usage.

When a digital meter is installed, APS automatically captures all the information provided by the meter even if the rate does not require this information to issue a monthly bill.

In addition, APS produces a Meter Read Schedule for our customer annually. I have listed the remaining approximate read dates for 2008.

November December
11/20, 11/21, 11/24, 11/25 12/23, 12/24, 12/26, 12/29

The Meter serving your home is scheduled to be tested on November 07, 2008. APS will provide you and the Arizona Corporation Commission with a copy of the meter test results.

In the interim, if you have any questions, please call me directly at (602) 250-2280.

Sincerely,

Melissa Smith
APS Consumer Advocate

Cc: Trish Meeter, Arizona Corporation Commission

11/12

Trish,

The meter serving Ms. Lydia Tsosie tested with the approved deviation limits set forth by the ACC. The following letter was mailed to her attention today.

<<Lydia Tsosie Meter Test.doc>>

Thanks,

Melissa Smith
Consumer Advocate

Letter to customer from company:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

November 12, 2008

Lydia Tsosie
23830 W. La Vista Drive
Buckeye, AZ 85396

Re: APS Account # 991532281
Meter #: K10636

Dear Ms. Tsosie:

This letter is a follow up to our recent telephone conversation. APS tested electric meter #K10636 on November 07, 2008.

Our investigation found the meter to be accurate and properly recording the energy used. The meter tested 100.0% on a full load and 100.0% on a light load, which is within the 3.0% plus or minus deviation limit required by the Arizona Corporation Commission (ACC).

While I am unable to give you a breakdown of how the energy was used, I can assure you that you were billed only for the energy recorded by the meter.

I hope this test has been successful in resolving any questions you may have had regarding the accuracy of our metering equipment at your home.

APS is committed to providing excellent customer service and I appreciate the opportunity to resolve your concerns. Should you have any questions, or if I may be of further assistance, please call me at 602-250-2280.

Sincerely,

Melissa Smith
APS Consumer Advocate

11/13

Received call from Melissa stating she contacted the customer. Customer continues to believe that company is not charging correctly for service. She understands the meter tested correctly. She continues to dispute the charges. She is taking readings on a daily basis. Per Melissa, customer stated she used 374 kW in 22 days. Melissa calculated this to be 17Kw/daily and 510kw hours per month.

Customer was upset that Melissa had not called her back. Melissa indicated she was awaiting the meter test results.

Customer has not requested to change her service plan to time - of - use.

Melissa stated a payment was received but a balance is owed of \$444.16. She has sent a letter to the customer. Melissa will provide Commission with a written response.

11/13

Trish,

I spoke with Ms. Tsosie this morning, November 13, 2008 regarding her meter test results. I advised that I

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received the written results Wednesday afternoon and mailed a letter with the results to her and the ACC.

Ms. Tsosie advised that since October 22, 2008 she has only used 374 kWh in 22 days. She is averaging 23.38 kWh per day which equals 700 kWh per month. I explained to Ms. Tsosie that APS is unable to explain what used the power this summer but would believe it could be due to the air conditioner as her usage has dropped since she stopped using that appliance.

Reads by Ms. Tsosie 11/13- 51039.

Read by APS on 11/07 - 50922

Read by APS on 10/22 - 50665

Ms. Tsosie still believes that APS is making up the monthly meter reads. APS has probed the meter every month since the meter was installed in 2006. There have been no manual reads obtained.

I advised Ms. Tsosie that the bills are accurate as issued and no adjustment will be made. Her account is currently delinquent by \$444.16. APS issued a disconnect warning letter on November 07, 2008 for November 19, 2008 for the delinquent balance. The total amount due is \$579.43 and the current charges of \$135.27 are delinquent as of November 25, 2008.

Per our telephone conversation, I have placed an additional hold on the account through January 2009 to allow Ms. Tsosie more time to make payment. This hold will prevent future disconnect warning letters and late fees.

Please let me know if you have any questions.

Thanks,

Melissa Smith
Consumer Advocate

11/14

Called customer. She is unhappy with the fact that company will not make adjustments on account. She is reading her meter daily and will likely file a formal complaint after her next bill. She has no doubt that the readings will be too high. Her daily readings indicate that she is using 18 kW/ daily. With this information she has determined that all readings on this account are inaccurate.

She stated the company changes the read numbers if they think she has not used enough kWhs.

The formal complaint process was explained to the customer. She requested that a formal complaint be started. Advised her I would send a packet on Monday morning, 11/17/08.

11/17

Called customer. No answer.

11/18

Spoke with customer. Advised her that packet for formal complaint was not sent this morning but will be sent tomorrow AM.

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Verified that customer was in full understanding of items discussed on 11/4/08 during mediation. Advised customer that although a delay in termination of service was made by the company, they may now follow their normal disconnect procedures.

A delay in termination of service was made for her to either pay her bill or make arrangements with the company. She was informed that once the meter has been tested and found to be accurate, the bills are due and payable. I suggested that she again review the information and schedule comparison sheet provided to her at the mediation.

After testing, the company found the meter to be reading accurately, and the customer has been billed based on the meter readings.

Based upon the facts in this complaint, staff believes that APS has followed the rules and procedures of the Arizona Administrative Code and company tariff.

Formal Complaint packet sent to customer with a copy of the closed informal complaint with attachments.

PLEASE SEE FILED COMPLAINT W/ATTACHMENTS. UNABLE TO SCAN.

*****CLOSED*****

ADDITIONAL INFORMATION:

12/3

Spoke with Melissa regarding the fact that she was unable to contact Ms. Tsosie. She will be sending her a letter about the hold on the account for disconnections until 1/31/09.

12/4

EMAIL RECEIVED FROM MELISSA:

12/4

Trish-

Per our conversation yesterday, I have mailed the following letter to Ms. Lydia Tsosie.

<<Lydia Tsosie Suspend Collections Letter.doc>>

Thanks,

Melissa Smith
Consumer Advocate

Letter to customer from Melissa:

December 4, 2008

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Lydia Tsosie
23830 W. La Vista Drive
Buckeye, AZ 85396

Re: APS Account #: 991532281

Dear Ms. Tsosie:

Pursuant to our meeting with the Arizona Corporation Commission on November 04, 2008, I have agreed to place a collection hold on your account through January 31, 2009. This collection hold will temporarily prevent electric service interruption and late fees from accruing on your account.

As of December 01, 2008, the balance due on the account is \$624.16. After January 31, 2009, any unpaid balance would be subject to APS' collection process and may include electric service disconnection.

APS is committed to providing excellent customer service. Should you have any questions, or if I may be of further assistance, please feel free to contact me directly at (602) 250-2280.

Sincerely,

Melissa Smith
APS Consumer Advocate

Cc: Trish Meeter, Arizona Corporation Commission

1/30

Received call from Ms. Tsosie requesting an extension of time to send in her formal complaint. I advised her that there is no time frame in which to file a formal complaint. She stated she has a letter from the company stating there was a Jan. 31 deadline. I advised her to contact the company and get clarification of such letter.

1/30

Received call from Melissa stating the letter being referred to by Ms. Tsosie is the letter dated 12/4/08 relating to the hold on the account. At this time Melissa requested a copy of the closed complaint.

2/6

Ms. Tsosie came into the offices of the Commission today to show me copies of the formal complaint. She had questions regarding the bill that show a past due amount. She will be going down to the APS office to discuss the bill.

2/6

Rec'd call from Melissa stating a formal complaint was received from Ms. Tsosie. She would like to come to the offices to pick up a copy of the closed informal complaint.

Complaint was CLOSED on 11/19/08 after a mediation was held between APS and Ms. Tsosie on 11/4/08.

Based upon the facts in this complaint, staff believes that APS has followed the rules and procedures of the Arizona Administrative Code and company tariff.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

End of Comments

Date Completed: 11/19/2008

Complaint No. 2008 - 71372

Un-Substantiated

Notes: Company tested meter and found it to be accurate. Customer continues to dispute billing.

Lydia Tsosie
 APS Account #: 991532281
 23830 W. La Vista Drive, Buckeye AZ 85396

Reading Date	Total Usage	On Peak KWH	Off Peak KWH	# Days	Average Daily Usage	Service Plan	Electric Bill	Cost per Day
10/22/2008	1093	414	679	29	37.69	E-12	\$124.74	\$ 4.30
09/23/2008	2339	864	1475	31	75.45	E-12	\$325.79	\$ 10.51
08/22/2008	2523	1072	1451	28	90.11	E-12	\$ 352.79	\$ 12.60
07/25/2008	2703	1210	1493	31	87.19	E-12	\$ 381.58	\$ 12.31
06/24/2008	1733	703	1030	28	61.89	E-12	\$ 229.74	\$ 8.21
05/27/2008	978	345	633	34	28.76	E-12	\$ 110.02	\$ 3.24
04/23/2008	720	202	518	29	24.83	E-12	\$ 54.25	\$ 1.87
03/25/2008	1019	285	734	32	31.84	E-12	\$ 86.97	\$ 2.72
02/22/2008	1086	335	751	30	36.20	E-12	\$ 90.74	\$ 3.02
01/23/2008	1123	439	684	30	37.43	E-12	\$ 93.53	\$ 3.12
12/24/2007	1169	369	800	33	35.42	E-12	\$ 97.76	\$ 2.96
11/21/2007	1053	289	764	30	35.10	ET-1	\$ 82.91	\$ 2.76
10/22/2007	1340	497	843	32	41.88	ET-1	\$ 133.69	\$ 4.18
09/20/2007	2390	991	1399	29	82.41	ET-1	\$ 246.13	\$ 8.49
08/22/2007	2282	983	1299	29	78.69	ET-1	\$ 239.30	\$ 8.25
07/24/2007	2445	1069	1376	29	84.31	ET-1	\$ 250.97	\$ 8.65
06/25/2007	2215	890	1325	33	67.12	ET-1	\$ 191.49	\$ 5.80
05/23/2007	1334	489	845	29	46.00	ET-1	\$ 110.26	\$ 3.80
04/24/2007	841	210	631	29	29.00	ET-1	\$ 58.77	\$ 2.03
03/26/2007	1050	294	756	32	32.81	ET-1	\$ 73.34	\$ 2.29
02/22/2007	1172	342	830	29	40.41	ET-1	\$ 79.67	\$ 2.75
01/24/2007	1600	542	1058	34	47.06	ET-1	\$ 114.93	\$ 3.38
12/21/2006	1289	476	813	31	41.58	ET-1	\$ 94.76	\$ 3.06
11/20/2006	1266	374	892	31	40.84	ET-1	\$ 86.40	\$ 2.79
10/20/2006	1490	564	926	29	51.38	ET-1	\$ 124.71	\$ 4.30
09/21/2006	2095	877	1218	30	69.83	ET-1	\$ 183.21	\$ 6.11
08/22/2006	2412	968	1444	29	83.17	ET-1	\$ 206.10	\$ 7.11
07/24/2006	2918	1152	1766	32	91.19	ET-1	\$ 248.68	\$ 7.77
06/22/2006	2169	974	1195	30	72.30	ET-1	\$ 195.94	\$ 6.53
05/23/2006	1033	294	739	29	35.62	ET-1	\$ 78.73	\$ 2.71
04/24/2006	947	255	692	28	33.82	ET-1	\$ 65.22	\$ 2.33
03/27/2006	1102	288	814	33	33.39	ET-1	\$ 75.50	\$ 2.29
02/22/2006	640	192	448	21	30.48	ET-1	\$ 46.24	\$ 2.20



RESIDENTIAL SERVICE
Rate Plans & Tariffs

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Rate Pricing and Other Details

Summer (May-October)

Rate Plan	Demand based	Time based	Off-peak hours	Service charge per day	Cost per kWh on-peak	Cost per kWh off-peak	Cost per kW on-peak	Best for homes - by monthly usage
Standard*	No	No	N/A*	\$ 0.253	N/A*	N/A*	N/A	Generally less than 1,000 kWh
Time Advantage 9 p.m. - 9 a.m.	No	Yes	9 p.m. - 9 a.m.	\$0.493	\$0.15810	\$0.05110	N/A	Generally more than 1,000 kWh
Time Advantage 7 p.m. - Noon	No	Yes	7 p.m. - Noon	\$0.493	\$0.21601	\$0.05413	N/A	Generally more than 1,000 kWh
Combined Advantage 9 p.m. - 9 a.m.	Yes	Yes	9 p.m. - 9 a.m.	\$0.493	\$0.06593	\$0.03689	<u>\$11.86</u>	Generally more than 2,000 kWh
Combined Advantage 7 p.m. - Noon	Yes	Yes	7 p.m. - Noon	\$0.493	\$0.07833	\$0.03864	<u>\$11.87</u>	Generally more than 2,000 kWh

Winter (November-April)

Rate Plan	Demand based	Time based	Off-peak hours	Service charge per day	Cost per kWh on-peak	Cost per kWh off-peak	Cost per kW on-peak	Best for homes - by monthly usage
Standard*	No	No	N/A*	\$0.253	N/A*	N/A*	N/A	Generally less than 1,000 kWh
Time Advantage 9 p.m. - 9 a.m.	No	Yes	9 p.m. - 9 a.m.	\$0.493	\$0.12845	\$0.04925	N/A	Generally more than 1,000 kWh
Time Advantage 7 p.m. - Noon	No	Yes	7 p.m. - Noon	\$0.493	\$0.17519	\$0.05412	N/A	Generally more than 1,000 kWh
Combined Advantage 9 p.m. - 9 a.m.	Yes	Yes	9 p.m. - 9 a.m.	\$0.493	\$0.04975	\$0.03526	<u>\$8.15</u>	Generally more than 2,000 kWh
Combined Advantage 7 p.m. - Noon	Yes	Yes	7 p.m. - Noon	\$0.493	\$0.05150	\$0.03784	<u>\$8.15</u>	Generally more than 2,000 kWh

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***The Standard Plan pricing is as follows: May - October 0.08570 kWh for first 400 kWh, 0.12175 per kWh next 400 kWh and 0.14427 per kWh all additional kWh; November - April 0.08327 per kWh for all usage.**

If you have had service with APS for more than six months, you can do a [Rate Comparison](#) using your actual usage data. Log in to [aps.com](#) and see what you might have paid on a different plan.

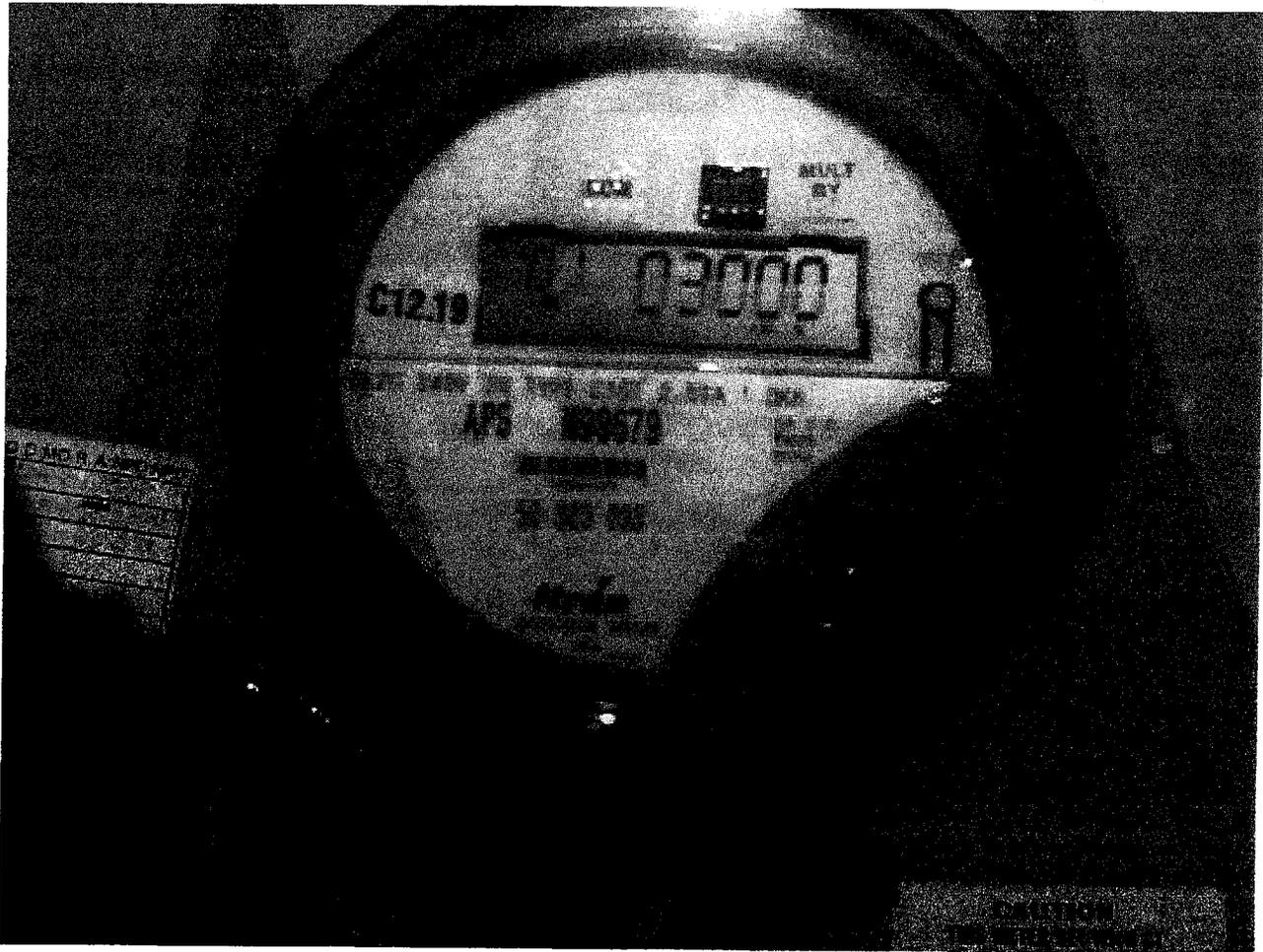
Rate Comparison

Lydia Tsosie

APS Account # 991532281

23830 W. La Vista Drive, Buckeye AZ 85396

Meter Read Dates		Standard Rate	Time Advantage (9-9)	Difference
10/22/2007	11/21/2007	\$ 90.12	\$ 82.91	\$ (7.21)
11/21/2007	12/24/2007	\$ 97.76	\$ 95.35	\$ (2.41)
12/24/2007	01/23/2008	\$ 93.53	\$ 96.96	\$ 3.43
01/23/2008	02/22/2008	\$ 90.74	\$ 87.80	\$ (2.94)
02/22/2008	03/25/2008	\$ 86.97	\$ 82.94	\$ (4.03)
03/25/2008	04/23/2008	\$ 54.25	\$ 53.05	\$ (1.20)
04/23/2008	05/27/2008	\$ 110.02	\$ 97.55	\$ (12.47)
05/27/2008	06/24/2008	\$ 229.74	\$ 179.56	\$ (50.18)
06/24/2008	07/25/2008	\$ 381.58	\$ 293.73	\$ (87.85)
07/25/2008	08/22/2008	\$ 352.79	\$ 266.30	\$ (86.49)
08/22/2008	09/23/2008	\$ 325.25	\$ 234.34	\$ (90.91)
09/23/2008	10/22/2008	\$ 124.34	\$ 107.74	\$ (16.60)
Annual Total		\$ 2,037.09	\$ 1,678.23	\$ -
Total Savings				\$ (358.86)



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EXHIBIT 9



E-12 Standard Rate	Start Date	End Date	Days
	25-Apr-2009	27-May-2009	32
Statement Date			Total kWh
May 29, 2009			599
Cost of electricity you used			
Basic service charge	32	\$ 0.056000	\$ 1.79
Delivery Service Charge	599	\$ 0.032880	\$ 19.70
Environmental benefits surcharge ¹	599		\$ 3.17
Federal environmental improvement surcharge	599	\$ 0.000160	\$ 0.10
Competition rules compliance charge	599	\$ 0.000338	\$ 0.20
System benefits charge	599	\$ 0.001850	\$ 1.11
Energy support program discount	599		\$ (18.41)
Power supply adjustment ²	599	\$ 0.005338	\$ -
Metering	32	\$ 0.080000	\$ 2.56
Meter reading	32	\$ 0.055000	\$ 1.76
Billing	32	\$ 0.062000	\$ 1.98
Generation of electricity	599		\$ 34.59
Transmission and ancillary services	599	\$ 0.005200	\$ 3.11
Transmission cost adjustment	599	\$ 0.001210	\$ 0.72
Interim rate surcharge ³	599	\$ 0.002260	\$ -
Total cost of electricity			\$ 52.38
Taxes and fees			
Regulatory assessment	\$ 52.38	0.1832%	\$ 0.10
State sales tax	\$ 52.48	5.6%	\$ 2.94
County sales tax	\$ 52.48	0.7%	\$ 0.37
City sales tax	\$ 52.48	0%	\$ -
Franchise fee	\$ 52.48	0%	\$ -
Total			\$ 55.79

¹ Environmental Benefits Surcharge (EBS) is composed of the Renewable Energy Standard (RES) and the Demand Side Management Adjustment Charge (DSMAC). The DSMAC is not assessed to E-3/E-4 customers.
² Power Supply Adjustment (PSA) is not assessed to E-3/E-4 customers.
³ Interim Rate Surcharge (IR) is not assessed to E-3/E-4 customers

ET-1 Time Advantage 9-9 Rate	Start Date	End Date	Days
	25-Apr-2009	27-May-2009	32
Statement Date			Total kWh
May 29, 2009			599
Cost of electricity you used			
Basic service charge	32	\$ 0.211000	\$ 6.75
Delivery Service Charge	599	\$ 0.024740	\$ 14.82
Environmental benefits surcharge ¹	599		\$ 3.17
Federal environmental improvement surcharge	599	\$ 0.000160	\$ 0.10
Competition rules compliance charge	599	\$ 0.000338	\$ 0.20
System benefits charge	599	\$ 0.001850	\$ 1.11
Energy support program discount	599		\$ (18.54)
Power supply adjustment ²	599	\$ 0.005338	\$ -
Metering	32	\$ 0.165000	\$ 5.28
Meter reading	32	\$ 0.055000	\$ 1.76
Billing	32	\$ 0.062000	\$ 1.98
Generation of electricity On-Peak	194	\$ 0.126310	\$ 24.50
Generation of electricity Off-Peak	405	\$ 0.019310	\$ 7.82
Transmission and ancillary services	599	\$ 0.005200	\$ 3.11
Transmission cost adjustment	599	\$ 0.001210	\$ 0.72
Interim rate surcharge ³	599	\$ 0.002260	\$ -
Total cost of electricity			\$ 52.78
Taxes and fees			
Regulatory assessment	\$ 52.78	0.1832%	\$ 0.10
State sales tax	\$ 52.88	5.6%	\$ 2.96
County sales tax	\$ 52.88	0.7%	\$ 0.37
City sales tax	\$ 52.88	0%	\$ -
Franchise fee	\$ 52.88	0%	\$ -
Total			\$ 56.21

¹ Environmental Benefits Surcharge (EBS) is composed of the Renewable Energy Standard (RES) and the Demand Side Management Adjustment Charge (DSMAC). The DSMAC is not assessed to E-3/E-4 customers.
² Power Supply Adjustment (PSA) is not assessed to E-3/E-4 customers.
³ Interim Rate Surcharge (IR) is not assessed to E-3/E-4 customers

E-12 Standard Rate

Start Date	End Date	Days
25-Mar-2009	25-Apr-2009	31
		Total kWh
		606

Cost of electricity you used

Basic service charge	31	\$ 0.056000	\$ 1.74
Delivery Service Charge	606	\$ 0.032880	\$ 19.93
Environmental benefits surcharge ¹	606		\$ 3.17
Federal environmental improvement surcharge	606	\$ 0.000160	\$ 0.10
Competition rules compliance charge	606	\$ 0.000338	\$ 0.20
System benefits charge	606	\$ 0.001850	\$ 1.12
Energy support program discount	606		\$ (16.25)
Power supply adjustment ²	606	\$ 0.005338	\$ -
Metering	31	\$ 0.080000	\$ 2.48
Meter reading	31	\$ 0.055000	\$ 1.71
Billing	31	\$ 0.062000	\$ 1.92
Generation of electricity	606		\$ 26.26
Transmission and ancillary services	606	\$ 0.005200	\$ 3.15
Transmission cost adjustment	606	\$ 0.001210	\$ 0.73
Interim rate surcharge ³	606	\$ 0.002260	\$ -
Total cost of electricity			\$ 46.26
Taxes and fees			
Regulatory assessment	\$ 46.26	0.1832%	\$ 0.08
State sales tax	\$ 46.34	5.6%	\$ 2.60
County sales tax	\$ 46.34	0.7%	\$ 0.32
City sales tax	\$ 46.34	0%	\$ -
Franchise fee	\$ 46.34	0%	\$ -
Total			\$ 49.26

¹ Environmental Benefits Surcharge (EBS) is composed of the Renewable Energy Standard (RES) and the Demand Side Management Adjustment Charge (DSMAC). The DSMAC is not assessed to E-3/E-4 customers.
² Power Supply Adjustment (PSA) is not assessed to E-3/E-4 customers.
³ Interim Rate Surcharge (IR) is not assessed to E-3/E-4 customers

ET-1 Time Advantage 9-9 Rate

Start Date	End Date	Days
25-Mar-2009	25-Apr-2009	31
		Total kWh
		606

Cost of electricity you used

Basic service charge	31	\$ 0.211000	\$ 6.54
Delivery Service Charge	606	\$ 0.024740	\$ 14.99
Environmental benefits surcharge ¹	606		\$ 3.17
Federal environmental improvement surcharge	606	\$ 0.000160	\$ 0.10
Competition rules compliance charge	606	\$ 0.000338	\$ 0.20
System benefits charge	606	\$ 0.001850	\$ 1.12
Energy support program discount	606		\$ (16.02)
Power supply adjustment ²	606	\$ 0.005338	\$ -
Metering	31	\$ 0.165000	\$ 5.12
Meter reading	31	\$ 0.055000	\$ 1.71
Billing	31	\$ 0.062000	\$ 1.92
Generation of electricity On-Peak	155	\$ 0.096660	\$ 14.98
Generation of electricity Off-Peak	451	\$ 0.017460	\$ 7.87
Transmission and ancillary services	606	\$ 0.005200	\$ 3.15
Transmission cost adjustment	606	\$ 0.001210	\$ 0.73
Interim rate surcharge ³	606	\$ 0.002260	\$ -
Total cost of electricity			\$ 45.58
Taxes and fees			
Regulatory assessment	\$ 45.58	0.1832%	\$ 0.08
State sales tax	\$ 45.66	5.6%	\$ 2.56
County sales tax	\$ 45.66	0.7%	\$ 0.32
City sales tax	\$ 45.66	0%	\$ -
Franchise fee	\$ 45.66	0%	\$ -
Total			\$ 48.54

¹ Environmental Benefits Surcharge (EBS) is composed of the Renewable Energy Standard (RES) and the Demand Side Management Adjustment Charge (DSMAC). The DSMAC is not assessed to E-3/E-4 customers.
² Power Supply Adjustment (PSA) is not assessed to E-3/E-4 customers.
³ Interim Rate Surcharge (IR) is not assessed to E-3/E-4 customers

E-12 Standard Rate	Start Date	End Date	Days
	25-Feb-2009	25-Mar-2009	28
Statement Date			Total kWh
March 31, 2009			550
Cost of electricity you used			
Basic service charge	28	\$ 0.056000	\$ 1.57
Delivery Service Charge	550	\$ 0.032880	\$ 18.08
Environmental benefits surcharge ¹	550		\$ 3.17
Federal environmental improvement surcharge	550	\$ 0.000160	\$ 0.09
Competition rules compliance charge	550	\$ 0.000338	\$ 0.19
System benefits charge	550	\$ 0.001850	\$ 1.02
Energy support program discount	550		\$ (14.82)
Power supply adjustment ²	550	\$ 0.005338	\$ -
Metering	28	\$ 0.080000	\$ 2.24
Meter reading	28	\$ 0.055000	\$ 1.54
Billing	28	\$ 0.062000	\$ 1.74
Generation of electricity	550		\$ 23.84
Transmission and ancillary services	550	\$ 0.005200	\$ 2.86
Transmission cost adjustment	550	\$ 0.001210	\$ 0.67
Interim rate surcharge ³	550	\$ 0.002260	\$ -
Total cost of electricity			\$ 42.19
Taxes and fees			
Regulatory assessment	\$ 42.19	0.1832%	\$ 0.08
State sales tax	\$ 42.27	5.6%	\$ 2.37
County sales tax	\$ 42.27	0.7%	\$ 0.30
City sales tax	\$ 42.27	0%	\$ -
Franchise fee	\$ 42.27	0%	\$ -
Total			\$ 44.94

¹ Environmental Benefits Surcharge (EBS) is composed of the Renewable Energy Standard (RES) and the Demand Side Management Adjustment Charge (DSMAC). The DSMAC is not assessed to E-3/E-4 customers.
² Power Supply Adjustment (PSA) is not assessed to E-3/E-4 customers.
³ Interim Rate Surcharge (IR) is not assessed to E-3/E-4 customers

ET-1 Time Advantage 9-9 Rate	Start Date	End Date	Days
	25-Feb-2009	25-Mar-2009	28
Statement Date			Total kWh
March 31, 2009			550
Cost of electricity you used			
Basic service charge	28	\$ 0.211000	\$ 5.91
Delivery Service Charge	550	\$ 0.024740	\$ 13.61
Environmental benefits surcharge ¹	550		\$ 3.17
Federal environmental improvement surcharge	550	\$ 0.000160	\$ 0.09
Competition rules compliance charge	550	\$ 0.000338	\$ 0.19
System benefits charge	550	\$ 0.001850	\$ 1.02
Energy support program discount	550		\$ (15.25)
Power supply adjustment ²	550	\$ 0.005338	\$ -
Metering	28	\$ 0.165000	\$ 4.62
Meter reading	28	\$ 0.055000	\$ 1.54
Billing	28	\$ 0.062000	\$ 1.74
Generation of electricity On-Peak	172	\$ 0.096660	\$ 16.63
Generation of electricity Off-Peak	378	\$ 0.017460	\$ 6.60
Transmission and ancillary services	550	\$ 0.005200	\$ 2.86
Transmission cost adjustment	550	\$ 0.001210	\$ 0.67
Interim rate surcharge ³	550	\$ 0.002260	\$ -
Total cost of electricity			\$ 43.40
Taxes and fees			
Regulatory assessment	\$ 43.40	0.1832%	\$ 0.08
State sales tax	\$ 43.48	5.6%	\$ 2.43
County sales tax	\$ 43.48	0.7%	\$ 0.30
City sales tax	\$ 43.48	0%	\$ -
Franchise fee	\$ 43.48	0%	\$ -
Total			\$ 46.21

¹ Environmental Benefits Surcharge (EBS) is composed of the Renewable Energy Standard (RES) and the Demand Side Management Adjustment Charge (DSMAC). The DSMAC is not assessed to E-3/E-4 customers.
² Power Supply Adjustment (PSA) is not assessed to E-3/E-4 customers.
³ Interim Rate Surcharge (IR) is not assessed to E-3/E-4 customers

E-12 Standard Rate

Start Date	End Date	Days
26-Jan-2009	25-Feb-2009	30
		Total kWh
		599

Statement Date
March 2, 2009

Cost of electricity you used

Basic service charge	30	\$ 0.056000	\$ 1.68
Delivery Service Charge	599	\$ 0.032880	\$ 19.70
Environmental benefits surcharge ¹	599		\$ 3.17
Federal environmental improvement surcharge	599	\$ 0.000160	\$ 0.10
Competition rules compliance charge	599	\$ 0.000338	\$ 0.20
System benefits charge	599	\$ 0.001850	\$ 1.11
Energy support program discount	599		\$ (16.03)
Power supply adjustment ²	599	\$ 0.005338	\$ -
Metering	30	\$ 0.080000	\$ 2.40
Meter reading	30	\$ 0.055000	\$ 1.65
Billing	30	\$ 0.062000	\$ 1.86
Generation of electricity	599		\$ 25.96
Transmission and ancillary services	599	\$ 0.005200	\$ 3.11
Transmission cost adjustment	599	\$ 0.001210	\$ 0.72
Interim rate surcharge ³	599	\$ 0.002260	\$ -
Total cost of electricity			\$ 45.63
Taxes and fees			
Regulatory assessment	\$ 45.63	0.1832%	\$ 0.08
State sales tax	\$ 45.71	5.6%	\$ 2.56
County sales tax	\$ 45.71	0.7%	\$ 0.32
City sales tax	\$ 45.71	0%	\$ -
Franchise fee	\$ 45.71	0%	\$ -
Total			\$ 48.59

ET-1 Time Advantage 9-9 Rate

Start Date	End Date	Days
26-Jan-2009	25-Feb-2009	30
		Total kWh
		599

Statement Date
March 2, 2009

Cost of electricity you used

Basic service charge	30	\$ 0.211000	\$ 6.33
Delivery Service Charge	599	\$ 0.024740	\$ 14.82
Environmental benefits surcharge ¹	599		\$ 3.17
Federal environmental improvement surcharge	599	\$ 0.000160	\$ 0.10
Competition rules compliance charge	599	\$ 0.000338	\$ 0.20
System benefits charge	599	\$ 0.001850	\$ 1.11
Energy support program discount	599		\$ (16.31)
Power supply adjustment ²	599	\$ 0.005338	\$ -
Metering	30	\$ 0.165000	\$ 4.95
Meter reading	30	\$ 0.055000	\$ 1.65
Billing	30	\$ 0.062000	\$ 1.86
Generation of electricity On-Peak	180	\$ 0.096660	\$ 17.40
Generation of electricity Off-Peak	419	\$ 0.017460	\$ 7.32
Transmission and ancillary services	599	\$ 0.005200	\$ 3.11
Transmission cost adjustment	599	\$ 0.001210	\$ 0.72
Interim rate surcharge ³	599	\$ 0.002260	\$ -
Total cost of electricity			\$ 46.43
Taxes and fees			
Regulatory assessment	\$ 46.43	0.1832%	\$ 0.09
State sales tax	\$ 46.52	5.6%	\$ 2.61
County sales tax	\$ 46.52	0.7%	\$ 0.33
City sales tax	\$ 46.52	0%	\$ -
Franchise fee	\$ 46.52	0%	\$ -
Total			\$ 49.46

¹ Environmental Benefits Surcharge (EBS) is composed of the Renewable Energy Standard (RES) and the Demand Side Management Adjustment Charge (DSMAC). The DSMAC is not assessed to E-3/E-4 customers.
² Power Supply Adjustment (PSA) is not assessed to E-3/E-4 customers.
³ Interim Rate Surcharge (IR) is not assessed to E-3/E-4 customers

E-12 Standard Rate

Start Date 26-Dec-2008 End Date 26-Jan-2009 Days 31

Statement Date

January 30, 2009

Total kWh 687

Cost of electricity you used

Basic service charge	31	\$	0.056000	\$	1.74	
Delivery Service Charge	687	\$	0.032880	\$	22.59	
Environmental benefits surcharge ¹	687			\$	3.17	
Federal environmental improvement surcharge	687	\$	0.000160	\$	0.11	
Competition rules compliance charge	687	\$	0.000338	\$	0.23	
System benefits charge	687	\$	0.001850	\$	1.27	
Energy support program discount	687			\$	(18.04)	
Power supply adjustment ²	687	\$	0.004000	\$	-	
Metering	31	\$	0.080000	\$	2.48	
Meter reading	31	\$	0.055000	\$	1.71	
Billing	31	\$	0.062000	\$	1.92	
Generation of electricity	687			\$	29.77	
Transmission and ancillary services	687	\$	0.005200	\$	3.57	
Transmission cost adjustment	687	\$	0.001210	\$	0.83	
Interim rate surcharge ³	687	\$	0.002260	\$	-	
Total cost of electricity				\$	51.35	
Taxes and fees						
Regulatory assessment		\$	51.35	0.1832%	\$	0.09
State sales tax		\$	51.44	5.6%	\$	2.88
County sales tax		\$	51.44	0.7%	\$	0.36
City sales tax		\$	51.44	0%	\$	-
Franchise fee		\$	51.44	0%	\$	-
Total					\$	54.68

ET-1 Time Advantage 9-9 Rate

Start Date 26-Dec-2008 End Date 26-Jan-2009 Days 31

Statement Date

January 30, 2009

On Peak kWh 241 Off Peak kWh 446 Total kWh 687

Cost of electricity you used

Basic service charge	31	\$	0.211000	\$	6.54	
Delivery Service Charge	687	\$	0.024740	\$	17.00	
Environmental benefits surcharge ¹	687			\$	3.17	
Federal environmental improvement surcharge	687	\$	0.000160	\$	0.11	
Competition rules compliance charge	687	\$	0.000338	\$	0.23	
System benefits charge	687	\$	0.001850	\$	1.27	
Energy support program discount	687			\$	(18.87)	
Power supply adjustment ²	687	\$	0.004000	\$	-	
Metering	31	\$	0.165000	\$	5.12	
Meter reading	31	\$	0.055000	\$	1.71	
Billing	31	\$	0.062000	\$	1.92	
Generation of electricity On-Peak	241	\$	0.096660	\$	23.30	
Generation of electricity Off-Peak	446	\$	0.017460	\$	7.79	
Transmission and ancillary services	687	\$	0.005200	\$	3.57	
Transmission cost adjustment	687	\$	0.001210	\$	0.83	
Interim rate surcharge ³	687	\$	0.002260	\$	-	
Total cost of electricity				\$	53.69	
Taxes and fees						
Regulatory assessment		\$	53.69	0.1832%	\$	0.10
State sales tax		\$	53.79	5.6%	\$	3.01
County sales tax		\$	53.79	0.7%	\$	0.38
City sales tax		\$	53.79	0%	\$	-
Franchise fee		\$	53.79	0%	\$	-
Total					\$	57.18

¹ Environmental Benefits Surcharge (EBS) is composed of the Renewable Energy Standard (RES) and the Demand Side Management Adjustment Charge (DSMAC). The DSMAC is not assessed to E-3/E-4 customers.
² Power Supply Adjustment (PSA) is not assessed to E-3/E-4 customers.
³ Interim Rate Surcharge (IR) is not assessed to E-3/E-4 customers.

E-12 Standard Rate **Start Date** 24-Nov-2008 **End Date** 26-Dec-2008 **Days** 32

Statement Date	December 31, 2008	Total kWh	611
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Cost of electricity you used			
Basic service charge	32	\$ 0.056000	\$ 1.79
Delivery Service Charge	611	\$ 0.032880	\$ 20.09
Environmental benefits surcharge ¹	611	\$	\$ 1.32
Federal environmental improvement surcharge	611	\$ 0.000160	\$ 0.10
Competition rules compliance charge	611	\$ 0.000338	\$ 0.21
System benefits charge	611	\$ 0.001850	\$ 1.13
Energy support program discount	611	\$	\$ (15.95)
Power supply adjustment ²	611	\$ 0.004000	\$ -
Metering	32	\$ 0.080000	\$ 2.56
Meter reading	32	\$ 0.055000	\$ 1.76
Billing	32	\$ 0.062000	\$ 1.98
Generation of electricity	611	\$	\$ 26.48
Transmission and ancillary services	611	\$ 0.005200	\$ 3.18
Transmission cost adjustment	611	\$ 0.001210	\$ 0.74
Total cost of electricity		\$	\$ 45.39
Taxes and fees			
Regulatory assessment	\$ 45.39	0.1832%	\$ 0.08
State sales tax	\$ 45.47	5.6%	\$ 2.55
County sales tax	\$ 45.47	0.7%	\$ 0.32
City sales tax	\$ 45.47	0%	\$ -
Franchise fee	\$ 45.47	0%	\$ -
Total			\$ 48.34

ET-1 Time Advantage 9-9 Rate **Start Date** 24-Nov-2008 **End Date** 26-Dec-2008 **Days** 32

Statement Date	December 31, 2008	On Peak kWh	207	Off Peak kWh	404	Total kWh	611
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Cost of electricity you used							
Basic service charge	32	\$ 0.211000	\$ 6.75				
Delivery Service Charge	611	\$ 0.024740	\$ 15.12				
Environmental benefits surcharge ¹	611	\$	\$ 1.32				
Federal environmental improvement surcharge	611	\$ 0.000160	\$ 0.10				
Competition rules compliance charge	611	\$ 0.000338	\$ 0.21				
System benefits charge	611	\$ 0.001850	\$ 1.13				
Energy support program discount	611	\$	\$ (16.80)				
Power supply adjustment ²	611	\$ 0.004000	\$ -				
Metering	32	\$ 0.165000	\$ 5.28				
Meter reading	32	\$ 0.055000	\$ 1.76				
Billing	32	\$ 0.062000	\$ 1.98				
Generation of electricity On-Peak	207	\$ 0.096660	\$ 20.01				
Generation of electricity Off-Peak	404	\$ 0.017460	\$ 7.05				
Transmission and ancillary services	611	\$ 0.005200	\$ 3.18				
Transmission cost adjustment	611	\$ 0.001210	\$ 0.74				
Total cost of electricity		\$	\$ 47.83				
Taxes and fees							
Regulatory assessment	\$ 47.83	0.1832%	\$ 0.09				
State sales tax	\$ 47.92	5.6%	\$ 2.68				
County sales tax	\$ 47.92	0.7%	\$ 0.34				
City sales tax	\$ 47.92	0%	\$ -				
Franchise fee	\$ 47.92	0%	\$ -				
Total			\$ 50.94				

¹ Environmental Benefits Surcharge (EBS) is composed of the Renewable Energy Standard (RES) and the Demand Side Management Adjustment Charge (DSMAC). The DSMAC is not assessed to E-3/E-4 customers.
² Power Supply Adjustment (PSA) is not assessed to E-3/E-4 customers.

E-12 Standard Rate		Start Date	End Date	Days
		22-Oct-2008	24-Nov-2008	33
Statement Date		December 1, 2008		
		Total kWh 554		
Cost of electricity you used				
Basic service charge	33	\$ 0.056000	\$	1.85
Delivery Service Charge	554	\$ 0.032880	\$	18.22
Environmental benefits surcharge ¹	554		\$	1.32
Federal environmental improvement surcharge	554	\$ 0.000160	\$	0.09
Competition rules compliance charge	554	\$ 0.000338	\$	0.19
System benefits charge	554	\$ 0.001850	\$	1.02
Energy support program discount	554		\$	(14.76)
Power supply adjustment ²	554	\$ 0.004000	\$	-
Metering	33	\$ 0.080000	\$	2.64
Meter reading	33	\$ 0.055000	\$	1.82
Billing	33	\$ 0.062000	\$	2.05
Generation of electricity	554		\$	24.01
Transmission and ancillary services	554	\$ 0.005200	\$	2.88
Transmission cost adjustment	554	\$ 0.001210	\$	0.67
Total cost of electricity			\$	42.00
Taxes and fees				
Regulatory assessment		\$ 42.00	0.1832%	\$ 0.08
State sales tax		\$ 42.08	5.6%	\$ 2.36
County sales tax		\$ 42.08	0.7%	\$ 0.29
City sales tax		\$ 42.08	0%	\$ -
Franchise fee		\$ 42.08	0%	\$ -
Total				\$ 44.73

¹ Environmental Benefits Surcharge (EBS) is composed of the Renewable Energy Standard (RES) and the Demand Side Management Adjustment Charge (DSMAC). The DSMAC is not assessed to E-3/E-4 customers.
² Power Supply Adjustment (PSA) is not assessed to E-3/E-4 customers.

ET-1 Time Advantage 9-9 Rate		Start Date	End Date	Days
		22-Oct-2008	24-Nov-2008	33
Statement Date		December 1, 2008		
		On Peak kWh 146	Off Peak kWh 408	Total kWh 554
Cost of electricity you used				
Basic service charge	33	\$ 0.211000	\$	6.96
Delivery Service Charge	554	\$ 0.024740	\$	13.71
Environmental benefits surcharge ¹	554		\$	1.32
Federal environmental improvement surcharge	554	\$ 0.000160	\$	0.09
Competition rules compliance charge	554	\$ 0.000338	\$	0.19
System benefits charge	554	\$ 0.001850	\$	1.02
Energy support program discount	554		\$	(14.92)
Power supply adjustment ²	554	\$ 0.004000	\$	-
Metering	33	\$ 0.165000	\$	5.45
Meter reading	33	\$ 0.055000	\$	1.82
Billing	33	\$ 0.062000	\$	2.05
Generation of electricity On-Peak	146	\$ 0.096660	\$	14.11
Generation of electricity Off-Peak	408	\$ 0.017460	\$	7.12
Transmission and ancillary services	554	\$ 0.005200	\$	2.88
Transmission cost adjustment	554	\$ 0.001210	\$	0.67
Total cost of electricity			\$	42.47
Taxes and fees				
Regulatory assessment		\$ 42.47	0.1832%	\$ 0.08
State sales tax		\$ 42.55	5.6%	\$ 2.38
County sales tax		\$ 42.55	0.7%	\$ 0.30
City sales tax		\$ 42.55	0%	\$ -
Franchise fee		\$ 42.55	0%	\$ -
Total				\$ 45.23

¹ Environmental Benefits Surcharge (EBS) is composed of the Renewable Energy Standard (RES) and the Demand Side Management Adjustment Charge (DSMAC). The DSMAC is not assessed to E-3/E-4 customers.
² Power Supply Adjustment (PSA) is not assessed to E-3/E-4 customers.

E-12 Standard Rate

Start Date	End Date	Days
23-Sep-2008	22-Oct-2008	29

Statement Date

October 28, 2008

Total kWh

1,093

Cost of electricity you used

Basic service charge	29	\$ 0.056000	\$	1.62		
Delivery Service Charge	1,093	\$ 0.032880	\$	35.94		
Environmental benefits surcharge ¹	1,093		\$	1.32		
Federal environmental improvement surcharge	1,093	\$ 0.000160	\$	0.17		
Competition rules compliance charge	1,093	\$ 0.000338	\$	0.37		
System benefits charge	1,093	\$ 0.001850	\$	2.02		
Energy support program discount	1,093		\$	(19.01)		
Power supply adjustment ²	1,093	\$ 0.004000	\$	-		
Metering	29	\$ 0.080000	\$	2.32		
Meter reading	29	\$ 0.055000	\$	1.60		
Billing	29	\$ 0.062000	\$	1.80		
Generation of electricity	1,093		\$	81.61		
Transmission and ancillary services	1,093	\$ 0.005200	\$	5.68		
Transmission cost adjustment	1,093	\$ 0.001210	\$	1.32		
Total cost of electricity			\$	116.76		
Taxes and fees						
Regulatory assessment	\$	116.76	0.1832%	\$	0.21	
State sales tax	\$	116.97	5.6%	\$	6.55	
County sales tax	\$	116.97	0.7%	\$	0.82	
City sales tax	\$	116.97	0%	\$	-	
Franchise fee	\$	116.97	0%	\$	-	
Total					\$	124.34

ET-1 Time Advantage 9-9 Rate

Start Date	End Date	Days
23-Sep-2008	22-Oct-2008	29

Statement Date

October 28, 2008

On Peak kWh **Off Peak kWh** **Total kWh**

414 679 1,093

Cost of electricity you used

Basic service charge	29	\$ 0.211000	\$	6.12		
Delivery Service Charge	1,093	\$ 0.024740	\$	27.04		
Environmental benefits surcharge ¹	1,093		\$	1.32		
Federal environmental improvement surcharge	1,093	\$ 0.000160	\$	0.17		
Competition rules compliance charge	1,093	\$ 0.000338	\$	0.37		
System benefits charge	1,093	\$ 0.001850	\$	2.02		
Energy support program discount	1,093		\$	(16.47)		
Power supply adjustment ²	1,093	\$ 0.004000	\$	-		
Metering	29	\$ 0.165000	\$	4.79		
Meter reading	29	\$ 0.055000	\$	1.60		
Billing	29	\$ 0.062000	\$	1.80		
Generation of electricity On-Peak	414	\$ 0.126310	\$	52.29		
Generation of electricity Off-Peak	679	\$ 0.019310	\$	13.11		
Transmission and ancillary services	1,093	\$ 0.005200	\$	5.68		
Transmission cost adjustment	1,093	\$ 0.001210	\$	1.32		
Total cost of electricity			\$	101.16		
Taxes and fees						
Regulatory assessment	\$	101.16	0.1832%	\$	0.19	
State sales tax	\$	101.35	5.6%	\$	5.68	
County sales tax	\$	101.35	0.7%	\$	0.71	
City sales tax	\$	101.35	0%	\$	-	
Franchise fee	\$	101.35	0%	\$	-	
Total					\$	107.74

¹ Environmental Benefits Surcharge (EBS) is composed of the Renewable Energy Standard (RES) and the Demand Side Management Adjustment Charge (DSMAC). The DSMAC is not assessed to E-3/E-4 customers.
² Power Supply Adjustment (PSA) is not assessed to E-3/E-4 customers.

E-12 Standard Rate

Start Date	End Date	Days
22-Aug-2008	23-Sep-2008	32

Statement Date	Total kWh
September 26, 2008	2,339

Cost of electricity you used			
Basic service charge	32	\$ 0.056000	\$ 1.79
Delivery Service Charge	2,339	\$ 0.032880	\$ 76.91
Environmental benefits surcharge ¹	2,339		\$ 1.32
Federal environmental improvement surcharge	2,339	\$ 0.000160	\$ 0.37
Competition rules compliance charge	2,339	\$ 0.000338	\$ 0.79
System benefits charge	2,339	\$ 0.001850	\$ 4.33
Energy support program discount	2,339		\$ (13.00)
Power supply adjustment ²	2,339	\$ 0.004000	\$ -
Metering	32	\$ 0.080000	\$ 2.56
Meter reading	32	\$ 0.055000	\$ 1.76
Billing	32	\$ 0.062000	\$ 1.98
Generation of electricity	2,339		\$ 211.62
Transmission and ancillary services	2,339	\$ 0.005200	\$ 12.16
Transmission cost adjustment	2,339	\$ 0.001210	\$ 2.83
Total cost of electricity			\$ 305.42
Taxes and fees			
Regulatory assessment	\$ 305.42	0.1832%	\$ 0.56
State sales tax	\$ 305.98	5.6%	\$ 17.13
County sales tax	\$ 305.98	0.7%	\$ 2.14
City sales tax	\$ 305.98	0%	\$ -
Franchise fee	\$ 305.98	0%	\$ -
Total			\$ 325.25

ET-1 Time Advantage 9-9 Rate

Start Date	End Date	Days
22-Aug-2008	23-Sep-2008	32

Statement Date	On Peak kWh	Off Peak kWh	Total kWh
September 26, 2008	864	1,475	2,339

Cost of electricity you used			
Basic service charge	32	\$ 0.211000	\$ 6.75
Delivery Service Charge	2,339	\$ 0.024740	\$ 57.87
Environmental benefits surcharge ¹	2,339		\$ 1.32
Federal environmental improvement surcharge	2,339	\$ 0.000160	\$ 0.37
Competition rules compliance charge	2,339	\$ 0.000338	\$ 0.79
System benefits charge	2,339	\$ 0.001850	\$ 4.33
Energy support program discount	2,339		\$ (13.00)
Power supply adjustment ²	2,339	\$ 0.004000	\$ -
Metering	32	\$ 0.165000	\$ 5.28
Meter reading	32	\$ 0.055000	\$ 1.76
Billing	32	\$ 0.062000	\$ 1.98
Generation of electricity On-Peak	864	\$ 0.126310	\$ 109.13
Generation of electricity Off-Peak	1,475	\$ 0.019310	\$ 28.48
Transmission and ancillary services	2,339	\$ 0.005200	\$ 12.16
Transmission cost adjustment	2,339	\$ 0.001210	\$ 2.83
Total cost of electricity			\$ 220.05
Taxes and fees			
Regulatory assessment	\$ 220.05	0.1832%	\$ 0.40
State sales tax	\$ 220.45	5.6%	\$ 12.35
County sales tax	\$ 220.45	0.7%	\$ 1.54
City sales tax	\$ 220.45	0%	\$ -
Franchise fee	\$ 220.45	0%	\$ -
Total			\$ 234.34

¹ Environmental Benefits Surcharge (EBS) is composed of the Renewable Energy Standard (RES) and the Demand Side Management Adjustment Charge (DSMAC). The DSMAC is not assessed to E-3/E-4 customers.
² Power Supply Adjustment (PSA) is not assessed to E-3/E-4 customers.

E-12 Standard Rate	Start Date	End Date	Days
	25-Jul-2008	22-Aug-2008	28

Statement Date	Total kWh
August 27, 2008	2,523

Cost of electricity you used			
Basic service charge	28	\$ 0.056000	\$ 1.57
Delivery Service Charge	2,523	\$ 0.032880	\$ 82.96
Environmental benefits surcharge ¹	2,523		\$ 1.32
Federal environmental improvement surcharge	2,523	\$ 0.000160	\$ 0.40
Competition rules compliance charge	2,523	\$ 0.000338	\$ 0.85
System benefits charge	2,523	\$ 0.001850	\$ 4.67
Energy support program discount	2,523		\$ (13.00)
Power supply adjustment ²	2,523	\$ 0.004000	\$ -
Metering	28	\$ 0.080000	\$ 2.24
Meter reading	28	\$ 0.055000	\$ 1.54
Billing	28	\$ 0.062000	\$ 1.74
Generation of electricity	2,523		\$ 230.81
Transmission and ancillary services	2,523	\$ 0.005200	\$ 13.12
Transmission cost adjustment	2,523	\$ 0.001210	\$ 3.05
Total cost of electricity			\$ 331.27
Taxes and fees			
Regulatory assessment	\$ 331.27	0.1832%	\$ 0.61
State sales tax	\$ 331.88	5.6%	\$ 18.59
County sales tax	\$ 331.88	0.7%	\$ 2.32
City sales tax	\$ 331.88	0%	\$ -
Franchise fee	\$ 331.88	0%	\$ -
Total			\$ 352.79

ET-1 Time Advantage 9-9 Rate	Start Date	End Date	Days
	25-Jul-2008	22-Aug-2008	28

Statement Date	On Peak kWh	Off Peak kWh	Total kWh
August 27, 2008	1,072	1,451	2,523

Cost of electricity you used			
Basic service charge	28	\$ 0.211000	\$ 5.91
Delivery Service Charge	2,523	\$ 0.024740	\$ 62.42
Environmental benefits surcharge ¹	2,523		\$ 1.32
Federal environmental improvement surcharge	2,523	\$ 0.000160	\$ 0.40
Competition rules compliance charge	2,523	\$ 0.000338	\$ 0.85
System benefits charge	2,523	\$ 0.001850	\$ 4.67
Energy support program discount	2,523		\$ (13.00)
Power supply adjustment ²	2,523	\$ 0.004000	\$ -
Metering	28	\$ 0.165000	\$ 4.62
Meter reading	28	\$ 0.055000	\$ 1.54
Billing	28	\$ 0.062000	\$ 1.74
Generation of electricity On-Peak	1,072	\$ 0.126310	\$ 135.40
Generation of electricity Off-Peak	1,451	\$ 0.019310	\$ 28.02
Transmission and ancillary services	2,523	\$ 0.005200	\$ 13.12
Transmission cost adjustment	2,523	\$ 0.001210	\$ 3.05
Total cost of electricity			\$ 250.06
Taxes and fees			
Regulatory assessment	\$ 250.06	0.1832%	\$ 0.46
State sales tax	\$ 250.52	5.6%	\$ 14.03
County sales tax	\$ 250.52	0.7%	\$ 1.75
City sales tax	\$ 250.52	0%	\$ -
Franchise fee	\$ 250.52	0%	\$ -
Total			\$ 266.30

¹ Environmental Benefits Surcharge (EBS) is composed of the Renewable Energy Standard (RES) and the Demand Side Management Adjustment Charge (DSMAC). The DSMAC is not assessed to E-3/E-4 customers.
² Power Supply Adjustment (PSA) is not assessed to E-3/E-4 customers.

E-12 Standard Rate

Start Date	End Date	Days
24-Jun-2008	25-Jul-2008	31

Statement Date	Total kWh
July 29, 2008	2,703

Cost of electricity you used

Basic service charge	31	\$ 0.056000	\$ 1.74
Delivery Service Charge	2,703	\$ 0.032880	\$ 88.87
Environmental benefits surcharge ¹	2,703		\$ -1.32
Federal environmental improvement surcharge	2,703	\$ 0.000160	\$ 0.43
Competition rules compliance charge	2,703	\$ 0.000338	\$ 0.91
System benefits charge	2,703	\$ 0.001850	\$ 5.00
Energy support program discount	2,703		\$ (13.00)
Power supply adjustment ²	2,703	\$ 0.007987	\$ -
Metering	31	\$ 0.080000	\$ 2.48
Meter reading	31	\$ 0.055000	\$ 1.71
Billing	31	\$ 0.062000	\$ 1.92
Generation of electricity	2,703		\$ 249.60
Transmission and ancillary services	2,703	\$ 0.005200	\$ 14.06
Transmission cost adjustment	2,703	\$ 0.001210	\$ 3.27
Total cost of electricity			\$ 358.31
Taxes and fees			
Regulatory assessment	\$ 358.31	0.1832%	\$ 0.66
State sales tax	\$ 358.97	5.6%	\$ 20.10
County sales tax	\$ 358.97	0.7%	\$ 2.51
City sales tax	\$ 358.97	0%	\$ -
Franchise fee	\$ 358.97	0%	\$ -
Total			\$ 381.58

ET-1 Time Advantage 9-9 Rate

Start Date	End Date	Days
24-Jun-2008	25-Jul-2008	31

Statement Date	On Peak kWh	Off Peak kWh	Total kWh
July 29, 2008	1,210	1,493	2,703

Cost of electricity you used

Basic service charge	31	\$ 0.211000	\$ 6.54
Delivery Service Charge	2,703	\$ 0.024740	\$ 66.87
Environmental benefits surcharge ¹	2,703		\$ 1.32
Federal environmental improvement surcharge	2,703	\$ 0.000160	\$ 0.43
Competition rules compliance charge	2,703	\$ 0.000338	\$ 0.91
System benefits charge	2,703	\$ 0.001850	\$ 5.00
Energy support program discount	2,703		\$ (13.00)
Power supply adjustment ²	2,703	\$ 0.007987	\$ -
Metering	31	\$ 0.165000	\$ 5.12
Meter reading	31	\$ 0.055000	\$ 1.71
Billing	31	\$ 0.062000	\$ 1.92
Generation of electricity On-Peak	1,210	\$ 0.126310	\$ 152.84
Generation of electricity Off-Peak	1,493	\$ 0.019310	\$ 28.83
Transmission and ancillary services	2,703	\$ 0.005200	\$ 14.06
Transmission cost adjustment	2,703	\$ 0.001210	\$ 3.27
Total cost of electricity			\$ 275.82
Taxes and fees			
Regulatory assessment	\$ 275.82	0.1832%	\$ 0.51
State sales tax	\$ 276.33	5.6%	\$ 15.47
County sales tax	\$ 276.33	0.7%	\$ 1.93
City sales tax	\$ 276.33	0%	\$ -
Franchise fee	\$ 276.33	0%	\$ -
Total			\$ 293.73

¹ Environmental Benefits Surcharge (EBS) is composed of the Renewable Energy Standard (RES) and the Demand Side Management Adjustment Change (DSMAC). The DSMAC is not assessed to E-3/E-4 customers.
² Power Supply Adjustment (PSA) is not assessed to E-3/E-4 customers.

E-12 Standard Rate	Start Date	End Date	Days
	27-May-2008	24-Jun-2008	28
			Total kWh
June 27, 2008			1,733

Statement Date	Start Date	End Date	Days
June 27, 2008	27-May-2008	24-Jun-2008	28
			Total kWh
June 27, 2008			1,733

Cost of electricity you used				
Basic service charge	28	\$ 0.056000	\$	1.57
Delivery Service Charge	1,733	\$ 0.032880	\$	56.98
Environmental benefits surcharge ¹	1,733		\$	1.32
Federal environmental improvement surcharge	1,733	\$ 0.000160	\$	0.28
Competition rules compliance charge	1,733	\$ 0.000338	\$	0.59
System benefits charge	1,733	\$ 0.001850	\$	3.21
Energy support program discount	1,733		\$	(13.00)
Power supply adjustment ²	1,733	\$ 0.009163	\$	-
Metering	28	\$ 0.080000	\$	2.24
Meter reading	28	\$ 0.055000	\$	1.54
Billing	28	\$ 0.062000	\$	1.74
Generation of electricity	1,733		\$	148.39
Transmission and ancillary services	1,733	\$ 0.005200	\$	9.01
Transmission cost adjustment	1,733	\$ 0.000990	\$	1.72
Total cost of electricity			\$	215.59
Taxes and fees				
Regulatory assessment		\$ 215.59	0.2522%	\$ 0.54
State sales tax		\$ 216.13	5.6%	\$ 12.10
County sales tax		\$ 216.13	0.7%	\$ 1.51
City sales tax		\$ 216.13	0%	\$ -
Franchise fee		\$ 216.13	0%	\$ -
Total				\$ 229.74

ET-1 Time Advantage 9-9 Rate	Start Date	End Date	Days
	27-May-2008	24-Jun-2008	28
			Total kWh
June 27, 2008			1,733

Statement Date	Start Date	End Date	Days
June 27, 2008	27-May-2008	24-Jun-2008	28
			Total kWh
June 27, 2008			1,733

Cost of electricity you used				
Basic service charge	28	\$ 0.211000	\$	5.91
Delivery Service Charge	1,733	\$ 0.024740	\$	42.87
Environmental benefits surcharge ¹	1,733		\$	1.32
Federal environmental improvement surcharge	1,733	\$ 0.000160	\$	0.28
Competition rules compliance charge	1,733	\$ 0.000338	\$	0.59
System benefits charge	1,733	\$ 0.001850	\$	3.21
Energy support program discount	1,733		\$	(13.00)
Power supply adjustment ²	1,733	\$ 0.009163	\$	-
Metering	28	\$ 0.165000	\$	4.62
Meter reading	28	\$ 0.055000	\$	1.54
Billing	28	\$ 0.062000	\$	1.74
Generation of electricity On-Peak	703	\$ 0.126310	\$	88.80
Generation of electricity Off-Peak	1,030	\$ 0.019310	\$	19.89
Transmission and ancillary services	1,733	\$ 0.005200	\$	9.01
Transmission cost adjustment	1,733	\$ 0.000990	\$	1.72
Total cost of electricity			\$	168.50
Taxes and fees				
Regulatory assessment		\$ 168.50	0.2522%	\$ 0.42
State sales tax		\$ 168.92	5.6%	\$ 9.46
County sales tax		\$ 168.92	0.7%	\$ 1.18
City sales tax		\$ 168.92	0%	\$ -
Franchise fee		\$ 168.92	0%	\$ -
Total				\$ 179.56

¹ Environmental Benefits Surcharge (EBS) is composed of the Renewable Energy Standard (RES) and the Demand Side Management Adjustment Charge (DSMAC). The DSMAC is not assessed to E-3/E-4 customers.
² Power Supply Adjustment (PSA) is not assessed to E-3/E-4 customers.

E-12 Standard Rate

Start Date	End Date	Days
23-Apr-2008	27-May-2008	34

Statement Date	Total kWh
May 29, 2008	978

Cost of electricity you used				
Basic service charge	34	\$ 0.056000	\$	1.90
Delivery Service Charge	978	\$ 0.032880	\$	32.16
Environmental benefits surcharge ¹	978		\$	1.32
Federal environmental improvement surcharge	978	\$ 0.000160	\$	0.16
Competition rules compliance charge	978	\$ 0.000338	\$	0.33
System benefits charge	978	\$ 0.001850	\$	1.81
Energy support program discount	978		\$	(16.81)
Power supply adjustment ²	978	\$ 0.009163	\$	-
Metering	34	\$ 0.080000	\$	2.72
Meter reading	34	\$ 0.055000	\$	1.87
Billing	34	\$ 0.062000	\$	2.11
Generation of electricity	978		\$	69.61
Transmission and ancillary services	978	\$ 0.005200	\$	5.09
Transmission cost adjustment	978	\$ 0.000990	\$	0.97
Total cost of electricity			\$	103.24
Taxes and fees				
Regulatory assessment	103.24	0.2522%	\$	0.26
State sales tax	103.50	5.6%	\$	5.80
County sales tax	103.50	0.7%	\$	0.72
City sales tax	103.50	0%	\$	-
Franchise fee	103.50	0%	\$	-
Total			\$	110.02

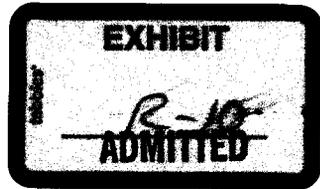
ET-1 Time Advantage 9-9 Rate

Start Date	End Date	Days
23-Apr-2008	27-May-2008	34

Statement Date	On Peak kWh	Off Peak kWh	Total kWh
May 29, 2008	345	633	978

Cost of electricity you used				
Basic service charge	34	\$ 0.211000	\$	7.17
Delivery Service Charge	978	\$ 0.024740	\$	24.20
Environmental benefits surcharge ¹	978		\$	1.32
Federal environmental improvement surcharge	978	\$ 0.000160	\$	0.16
Competition rules compliance charge	978	\$ 0.000338	\$	0.33
System benefits charge	978	\$ 0.001850	\$	1.81
Energy support program discount	978		\$	(14.90)
Power supply adjustment ²	978	\$ 0.009163	\$	-
Metering	34	\$ 0.165000	\$	5.61
Meter reading	34	\$ 0.055000	\$	1.87
Billing	34	\$ 0.062000	\$	2.11
Generation of electricity On-Peak	345	\$ 0.126310	\$	43.58
Generation of electricity Off-Peak	633	\$ 0.019310	\$	12.22
Transmission and ancillary services	978	\$ 0.005200	\$	5.09
Transmission cost adjustment	978	\$ 0.000990	\$	0.97
Total cost of electricity			\$	91.54
Taxes and fees				
Regulatory assessment	91.54	0.2522%	\$	0.23
State sales tax	91.77	5.6%	\$	5.14
County sales tax	91.77	0.7%	\$	0.64
City sales tax	91.77	0%	\$	-
Franchise fee	91.77	0%	\$	-
Total			\$	97.55

¹ Environmental Benefits Surcharge (EBS) is composed of the Renewable Energy Standard (RES) and the Demand Side Management Adjustment Charge (DSMAC). The DSMAC is not assessed to E-3/E-4 customers.
² Power Supply Adjustment (PSA) is not assessed to E-3/E-4 customers.



Your electricity bill

Bill date: May 29, 2009

Summary of what you owe

Amount owing on your previous bill	\$628.69
Less Payment made on May 5, thank you	-\$49.26
Equals Your balance forward	\$579.43
Plus Your new charges (details on following pages)	
Cost of electricity (with taxes and fees)	\$55.79
Equals Total amount due	\$635.22

Due date: June 11, 2009

Lydia Tsosie

Your account number: 991532281

For service at: 23830 W LA Vista Dr

Questions?

Call 623-386-4474 or 1-800-253-9405,
24 hours a day
Website: aps.com
Para servicio en español llame al:
602-371-6861 (Phoenix) o
1-800-252-9410 (Otras areas)

Arizona Public Service (APS) is providing notice that pursuant to Arizona Corporation Commission Decision No. 70961, low-income customers taking service on Rate Schedule E-3 Energy Support Program or E-4 Medical Care Equipment Support Program are exempt from paying rates associated with the Demand Side Management Adjustment Charge (DSMAC) at this time. Exempting E-3 and E-4 customers from paying the DSMAC and recovery of Demand Side Management costs not paid by E-3 and E-4 customers will be addressed in APS' pending rate case. If you have any questions please contact APS at 602-371-7171 or 800-253-9405.

Page 1 of 3

See page 2 for more information.



Your account number **991532281** Bill date **May 29, 2009**

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: \$ **635.22**

Your optional contribution to SHARE: \$ _____

Total amount paid: \$ _____

Due date: **Jun 11, 2009**

LYDIA TSOSIE
23830 W LA VISTA DR
BUCKEYE AZ 85396-5105

You can pay by phone or online at aps.com using a free electronic check, 24-hours-a-day, 7-days-a-week. Go to aps.com or call 602-371-6555 or 1-800-253-9405.

X

18 R 1 161

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THE POWER TO MAKE IT HAPPEN®

Things you need to know

Contacting APS

- E-mail us at aps@aps.com
- Call us at:
602-371-7177 (Phoenix) or 1-800-253-9406 (Other areas)
24 hours a day
- Para servicio en español llame al:
602-371-6866 (Phoenix) o 1-800-252-9411 (Otras areas)
- TDD - Telecommunication for the deaf or speech-impaired,
call: 602-371-6123 (Phoenix) or 1-888-874-7168 (Other areas)
- By mail: APS, Station 3200, PO Box 53933,
Phoenix AZ 85072-3933
- Blue Stake - Before you dig, call:
602-263-1100 (Phoenix) or 1-800-782-5348 (Other areas)
- Electrical emergencies other than power outages, call:
602-258-5483 (Phoenix) or 1-800-253-9408 (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

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)
www.cc.state.az.us

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
(850622906066)

Your electricity bill
May 29, 2009

Lydia Tsosie

Your account number
991532281

Your service plan: Standard Rate With E-3

Meter number: K10636
Meter reading cycle: 18

Charges for electricity services

Cost of electricity you used

Basic service charge	\$1.79
Delivery service charge	\$19.70
Environmental benefits surcharge	\$3.17
Federal environmental improvement surcharge	\$0.10
Competition rules compliance charge	\$0.20
System benefits charge	\$1.11
Energy support program discount (26%)	-\$18.41
Metering*	\$2.56
Meter reading*	\$1.76
Billing*	\$1.98
Generation of electricity*	\$34.59
Transmission and ancillary services*	\$3.11
Transmission cost adjustment*	\$0.72
Cost of electricity you used	\$52.38

Taxes and fees

Regulatory assessment	\$0.10
State sales tax	\$2.94
County sales tax	\$0.37
City sales tax	\$0.00
Franchise fee	\$0.00
Cost of electricity with taxes and fees	\$55.79

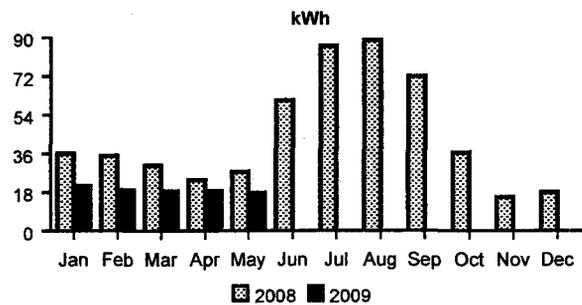
Total charges for electricity services \$55.79

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

Amount of electricity you used

Meter reading on May 27	54871
Meter reading on Apr 25	54272
Total electricity you used, in kWh	599

Average daily electricity use per month



Comparing your monthly use

	This month	Last month	This month last year
Billing days	32	31	34
Average outdoor temperature	80°	66°	74°
Your total use in kWh	599	606	978
Your average daily cost	\$1.74	\$1.58	\$3.23

X

001 04.20.09 1620
002 10 32 .93
003 54204 45kw 48hr
004 20067 (0)
005 004.9 ?

3 shower
dishwasher

001 04.21.09 2
002 10 11 2 1/2 hr. 45
003 54215 11kw
004 20071 (4)
005 004.9

001 04.22.09 6
002 11 40 .62
003 54231 14kw 25 1/2 hr
004 20074 (5)
005 004.9

001 04.23.09 4
002 10 03 .57 hr.
003 54244 13kw 22 1/2
004 20081 (5)
005 004.9

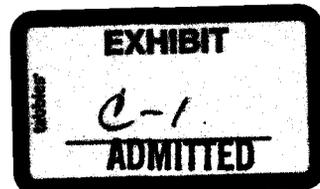
001 04.24.09 3
002 09 39 .51
003 54256 12kw 23 1/2 hr
004 20084 (3)
005 004.9

001 04.25.09 ⁴ Saturday?
002 08 21 .60
003 54270 14kw 23hr
004 20088 (4)
005 004.9
1 shower

176 ^{per} charge

001 04.27.09 16
002 15 46 .74
003 54311 41kw 55hr
004 20089 (1)
005 000.3
2 shower

001 04.28.09 4
002 10 25 .73
003 54325 14kw 19hr
004 20093 (4)
005 001.4
2 shower



001 04.29.09
002 09 32
003 54337 10 kw 23 hr
004 20097(4)
005 001.4

001 04.30.09 9
002 14 03 .91 hr
003 54363⁶⁶ 26 kw 28 1/2
004 20106, (9) 108
005 001.4
2 shower
stove top 1:45-4:00 3kw in 2 hr
1.5 kw 1 hr

001 05.02.09 12
002 09 42 .81
003 54399 36 kw 4 hrs
004 20118(12)
005 001.9
dishwasher (4kw (normal))
1 shower

001 05.04.09 0
002 08 26 .89
003 54461 42 kw 47 hrs
004 20118(0)
005 001.9
3 loads clothes
2 shower
stove top (4 hrs) } 0 kw
39 hr

001 05.05.09 5
002 12 55 .87
003 54466 25 kw 28 1/2
004 20126 (8)
005 001.9
2 shower

001 05.06.09 5
002 10 17 .61 hrs
003 54479 13 kw 21
004 20129 (3)
005 001.9

001 05.07.09 3
002 13 13 .54
003 54490 11 kw 21 hr
004 20134 (5)
005 001.9

001 05.08.09 5
002 11 10 .59
003 54503 13 kw 22 hrs
004 20139 (5)
005 001.9

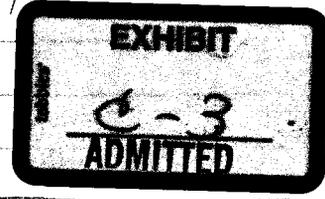
001 05.09.09
002 07 22 .35
003 54510 7 kw 20 hrs
004 20142 (3)
005 001.9

001 05.11.09 3
002 14 16 .89
003 54559 29 kw 55 hr
004 20148 (4)
005 002.6
3 loads clothes
2 showers, stove top 2 hrs



001 05.12.09 2
 002 08 56
 003 54569 } 10 kw 19 hrs
 004 20150 (2)
 005 002.6
 2 shower

001 05.13.09 4
 002 09 44
 003 54581 } 12kw 24 1/2 hrs
 004 20154 (4)
 005 002.6



001 05.14.09
 002 11 06 (32)
 003 54589 } 8 kw 25 hrs
 004 20158 (4)
 005 002.6

001 05.15.09 7
 002 13 21 (65)
 003 54606 } 17kw 26 hrs
 004 20167 (9)
 005 002.6

001 05.18.09 16
 002 09 45 .63
 003 54649 43kw 68 hrs
 004 20171 (4)
 005 002.6
 storetop 4 hrs (1kw)

001 05.19.09
 002 10 09 .97 hr
 003 54673 24kw 24 1/2
 004 20180 (9)
 005 003.7
 1st time turned air cond. on
 7am, dishwasher (4kw)
 11kw in 3 hrs air cond. 84° setting
 5 hrs 86° from 4pm, next day 88° 18 1/2 hrs
 3kw 10kw

001 05.20.09 30
 002 10 25
 003 54725 52kw 24hr
 004 20214 (34)
 005 003.8
 2 shower 3kw 1.67hr (kwh)
 40 kw in 24hrs air cond. 87°

001 05.20.09 7
 002 14 20 1.67
 003 54735 10kw 6hr
 004 20224 (10)
 005 003.8
 10 kw in 6 hrs air cond. 87°
 1.67 kwh

001 05.21.09 4
 002 10 10 1.12
 003 54752 27kw 24hr
 004 20233 (19)
 005 003.8
 .75kwh for air cond.

001 05.21.09
 002 16 53 .57
 003 54756 4kw 7hrs
 004 20237 (4)
 005 003.8
 4kwh in 7 hrs 89° .57kw
 an hour (week day)

001 05.22.09 3
 002 12 15
 003 54765 13kw 26hrs
 004 20240 (7)
 005 003.8
 no air cond.

001 05.23.09 1
 002 07 45
 003 54773 8kw 19 1/2 hrs
 004 20244 (4)
 005 003.8



001 05.25.09
 002 07 45 .81
 003 54812 39kw 48hr
 004 20244 (0) 18kw
 005 003.8
 air cond. 89° 21kw 48hrs .43
 weekend

001 05.26.09 2
 002 11 23 (116)
 003 54844 32kw 27 1/2 hr
 004 20264 (20)
 005 003.8
 3 loads clothes

001 05.27.09 8
 002 11 34 (116)
 003 54872 28kw 24hr
 004 20284 (20) ?
 005 001.2 ?
 1 shower cold water
 147kw overcharged

001 05.28.09 2
 002 10 56 .89 hr
 003 54893 21kw 23 1/2
 004 20296 (12) ?
 005 002.2
 89°

001 05.29.09 5
 002 12 03 .96
 003 54917 24kw 25hr
 004 20313 (17) ?
 005 002.2

001 05.30.09 3
 002 08 25 .92
 003 54936 19kw 20 1/2
 004 20326 (13) ?
 005 002.3

001 06.01.09 1
 002 09 33
 003 54985 49kw 49hr
 004 20326 (0)
 005 002.3
 1 load clothes

001 06.02.09 1
 002 11 13 1.13
 003 55014 29kw 25 1/2
 004 20348 (22) ?
 005 002.3
 dishwasher, 1 shower

001 06.03.09 2
 002 11 10
 from 3pm to 11am next day 91° total 26hrs
 1 shower

003 55038
 004 20363 24kw 24hr
 005 002.3 (15) ?

201 06.04.09 10
202 08 59 1.36
203 55068 30 kw 28 hr
204 20382 (191?)
205 003.1?

001 06.05.09 3
002 09 23
003 55095 27kw 24 1/2 hrs
004 20398 (16)
005 003.1
1 shower

101 06.06.09
202 09 46 73 hrs
203 55113 18 kw 24 1/2
204 20409 (11)
205 003.1
in cond 9 kw .3k temp cooler





THE POWER TO MAKE IT HAPPEN®



Your electricity bill
December 28, 2007

Lydia Tsosie

Your account number
991532281

Your service plan: Standard Rate With E-3

Meter number: K10636
Meter reading cycle: 17

Charges for electricity services

Cost of electricity you used

Basic service charge	1.74	\$1.85
Delivery service charge		\$38.44
Environmental benefits surcharge		\$0.44
Federal environmental improvement surcharge		\$0.19
Competition rules compliance charge		\$0.40
System benefits charge		\$2.16
Energy support program discount (14%)		-\$14.94
Metering*	2.48	\$2.64
Meter reading*	4.14	\$1.82
Billing*	1.42	\$2.05
Generation of electricity*		\$50.66
Transmission and ancillary services*		\$6.08
Cost of electricity you used	91.35	\$91.79

Taxes and fees

Regulatory assessment	0.2%	\$0.18
State sales tax	5.6%	\$5.12
County sales tax	0.7%	\$0.63
City sales tax		\$0.00
Franchise fee		\$0.00
Cost of electricity with taxes and fees		\$97.76

Total charges for electricity services

\$97.76

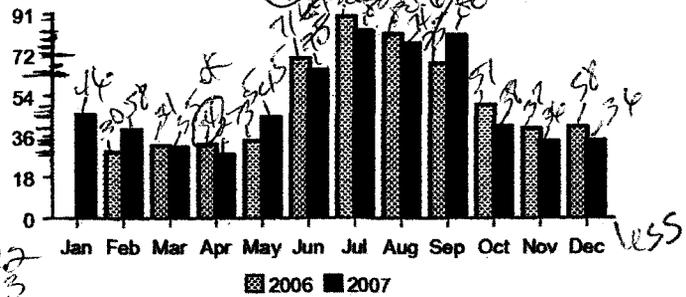
* These services are currently provided by APS but may be provided by a competitive supplier.

73
106.22
-14.87

Amount of electricity you used

Meter reading on Dec 24	35348
Meter reading on Nov 21	34179
Total electricity you used, in kWh	1169

Average daily electricity use per month



Comparing your monthly use

	This month	Last month	This month last year
Billing days	33	30	31
Average outdoor temperature	53°	70°	54°
Your total use in kWh	1169	1053	1289
Your average daily cost	\$2.96	\$2.76	\$3.05



⊗



THE POWER TO MAKE IT HAPPEN®



Your electricity bill
November 28, 2007

Lydia Tsosie

Your account number
991532281

Your service plan: Time Advantage 9pm-9am E-3

Meter number: K10636
Meter reading cycle: 17

Charges for electricity services

Cost of electricity you used

Basic service charge	\$6.33 ✓
Delivery service charge	\$26.05 ✓
Environmental benefits surcharge	\$0.44
Federal environmental improvement surcharge	\$0.17
Competition rules compliance charge	\$0.36
System benefits charge	\$1.95 ✓
Energy support program discount (14%)	-\$12.67
Metering*	\$4.95 ✓
Meter reading*	\$1.65 ✓
Billing*	\$1.86 ✓
Generation of electricity on-peak*	\$27.93 ✓
Generation of electricity off-peak*	\$13.34 ✓
Transmission and ancillary services*	\$5.48 ✓
Cost of electricity you used	\$77.84

Taxes and fees

Regulatory assessment	\$0.15
State sales tax	\$4.37
County sales tax	\$0.55
City sales tax	\$0.00
Franchise fee	\$0.00
Cost of electricity with taxes and fees	\$82.91

Total charges for electricity services \$82.91

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

90.51

14.79
37.12
37.63
89.54
12.55 14%

77.00
4.37
.54

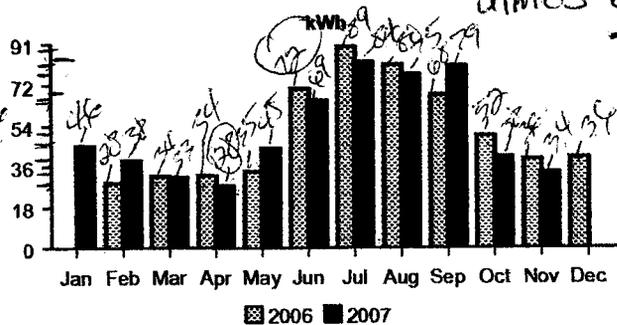
82.00

Amount of electricity you used

Meter reading on Nov 21	34179
Meter reading on Oct 22	33126
Total electricity you used, in kWh	1053
On-peak meter reading on Nov 21	12749
On-peak meter reading on Oct 22	12460
On-peak electricity you used, in kWh (9 am to 9 pm Monday to Friday)	289
Off-peak electricity you used, in kWh (9 pm to 9 am weekdays and all day Saturday and Sunday)	764

67kWh overcharge
almost 2 1/2 X

Average daily electricity use per month



Comparing your monthly use

	This month	Last month	This month last year
Billing days	30	32	31
Average outdoor temperature	70°	74°	68°
Your total use in kWh	1053	1340	1266
Percentage of on-peak use	27%	37%	30%
Your average daily cost	\$2.76	\$4.17	\$2.78



☒



THE POWER TO MAKE IT HAPPEN®



Your electricity bill
December 31, 2008

Lydia Tsosie

Your account number
991532281

Your service plan: Standard Rate With E-3

Meter number: K10636
Meter reading cycle: 18

Charges for electricity services

Cost of electricity you used

Basic service charge	\$1.79
Delivery service charge	\$20.09
Environmental benefits surcharge	\$1.32
Federal environmental improvement surcharge	\$0.10
Competition rules compliance charge	\$0.21
System benefits charge	\$1.13
Energy support program discount (26%)	-\$15.95
Metering*	\$2.56
Meter reading*	\$1.76
Billing*	\$1.98
Generation of electricity*	\$26.48
Transmission and ancillary services*	\$3.18
Transmission cost adjustment*	\$0.74
Cost of electricity you used	\$45.39

Taxes and fees

Regulatory assessment	\$0.08
State sales tax	\$2.55
County sales tax	\$0.32
City sales tax	\$0.00
Franchise fee	\$0.00
Cost of electricity with taxes and fees	\$48.34

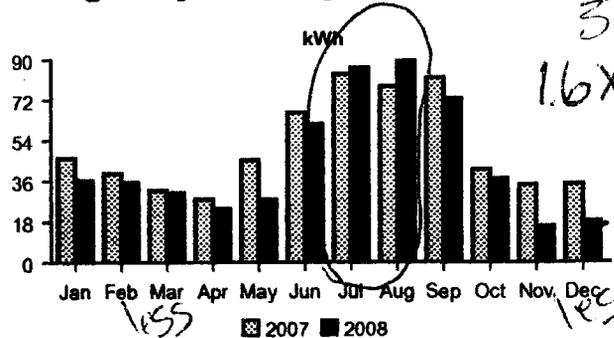
Total charges for electricity services \$48.34

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

Amount of electricity you used

Meter reading on Dec 26	51830
Meter reading on Nov 24	51219
Total electricity you used, in kWh	611

Average daily electricity use per month



Comparing your monthly use

	This month	Last month	This month last year
Billing days	32	33	33
Average outdoor temperature	54°	66°	53°
Your total use in kWh	611	554	1169
Your average daily cost	\$1.51	\$1.35	\$2.96

X885-41AB Rev. 1-05

calculated twice

$\$23.78$
 (21.90)

(6.73)

8.10
50.88
66.64
16.35
15.95
13.73%
26
42.63
52.80
39.07
106
2.19
27
41.61

258 kWh
430 kWh
31 days
\$36.00
January

8.10
31.39
41.39
16.56
40%
24.83
1.05
1.39
0.17
26.44



x



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Your electricity bill
May 29, 2009

Lydia Tsosie

Your account number
991532281

Your service plan: Standard Rate With E-3

Meter number: K10636
Meter reading cycle: 18

Charges for electricity services

Cost of electricity you used

Basic service charge	\$1.79
Delivery service charge	\$19.70
Environmental benefits surcharge	\$3.17
Federal environmental improvement surcharge	\$0.10
Competition rules compliance charge	\$0.20
System benefits charge	\$1.11
Energy support program discount (26%)	-\$18.41
Metering*	\$2.56
Meter reading*	\$1.76
Billing*	\$1.98
Generation of electricity*	\$34.59
Transmission and ancillary services*	\$3.11
Transmission cost adjustment*	\$0.72
Cost of electricity you used	\$52.38

Taxes and fees

Regulatory assessment	\$0.10
State sales tax	\$2.94
County sales tax	\$0.37
City sales tax	\$0.00
Franchise fee	\$0.00
Cost of electricity with taxes and fees	\$55.79

Total charges for electricity services \$55.79

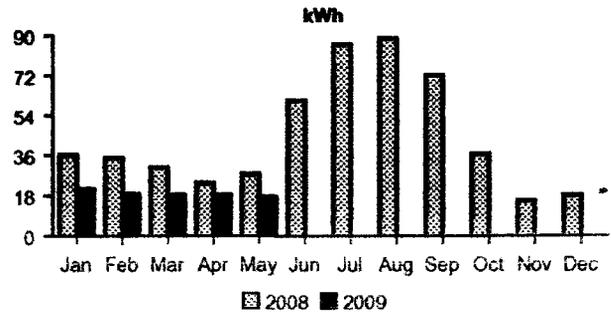
* These services are currently provided by APS but may be provided by a competitive supplier.

Amount of electricity you used

Meter reading on May 27	54871
Meter reading on Apr 25	54272
Total electricity you used, in kWh	599

147 over change 457

Average daily electricity use per month



Comparing your monthly use

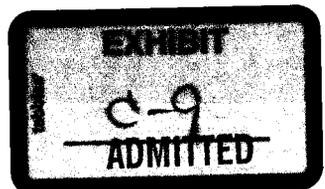
	This month	Last month	This month last year
Billing days	32	31	34
Average outdoor temperature	80°	66°	74°
Your total use in kWh	599	606	978
Your average daily cost	\$1.74	\$1.58	\$3.23

8.10
34.78
6.33

\$14.35 overcharge

52.58
13.67 26%
38.91
2.02
2.18
27

Page 3 of 3 \$41.44



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THE POWER TO MAKE IT HAPPEN®



Your electricity bill
January 30, 2009

Lydia Tsosie

Your account number
991532281

Your service plan: Standard Rate With E-3

Meter number: K10636
Meter reading cycle: 18

Charges for electricity services

Cost of electricity you used

Basic service charge	\$1.74
Delivery service charge	\$22.59
Environmental benefits surcharge	\$3.17
Federal environmental improvement surcharge	\$0.11
Competition rules compliance charge	\$0.23
System benefits charge	\$1.27
Energy support program discount (26%)	-\$18.04
Metering*	\$2.48
Meter reading*	\$1.71
Billing*	\$1.92
Generation of electricity*	\$29.77
Transmission and ancillary services*	\$3.57
Transmission cost adjustment*	\$0.83
Cost of electricity you used	\$51.35

Taxes and fees

Regulatory assessment	\$0.09
State sales tax	\$2.88
County sales tax	\$0.36
City sales tax	\$0.00
Franchise fee	\$0.00
Cost of electricity with taxes and fees	\$54.68

Total charges for electricity services **\$54.68**

36.30

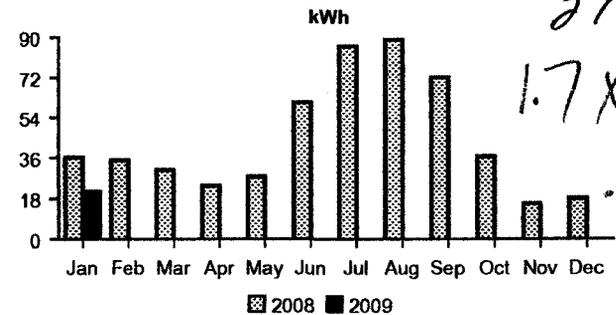
* These services are currently provided by APS but may be provided by a competitive supplier.

Amount of electricity you used

Meter reading on Jan 26	52517
Meter reading on Dec 26	51830
Total electricity you used, in kWh	687

410
~~427~~

Average daily electricity use per month



277
1.7X

Comparing your monthly use

	This month	Last month	This month last year
Billing days	31	32	30
Average outdoor temperature	55°	54°	50°
Your total use in kWh	687	611	1123
Your average daily cost	\$1.76	\$1.51	\$3.11

X865-41AB Rev. 1-05

7.84
34.14

46.05
11.97 26%

34.08
07
191
24

36.2930

\$18.38



X



THE POWER TO MAKE IT HAPPEN®



Your electricity bill
May 29, 2007

Lydia Tsosie

Your account number
991532281

Your service plan: Time Advantage 9pm-9am E-3

Meter number: K10636
Meter reading cycle: 17

Charges for electricity services

Cost of electricity you used

Basic service charge		\$6.12
Delivery service charge	33	\$27.93
Environmental benefits surcharge		\$0.35
Competition rules compliance charge		\$0.45
System benefits charge	2.47	\$2.84
Energy support program discount		-\$13.00
Metering*		\$4.79
Meter reading*		\$1.60
Billing*		\$1.80
Generation of electricity on-peak*	66.77	\$51.48
Generation of electricity off-peak*	14.32	\$12.81
Transmission and ancillary services*	6.94	\$6.35
Cost of electricity you used		\$103.52

Amount of electricity you used

Meter reading on May 23	22454
Meter reading on Apr 24	21120
Total electricity you used, in kWh	1334
On-peak meter reading on May 23	8030
On-peak meter reading on Apr 24	7541
On-peak electricity you used, in kWh (9 am to 9 pm Monday to Friday)	489
Off-peak electricity you used, in kWh (9 pm to 9 am weekdays and all day Saturday and Sunday)	845

Handwritten notes: 780 kWh on-peak charge, 3x

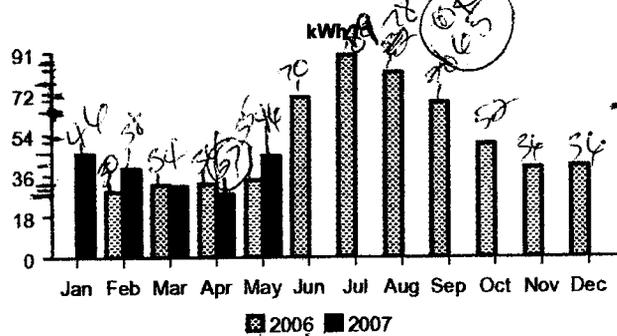
Taxes and fees

Regulatory assessment	\$0.20
State sales tax	\$5.81
County sales tax	\$0.73
City sales tax	\$0.00
Franchise fee	\$0.00
Cost of electricity with taxes and fees	\$110.26

Total charges for electricity services \$110.26

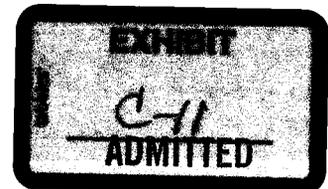
* These services are currently provided by APS but may be provided by a competitive supplier.

Average daily electricity use per month



Comparing your monthly use

	This month	Last month	This month last year
Billing days	29	29	29
Average outdoor temperature	78°	66°	79°
Your total use in kWh	1334	841	1033
Percentage of on-peak use	37%	25%	28%
Your average daily cost	\$3.80	\$2.02	\$2.71



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THE POWER TO MAKE IT HAPPEN®



Your electricity bill
March 31, 2009

Lydia Tsosie

Your account number
991532281

Your service plan: Standard Rate With E-3

Meter number: K10636
Meter reading cycle: 18

Charges for electricity services

Cost of electricity you used

Basic service charge	\$1.57
Delivery service charge	\$18.08
Environmental benefits surcharge	\$3.17
Federal environmental improvement surcharge	\$0.09
Competition rules compliance charge	\$0.19
System benefits charge	\$1.02
Energy support program discount (26%)	-\$14.82
Metering*	\$2.24
Meter reading*	\$1.54
Billing*	\$1.74
Generation of electricity*	\$23.84
Transmission and ancillary services*	\$2.86
Transmission cost adjustment*	\$0.67
Cost of electricity you used	\$42.19 ⁰

Taxes and fees

Regulatory assessment	\$0.08
State sales tax	\$2.37 ⁶
County sales tax	\$0.30
City sales tax	\$0.00
Franchise fee	\$0.00
Cost of electricity with taxes and fees	\$44.94

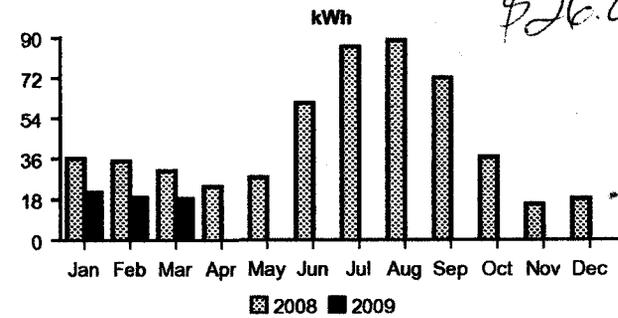
Total charges for electricity services \$44.94

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

Amount of electricity you used

Meter reading on Mar 25	53666
Meter reading on Feb 25	53116
Total electricity you used, in kWh	550

Average daily electricity use per month



Comparing your monthly use

	This month	Last month	This month last year
Billing days	28	30	32
Average outdoor temperature	63°	55°	60°
Your total use in kWh	550	599	1019
Your average daily cost	\$1.60	\$1.61	\$2.71

Handwritten: \$18.05

Handwritten: 7.08
45.80

57.00

Handwritten: 7.08
31.23

42.08
16.85 40%

25.25
1.05
1.41
1.8

26.89



x



THE POWER TO MAKE IT HAPPEN®



Your electricity bill
March 30, 2006

Lydia Tsosie

Your account number
991532281

Your service plan: Time Advantage 9pm-9am E-3

Charges for electricity services

Cost of electricity you used

Basic service charge	\$6.96
Delivery service charge	\$23.08
Environmental benefits surcharge	\$0.35
Competition rules compliance charge	\$0.37
System benefits charge	\$2.35
Energy support program discount (14%)	-\$11.53
Metering*	\$5.45
Meter reading*	\$1.82
Billing*	\$2.05
Generation of electricity on-peak*	\$23.43
Generation of electricity off-peak*	\$11.27
Transmission and ancillary services*	\$5.25
Cost of electricity you used	\$70.85

Taxes and fees

Regulatory assessment	\$0.17
State sales tax	\$3.98
County sales tax	\$0.50
City sales tax	\$0.00
Franchise fee	\$0.00
Cost of electricity with taxes and fees	\$75.50

Total charges for electricity services \$75.50

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

Meter number: K10636
Meter reading cycle: 17

Amount of electricity you used

Old meter number: J68322

We were unable to read your meter this month - meter read unavailable.

Your meter reading was estimated on Mar 2	3251
Meter reading on Feb 22	2987
Electricity you used, in kWh	264

On-peak estimated meter reading on Mar 2	1007
On-peak meter reading on Feb 22	938
On-peak electricity you used, in kWh (9 am to 9 pm Monday to Friday)	69

Off-peak electricity you used, in kWh (9 pm to 9 am weekdays and all day Saturday and Sunday)	195
---	------------

Since your previous read, your meter has been changed

New meter number: K10636

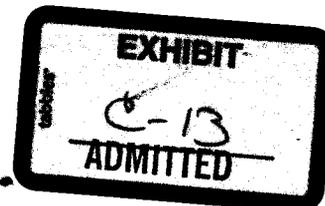
Meter reading on Mar 27	838
Meter reading on Mar 2	0
Electricity you used, in kWh	838

On-peak meter reading on Mar 27	219
On-peak meter reading on Mar 2	0
On-peak electricity you used, in kWh (9 am to 9 pm Monday to Friday)	219

Off-peak electricity you used, in kWh (9 pm to 9 am weekdays and all day Saturday and Sunday)	619
---	------------

Total electricity you used, in kWh	1102
Total on-peak electricity you used, in kWh	288
Total off-peak electricity you used, in kWh	814

727 kw overcharge
4x





THE POWER TO MAKE IT HAPPEN®



Your electricity bill
March 2, 2009

Lydia Tsosie

Your account number
991532281

Your service plan: Standard Rate With E-3

Meter number: K10636
Meter reading cycle: 18

Charges for electricity services

Cost of electricity you used

Basic service charge	\$1.68
Delivery service charge	\$19.70
Environmental benefits surcharge	\$3.17
Federal environmental improvement surcharge	\$0.10
Competition rules compliance charge	\$0.20
System benefits charge	\$1.11
Energy support program discount (26%)	-\$16.03
Metering*	\$2.40
Meter reading*	\$1.65
Billing*	\$1.86
Generation of electricity*	\$25.96
Transmission and ancillary services*	\$3.11
Transmission cost adjustment*	\$0.72
Cost of electricity you used	\$45.63

Taxes and fees

Regulatory assessment	\$0.08
State sales tax	\$2.56
County sales tax	\$0.32
City sales tax	\$0.00
Franchise fee	\$0.00
Cost of electricity with taxes and fees	\$48.59

Total charges for electricity services \$48.59

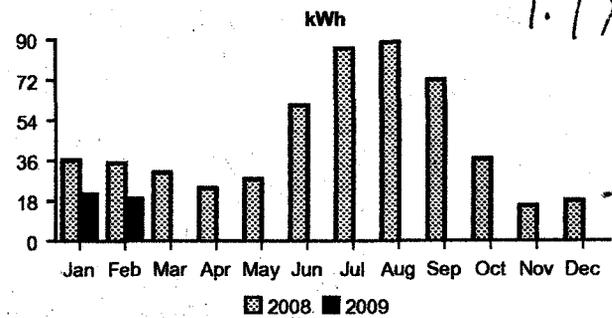
* These services are currently provided by APS but may be provided by a competitive supplier.

Amount of electricity you used

Meter reading on Feb 25	53116
Meter reading on Jan 26	52517
Total electricity you used, in kWh	599

354

Average daily electricity use per month



1.7X

Comparing your monthly use

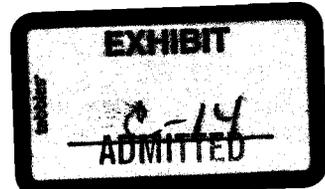
	This month	Last month	This month last year
Billing days	30	31	30
Average outdoor temperature	55°	55°	51°
Your total use in kWh	599	687	1086
Your average daily cost	\$1.61	\$1.76	\$3.02

Handwritten calculations:

$$\begin{array}{r}
 7.59 \\
 49.20 \\
 \hline
 61.69 \\
 16.03 \\
 \hline
 45.63
 \end{array}$$

$$\begin{array}{r}
 29.48 \\
 40.79 \\
 \hline
 16.32 \quad 40\% \\
 \hline
 24.47 \\
 .05 \\
 1.37 \\
 .17 \\
 \hline
 26.07
 \end{array}$$

overcharge \$22.53



X885-41AB Rev. 1-05



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Your electricity bill
March 2, 2006

Lydia Tsosie

Your account number
991532281

Your service plan: Time Advantage 9pm-9am E-3

Meter number: J68322
Meter reading cycle: 17

Charges for electricity services

Cost of electricity you used

Basic service charge	\$4.43
Delivery service charge	\$13.40
Environmental benefits surcharge	\$0.25
Competition rules compliance charge	\$0.22
System benefits charge	\$1.36
Energy support program discount (14%)	-\$7.06
Metering*	\$3.47
Meter reading*	\$1.16
Billing*	\$1.30
Generation of electricity on-peak*	\$15.61
Generation of electricity off-peak*	\$6.20
Transmission and ancillary services*	\$3.05
Cost of electricity you used	\$43.39

Taxes and fees

Regulatory assessment	\$0.11
State sales tax	\$2.44
County sales tax	\$0.30
City sales tax	\$0.00
Franchise fee	\$0.00
Cost of electricity with taxes and fees	\$46.24

Total charges for electricity services \$46.24

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

Amount of electricity you used

We were unable to read your meter this month - meter read unavailable.

Your meter reading was estimated on Feb 22	2987
Meter reading on Feb 1	2347
Total electricity you used, in kWh	640
On-peak estimated meter reading on Feb 22	938
On-peak meter reading on Feb 1	746
On-peak electricity you used, in kWh (9 am to 9 pm Monday to Friday)	192
Off-peak electricity you used, in kWh (9 pm to 9 am weekdays and all day Saturday and Sunday)	448

Comparing your monthly use

	This month	Last month	This month last year
Billing days	21	N/A	N/A
Average outdoor temperature	57°	N/A	N/A
Your total use in kWh	640	N/A	N/A
Percentage of on-peak use	30%	N/A	N/A
Your average daily cost	\$2.20	N/A	N/A



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THE POWER TO MAKE IT HAPPEN®



Your electricity bill
April 29, 2009

Lydia Tsosie

Your account number
991532281

Your service plan: Standard Rate With E-3

Meter number: K10636
Meter reading cycle: 18

Charges for electricity services

Cost of electricity you used

Basic service charge	\$1.74
Delivery service charge	\$19.93
Environmental benefits surcharge	\$3.17
Federal environmental improvement surcharge	\$0.10
Competition rules compliance charge	\$0.20
System benefits charge	\$1.12
Energy support program discount (26%)	-\$16.25
Metering*	\$2.48
Meter reading*	\$1.71
Billing*	\$1.92
Generation of electricity*	\$26.26
Transmission and ancillary services*	\$3.15
Transmission cost adjustment*	\$0.73
Cost of electricity you used	\$46.26

Taxes and fees

Regulatory assessment	\$0.08
State sales tax	\$2.60
County sales tax	\$0.32
City sales tax	\$0.00
Franchise fee	\$0.00
Cost of electricity with taxes and fees	\$49.26

Total charges for electricity services \$49.26

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

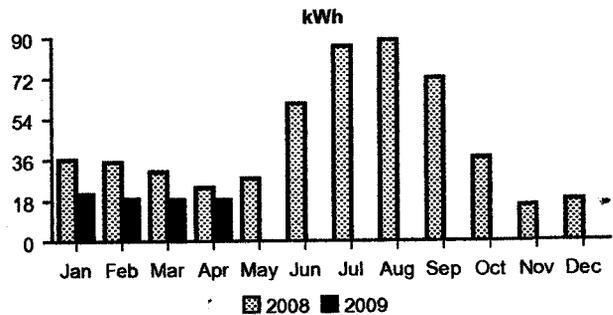
Amount of electricity you used

Meter reading on Apr 25	54272
Meter reading on Mar 25	53666
Total electricity you used, in kWh	606

430

Average daily electricity use per month

1.4X



X886-1 TAB Rev. 1-05

Comparing your monthly use

	This month	Last month	This month last year
Billing days	31	28	29
Average outdoor temperature	66°	63°	67°
Your total use in kWh	606	550	720
Your average daily cost	\$1.58	\$1.60	\$1.87

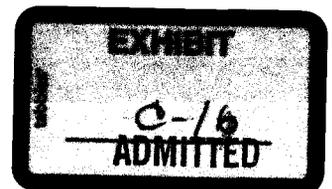
7.84
35.81

44.35
11.53 26%

32.82
.07
1.84
.23

34.96

\$14.30 overcharge



4 loads clothes } Dec. 10~~8~~ loads
4 dishwasher } 4 dishwasher } Jan. 410kwh
377 kwh TOTAL TOTAL

3 loads } Feb. 6 loads
3 dishwasher } 3 dishwasher } March. 375kw
354kwh TOTAL TOTAL

9 loads clothes }
4 dishwasher } April 430 kwh TOTAL
9 loads }
2 dishwasher } May 459kwh
TOTAL TOTAL



10 loads 4 dishwasher stove 11 kw oven 11 ¹⁷ / ₃ kw	Jan	4 loads 4 dishwasher stove 1 oven 1	DEC.	1 load 2 dishwasher stove 1
430 408	(258)	377	(234)	(118) 436kw
7.84 35.81	6.88			330 274

45.67
11.87 26%

57.29
67.47
17.54 26%

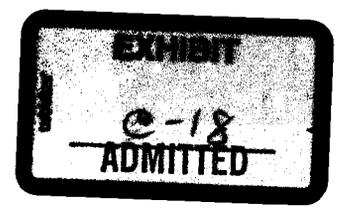
10X

33.80
.07
1.89
.24
36.00

49.93
.10
2.80
.35
53.18

\$17.18

433
9 loads
2 dishwasher
stove 4
Jan
May
452 kw



Costs

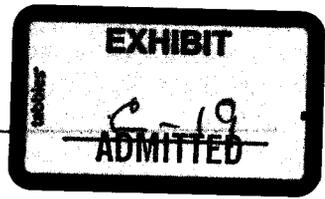
The party who is successful on appeal (the winner) may file a "Statement of Costs" with the Clerk of the Court of Appeals requesting reimbursement for the costs of preparing or responding to the appeal. (A form of a Statement of Costs is attached as Form 22.) Costs will not be awarded unless a Statement of Costs is timely filed.

1. The Statement of Costs should contain a request for reimbursement of the filing fee, the cost of making the copies of the briefs, and the cost of the transcripts.
2. The successful party must file the Statement of Costs within ten (10) days, not including weekends and legal holidays, after the Clerk of the Court of Appeals advises the parties of the Court of Appeals' decision.
3. The successful party must file the Statement of Costs with the Clerk of the Court of Appeals.
4. The unsuccessful party may file an Objection to the amount of costs requested. This Objection must be filed within five (5) days, not including weekends and legal holidays, after receipt of the Statement of Costs.
5. If no Objection is filed, the Clerk of the Court of Appeals will enter an order awarding costs to the successful party as set forth in the Statement of Costs.

Attorneys' Fees

The Court of Appeals may also award attorneys' fees to the successful party on appeal. As a pro per party, you will not be entitled to an award of attorneys' fees. However, if the other party hired an attorney, you could be responsible for the other party's attorneys' fees. This occurs most often in family law cases and cases based on written contract disputes.

1. The Court of Appeals will consider (1) the financial resources of both parties, (2) the reasonableness of the positions each party has taken throughout the proceedings, and, if applicable, (3) whether the written contract provides for an award of reasonable attorneys' fees to the successful party in the dispute.
2. The unsuccessful party must file an objection to an award of attorneys' fees within five (5) days, not including weekends and official state holidays, after receipt of the request for an award of attorneys' fees.



INSURANCE COVERAGE

In order that subrogation claims may be adjudicated, it is essential that the claimant provide the following information regarding the insurance coverage of the vehicle or property.

15. Do you carry accident insurance? Yes If yes, give name and address of insurance company (Number, Street, City, State, and Zip Code) and policy number. No

16. Have you filed a claim with your insurance carrier in this instance, and if so, is it full coverage or deductible? Yes No

17. If deductible, state amount.

NONE

18. If a claim has been filed with your carrier, what action has your insurer taken or proposed to take with reference to your claim? (It is necessary that you ascertain these facts).

NONE

19. Do you carry public liability and property damage insurance? Yes If yes, give name and address of insurance carrier (Number, Street, City, State, and Zip Code). No

INSTRUCTIONS

Claims presented under the Federal Tort Claims Act should be submitted directly to the "appropriate Federal agency" whose employee(s) was involved in the incident. If the incident involves more than one claimant, each claimant should submit a separate claim form.

Complete all items - Insert the word NONE where applicable.

A CLAIM SHALL BE DEEMED TO HAVE BEEN PRESENTED WHEN A FEDERAL AGENCY RECEIVES FROM A CLAIMANT, HIS DULY AUTHORIZED AGENT, OR LEGAL REPRESENTATIVE, AN EXECUTED STANDARD FORM 95 OR OTHER WRITTEN NOTIFICATION OF AN INCIDENT, ACCOMPANIED BY A CLAIM FOR MONEY

DAMAGES IN A SUM CERTAIN FOR INJURY TO OR LOSS OF PROPERTY, PERSONAL INJURY, OR DEATH ALLEGED TO HAVE OCCURRED BY REASON OF THE INCIDENT. THE CLAIM MUST BE PRESENTED TO THE APPROPRIATE FEDERAL AGENCY WITHIN TWO YEARS AFTER THE CLAIM ACCRUES.

Failure to completely execute this form or to supply the requested material within two years from the date the claim accrued may render your claim invalid. A claim is deemed presented when it is received by the appropriate agency, not when it is mailed.

The amount claimed should be substantiated by competent evidence as follows:

If instruction is needed in completing this form, the agency listed in item #1 on the reverse side may be contacted. Complete regulations pertaining to claims asserted under the Federal Tort Claims Act can be found in Title 28, Code of Federal Regulations, Part 14. Many agencies have published supplementing regulations. If more than one agency is involved, please state each agency.

(a) In support of the claim for personal injury or death, the claimant should submit a written report by the attending physician, showing the nature and extent of the injury, the nature and extent of treatment, the degree of permanent disability, if any, the prognosis, and the period of hospitalization, or incapacitation, attaching itemized bills for medical, hospital, or burial expenses actually incurred.

The claim may be filed by a duly authorized agent or other legal representative, provided evidence satisfactory to the Government is submitted with the claim establishing express authority to act for the claimant. A claim presented by an agent or legal representative must be presented in the name of the claimant. If the claim is signed by the agent or legal representative, it must show the title or legal capacity of the person signing and be accompanied by evidence of his/her authority to present a claim on behalf of the claimant as agent, executor, administrator, parent, guardian or other representative.

(b) In support of claims for damage to property, which has been or can be economically repaired, the claimant should submit at least two itemized signed statements or estimates by reliable, disinterested concerns, or, if payment has been made, the itemized signed receipts evidencing payment.

If claimant intends to file for both personal injury and property damage, the amount for each must be shown in item number 12 of this form.

(c) In support of claims for damage to property which is not economically repairable, or if the property is lost or destroyed, the claimant should submit statements as to the original cost of the property, the date of purchase, and the value of the property, both before and after the accident. Such statements should be by disinterested competent persons, preferably reputable dealers or officials familiar with the type of property damaged, or by two or more competitive bidders, and should be certified as being just and correct.

(d) Failure to specify a sum certain will render your claim invalid and may result in forfeiture of your rights.

PRIVACY ACT NOTICE

This Notice is provided in accordance with the Privacy Act, 5 U.S.C. 552a(e)(3), and concerns the information requested in the letter to which this Notice is attached.

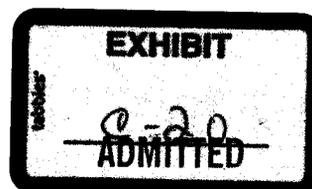
- B. *Principal Purpose:* The information requested is to be used in evaluating claims.
- C. *Routine Use:* See the Notices of Systems of Records for the agency to whom you are submitting this form for this information.
- D. *Effect of Failure to Respond:* Disclosure is voluntary. However, failure to supply the requested information or to execute the form may render your claim "invalid."

- A. *Authority:* The requested information is solicited pursuant to one or more of the following: 5 U.S.C. 301, 28 U.S.C. 501 et seq., 28 U.S.C. 2671 et seq., 28 C.F.R. Part 14.

PAPERWORK REDUCTION ACT NOTICE

This notice is solely for the purpose of the Paperwork Reduction Act, 44 U.S.C. 3501. Public reporting burden for this collection of information is estimated to average 6 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the Director, Torts Branch, Attention: Paperwork Reduction Staff, Civil Division, U.S. Department of Justice, Washington, DC 20530 or to the Office of Management and Budget. Do not mail completed form(s) to these addresses.

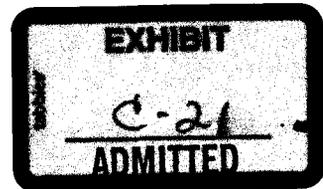
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**HOW TO APPEAL YOUR SUPPLEMENTAL SECURITY INCOME (SSI)
OR SPECIAL VETERANS BENEFIT (SVB) DECISION**

There are three different ways to appeal. You can pick the appeal that fits your case. You can have a lawyer, friend, or someone else help you with your appeal.

Here are the three ways to appeal:



1. CASE REVIEW:

You can give us more facts to add to your file. Then we'll decide your case again. You don't meet with the person who decides your case.

You can pick this kind of appeal in all cases.

2. INFORMAL CONFERENCE:

You'll meet with the person who will decide your case. You can tell that person why you think you're right. You can give us more facts to help prove you're right. You can bring other people to help explain your case.

You can pick this kind of appeal in all SSI cases *except* two. You can't have it if we turned down your SSI application for medical reasons or because you're not blind. Also you can't have it if we're giving you SSI but you disagree with the date we said you became blind or disabled. In SVB cases, you can pick this kind of appeal only if we're stopping or lowering your SVB payment.

3. FORMAL CONFERENCE:

This is a meeting like an informal conference. Plus, we can make people come to help prove you're right. We can do this even if they don't want to help you. You can question these people at your meeting.

You can pick this kind of appeal only if we're stopping or lowering your SSI or SVB payment. You can't get it in any other case.

Now you know the three kinds of appeals. You can pick the one that fits your case. Then fill out this form. We'll help you fill it out.

There are groups that can help you with your appeal. Some can give you a free lawyer. We can give you the names of these groups.

NOTE: DON'T FILL OUT THIS FORM IF WE SAID WE'LL STOP YOUR DISABILITY CHECK FOR MEDICAL REASONS OR BECAUSE YOU'RE NO LONGER BLIND. WE'LL GIVE YOU THE RIGHT FORM (SSA-789-U4) FOR YOUR APPEAL.

The information on this form is authorized by regulation (20 CFR 404.907 - 404.921 and 416.1407 -416.1421) and Public Law 106-169 (section 809(a)(1) of section 251(a)). While your response to these questions is voluntary, the Social Security Administration cannot reconsider the decision on this claim unless the information is furnished.

Paperwork Reduction Act Statement - This information collection meets the requirements of 44 U.S.C. § 3507, as amended by Section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget control number. We estimate that it will take about 8 minutes to read the instructions, gather the facts, and answer the questions. **SEND THE COMPLETED FORM TO YOUR LOCAL SOCIAL SECURITY OFFICE. The office is listed under U.S. Government agencies in your telephone directory or you may call Social Security at 1-800-772-1213 (TTY 1-800-325-0778).** You may send comments on our time estimate above to : SSA, 6401 Security Blvd., Baltimore, MD 21235-6401. Send only comments relating to our time estimate to this address, not the completed form.