

AZ CORP COMMISSION
DOCKET CONTROL

2018 MAY 21 P 3: 26

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7 **BEFORE THE ARIZONA CORPORATION COMMISSION**

9 COMMISSIONERS

10 TOM FORESE, Chairman
11 BOB BURNS
ANDY TOBIN
12 BOYD DUNN
JUSTIN OLSON

Arizona Corporation Commission

DOCKETED

MAY 21 2018

DOCKETED BY

14 IN THE MATTER OF:
15 STACEY CHAMPION, et al.,
16 Complainant,
17 v.
18 ARIZONA PUBLIC SERVICE COMPANY,
19 an Arizona Public Service Corporation,
20 Respondent.

DOCKET NO. E-01345A-18-0002

**ARIZONA PUBLIC SERVICE
COMPANY'S NOTICE OF FILING
UNREDACTED COPY OF
ANSWER TO REVISED
CHAMPION COMPLAINT**

21 Pursuant to Paragraph 8 of the Protective Order entered on May 17, 2018, which
22 states:

23 Customer-specific information will receive the same treatment as
Confidential Information unless a customer places their own
24 information at issue, such as by using information regarding their
service or account to affirmatively establish a claim, defense, or
25 privilege in this proceeding. If a customer places their own
information at issue, the customer's specific information that
26 becomes relevant because of the customer's conduct, such as
information specific to that customer that is relevant to the claim,
27 defense, or privilege the customer is asserting, will receive the
same treatment as any other non-confidential information that is
28 normally produced, discoverable, or made public in a proceeding
before the Commission. However, in no event shall the personally

1 identifiable information of non-party individual customers, or the
2 personally identifiable information of a customer who is a party,
3 other than that party's name, be treated as non-confidential
4 information.

5 APS provides notice of filing an unredacted copy of its Answer to Revised
6 Champion Complaint, attached as Exhibit A.

7 RESPECTFULLY SUBMITTED this 21st day of May 2018.

8 By: Melissa M. Krueger

9 Thomas A. Loquvam

10 Melissa M. Krueger

11 Attorneys for Arizona Public Service Company

12 ORIGINAL and thirteen (13) copies
13 of the foregoing filed this 21st day of
14 May 2018, with:

15 Docket Control
16 ARIZONA CORPORATION COMMISSION
17 1200 West Washington Street
18 Phoenix, Arizona 85007

19 COPY of the foregoing mailed/delivered this
20 21st day of May 2018 to:

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EXHIBIT A

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14 IN THE MATTER OF:

15 STACEY CHAMPION, et al.,

16 Complainant,

17 v.

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19 an Arizona Public Service Corporation,

20 Respondent.

DOCKET NO. E-01345A-18-0002

**ARIZONA PUBLIC SERVICE
COMPANY'S ANSWER TO
REVISED CHAMPION
COMPLAINT**

21 Respondent Arizona Public Service Company (APS or Company) responds to the
22 Revised Champion Complaint (Complaint) filed on February 13, 2018 on behalf of
23 Stacey Champion. APS admits, denies and alleges as follows:
24
25
26
27
28

1 **Allegation No. 1¹**

2 Pursuant to A.R.S. § 40-246(A), Ms. Champion, as a customer of APS, has filed a
3 complaint as to the “reasonableness of any rates and charges” of APS, a public service
4 corporation. These rates and charges were established by Decision No. 76295 (the
5 “Decision”).

6 **APS Response**

7 APS admits that Ms. Champion is an APS customer and that she has filed a formal
8 complaint against APS. APS also admits that Decision No. 76295 set new rates and
9 charges. APS denies any remaining allegations in Allegation No. 1. APS affirmatively
10 alleges that Decision No. 76295 produced rates that are just and reasonable because of,
11 among other items, the numerous benefits contained in the terms of Decision No. 76295,
12 including: (i) a rate stability provision, also known as a rate stay-out, that prohibits APS
13 from filing a new general rate case prior to June 1, 2019; (ii) an income tax expense
14 adjustment mechanism that allowed APS customers to immediately benefit from the
15 2017 tax legislation; (iii) an agreement with the solar industry to resolve a multi-year,
16 otherwise intractable dispute regarding distributed generation that included a
17 confidential agreement to avoid undermining the rate settlement through ballot
18 initiatives, legislation, or advocacy at the ACC; (iv) expanded residential rate choices
19 with updated rate designs and rate options ranging from standard rates for very low
20 usage customers, and more off-peak hours and more holidays for all customers on time-
21 of-use and demand rates; (v) new rate options for commercial customers such as a high
22 load factor rate, the ability to aggregate accounts, and an economic development service
23 schedule; (vi) new funding to continue crisis bill assistance for limited income
24 customers; (vii) a revised buy-through rate for industrial and large general service
25 customers; (viii) a moratorium on new self-built generation until January 1, 2022 and
26

27 ¹ APS has reproduced in their entirety the allegations beginning on the top of page 2 of Ms. Champion’s
28 Response to APS’s Motion for More Definite Statement (Feb. 13, 2018). See also March 5, 2018
Procedural Order stating “IT IS FURTHER ORDERED that Ms. Champion’s filing of February 13,
2018, shall be considered a revised complaint.”

1 through December 31, 2027 for construction of new combined cycle generation units;
2 (ix) an experimental pilot technology rate for up to 10,000 customers; (x) a program to
3 expand access to utility-owned rooftop solar for low and moderate income Arizonans,
4 Title I schools, and rural governments; (xi) modifications to APS's Schedule 3 to
5 encourage development of property owned or leased by rural municipalities; (xii) an
6 additional discount for schools and military base customers; (xiii) an agreement to
7 withdraw any appeals of the Commission's Value and Cost of Solar Decisions (Decision
8 Nos. 75859 and 75932); and (xiv) a reduction in the proposed monthly charge for non-
9 standard metering from \$15 to \$5 (one of the lowest in the country). Of particular
10 relevance to Ms. Champion's claim is APS's voluntary agreement to accept an income
11 tax expense adjustor mechanism in the Settlement Agreement that was approved in
12 Decision No. 76295. This mechanism has already reduced the amount APS collects from
13 customers by \$119 million—more than the \$95 million increase approved in Decision
14 No. 76295.

15 16 **Allegation No. 2**

17 The Decision adopted the rates and charges included in the Settlement Agreement that
18 was signed by 29 of the parties to APS' rate case. Finding of Fact No. 327 of the
19 Decision states: "The rates terms and conditions of the Settlement Agreement are just,
20 fair and reasonable and in the public interest, and should be adopted as set forth in the
21 Settlement Agreement" According to the Settlement Agreement, under the new
22 rates "[r]esidential customers will have on average a 4.54 percent bill impact." Finding
23 of Fact No. 334 of the Decision confirmed this stating: "Under the terms of the
24 Settlement Agreement, the average bill impact is 4.54 percent for residential customers .
25 . . ."

26 **APS Response**

27 APS admits that Decision No. 76295 approved the Settlement Agreement signed by 29
28 parties to its rate case, including ACC Staff, Arizona Residential Utility Consumer

1 Office, Arizona Community Action Association (representing Arizona's limited income
2 customers), associations representing schools, industrial and commercial customers,
3 military bases and various solar entities. APS also admits that the settling parties agreed,
4 the Administrative Law Judge found, and the Commission concluded, that the terms and
5 conditions of the Settlement Agreement were just and reasonable. APS affirmatively
6 alleges that the 4.54% average represents the expected increase in annual revenue, net of
7 the adjustor sweep, for the entire residential class, based on usage levels and patterns in
8 the 2015 Test Year, as adjusted for normal weather. As such, this number combines the
9 individual usage levels and patterns, including on-peak and off-peak usage and seasonal
10 usage, and the specific rate choices and special programs for all 1 million residential
11 customers. APS further alleges that (i) the use of composite class averages such as the
12 4.54% is common in Arizona utility rate cases; (ii) the 4.54% figure derives from data
13 included in the ACC's Standard Filing Requirements; and (iii) the ALJ and Commission
14 knew that the impact on any specific customer will necessarily vary from this average
15 4.54%, higher or lower, based on their specific usage levels and patterns, rate choice,
16 and participation in any special programs such as limited income bill discounts, net
17 metering, or non-standard metering, for example. Furthermore, the 4.54% average
18 impact reflects the net of the higher base rates and lower adjustor rates resulting from
19 sweeping some of the funding from the latter to the former in the rate case. However, it
20 does not include any changes to the adjustor rates that occurred after the Test Year.

21
22 APS further alleges that the "typical" bill impact of approximately \$6 reflects what (i)
23 the annual net rate impact of the approved rate increase would have been, (ii) on a full
24 requirements² residential customer who, (iii) used an average of 1,086 kWh per month
25 with the same average load factor and the same average split between peak and off-peak
26 usage and summer versus winter usage as in the 2015 Test Year, (iv) inclusive of the
27

28 ² A full requirements customer is one who purchases all of their electricity from APS.

1 adjustor sweep,³ and (v) without regard to any change in adjustors that occurred after the
2 2015 Test Year. APS further alleges that for ratemaking purposes this “typical” APS
3 residential customer is not any singular customer or group of customers, but rather a
4 composite of all residential customers using the average level of monthly kWh
5 consumption on each of the available residential rate schedules, including demand rates,
6 weighted by the customers on each rate schedule. And, the level of APS’s rates
7 determined in Decision No. 76295 was calculated based on adjusted 2015 customer
8 billing determinants and adjusted Test Year revenues based on that usage. APS denies
9 any remaining allegations in Allegation No. 2.

10
11 **Allegation No. 3**

12 Commission Staff was one of the signatories to the Settlement Agreement. In voicing its
13 support for the rates and charges in the Settlement Agreement, specifically when
14 addressing the increase to APS’ Basic Service Charges, Staff pointed out that “it is
15 important to consider the overall rate increase impact of 4.54% for the average
16 residential customer” APS, also a signatory to the Settlement Agreement, claimed
17 “that data shows that a significant majority of APS customers will save money on time-
18 or demand-differentiated rates, with savings occurring even before customers modify
19 their behavior and shift usage.”

20 **APS Response**

21 APS admits Allegation No. 3. APS further alleges that analysis of Ms. Champion’s
22 monthly usage levels and patterns for calendar year 2017 shows that she would save
23 over 3% per year by switching from her current time-of-use rate to APS’s Saver Choice
24 Max rate, a three-part rate with a peak usage charge and on and off-peak periods,
25 without any change to her electrical usage levels or patterns. Please see the rate
26 comparison analysis attached as Exhibit A.

27
28 ³ The adjustor sweep approved in Decision No. 76295 shifted revenue collected through certain adjustor mechanisms into base rates. This sweep decreased the magnitude of these adjustor charges and increased base rates a corresponding amount on average. The overall process was revenue neutral to the Company.

1 **Allegation No. 4**

2 Neither of those assertions appears to be accurate. Ms. Champion is a residential
3 customer of APS but her bill impact under the new rates was a 9.42% increase for
4 October 2017, a 8.09% increase for November 2017, a 8.03% increase for December
5 2017, and a 7.68% increase for January 2018. Attached to Ms. Champion's Complaint
6 were the signatures of over 400 of APS' residential customers, complaining that they too
7 are experiencing a bill impact greater than 4.54%, that the new rates are not just and
8 reasonable, and requesting "a rate hike rehearing." In her Request to Be Recognized As
9 Representative filed January 29, 2018 ("Request"), Ms. Champion attached as Exhibit 3
10 a list of approximately 130 signatures with addresses, so that APS can positively identify
11 them as its customers.

12 **APS Response**

13 APS admits that Ms. Champion is an APS customer and denies the remaining
14 allegations in Allegation No. 4. APS alleges that the year over year bill impact analysis
15 put forth by Ms. Champion is incorrect as discussed below. Moreover, comparing rate
16 impacts between 2016 and 2017 could never assist in determining whether (i) the 4.54%
17 average increase has been properly applied, or (ii) the rates approved in Decision No.
18 76295 are just and reasonable because the rates established in Decision No. 76295 were
19 created and analyzed using customer usage and Company revenue from 2015 adjusted
20 Test Year data. Regarding Ms. Champion's bill analysis, APS alleges that each of the
21 monthly bill comparisons in Ms. Champion's Complaint is incorrect:

- 22 (i) Ms. Champion's October 2017 pre-tax bill was 18% less than her 2016
23 bill, not 9.42% higher;
- 24 (ii) Ms. Champion's November 2017 pre-tax bill was virtually the same as her
25 2016 bill, despite her November 2017 bill having had 3 more billing days
26 (11% more) than 2016, rather than an 8.09% increase;
- 27
28

- 1 (iii) Ms. Champion's December 2017 bill, which had 3 fewer days (9% less)
2 than her December 2016 bill, reflected a 2% increase over December
3 2016, rather than an 8.03% increase; and
4 (iv) Ms. Champion's January 2018 bill was 8% higher, rather than 7.68%, but
5 this January 2018 bill contained 3 more billing days (10% more) than the
6 January 2017 bill.

7 A spreadsheet summarizing this bill comparison, and redacted versions of Ms.
8 Champion's underlying monthly bills, are attached as Exhibit B. Unredacted versions
9 will be provided to the Hearing Division and any party covered by a Protective Order
10 issued in this proceeding.

11
12 **Allegation No. 5**

13 The relief requested by Ms. Champion in her Complaint and in her Request is a
14 complete rehearing of APS' last rate case, which approved the Settlement Agreement
15 and the new rates. However, the filing of a complaint under A.R.S. § 40-246(A) does not
16 automatically require the Commission to hold "a full-scale rate hearing." What the
17 statute requires of the Commission is "the holding of a hearing to determine whether
18 there is sufficient evidence to warrant a full-scale rate hearing." If the bill impact
19 assumption in the Settlement Agreement is wrong, and the actual average impact on
20 residential customer's bills is higher, then what effect does this have on APS' revenues?
21 If APS' new rates and charges result in a windfall for the utility at the ratepayers'
22 expense, then those rates cannot be said to be just and reasonable, and in the public
23 interest. Instead, they are arbitrary, unjust, and unreasonable.

24 **APS Response**

25 APS rejects the statements in Allegation No. 5 as containing legal conclusions and
26 misstatements of the law. APS states that A.R.S. § 40-246 does not provide for a
27 rehearing of a rate case. A rehearing of a prior rate case order is a very specific legal
28 proceeding, one only available to Arizona's Attorney General, or parties to the rate case

1 subject to rehearing, who have followed the specific procedure set forth in A.R.S. § 40-
2 253. Nor does the language of A.R.S. § 40-246 identify a remedy for a showing made
3 under the statute's terms, much less a remedy that equates to a "full scale rate hearing."
4 Finally, the level of APS's revenues is entirely disconnected from, and ultimately
5 irrelevant to, statements regarding the projected change to 2015 revenue made in
6 connection to the rates approved in APS's last rate case. Whether those rates achieved a
7 4.54% annual average increase to customer bills solely asks whether the rates were
8 designed correctly. The annual average bill impact of 4.54% is only one input regarding
9 the change in revenue levels between 2015 and 2016. Because Arizona is a historical
10 test year state, however, the actual level of revenue in 2016 was (or in any other year
11 will be) necessarily different from the revenue projected in the rate case. This is because
12 the number of customers, as well as how much energy those customers used, changed
13 between 2015 and 2016. Other changes, such as how customers used energy, the rate
14 schedules customers select, and the level of APS's adjustors, also occurred. These
15 variables shifted again in 2017, and the changes are compounding yet again in 2018. In
16 light of how rates are made in Arizona, the only relevant question can be whether the
17 ratemaking process was followed correctly. The effect of that ratemaking process, and
18 whether the rates made will produce more or less than the projected amount of revenue
19 needed to continue providing reliable electric service, is an operational risk that utilities
20 bear with the historical test year process.

21
22 **Allegation No. 6**

23 Accordingly, Complainant clarifies her request for relief and asks that the Commission
24 hold a hearing on her Complaint to determine if the real average bill impact on
25 residential customers of the rates approved in Decision 76295 is greater than 4.54% and
26 what effect this has on APS' revenue and the overall reasonableness and justness of
27 APS' new rates and charges.

1 **APS Response**

2 Allegation No. 6 does not contain factual allegations, but rather requests a hearing. APS
3 states that the size of the rate increase approved in Decision No. 76295 is only one factor
4 in the overall justness and reasonableness of the rates, terms, and conditions approved in
5 Decision No. 76295. APS disagrees with Ms. Champion's characterization of her claim
6 and incorporates herein its response to Allegation No. 5

7 **GENERAL DENIAL**

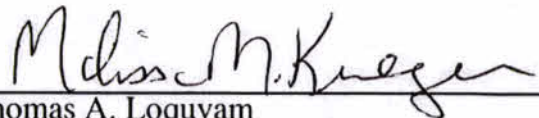
8 APS specifically denies any and all allegations not expressly admitted in this
9 Answer.

10 **AFFIRMATIVE DEFENSES**

- 11 1. The Complaint fails to state a claim upon which relief can be granted.
12 2. At all times, APS acted in conformance with its lawfully approved tariffs;
13 Arizona Administrative Code, Title 14, Chapters 2 and 3; and all
14 applicable state and federal laws, rules and regulations.
15 3. APS reserves the right to assert any and all additional defenses as more
16 information becomes known about the facts surrounding this case,
17 including all defenses set forth in Rules 8(c) and 12(b) of the Arizona
18 Rules of Civil Procedure.

19 **WHEREFORE** Respondent APS requests the Commission dismiss
20 Complainants' Formal Complaint with prejudice without any relief being granted to the
21 Complainants.

22
23 RESPECTFULLY SUBMITTED this 6th day of April 2018.

24
25 By: 
26 Thomas A. Loquvam
27 Melissa M. Krueger
28 Attorneys for Arizona Public Service Company

1 ORIGINAL and thirteen (13) copies
2 of the foregoing filed this 6th day of
3 April 2018, with:

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8 COPY of the foregoing mailed/delivered this
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Exhibit A

Unredacted Rate Comparison

Stacey Champion Rate Comparison

Date	ET-2	TOU-E	R-2	R-3
12/14/2017	\$ 92.85	\$ 90.18	\$ 96.78	\$ 85.43
11/13/2017	\$ 87.00	\$ 85.75	\$ 101.59	\$ 94.92
10/13/2017	\$ 105.87	\$ 118.70	\$ 123.71	\$ 140.17
9/14/2017	\$ 242.46	\$ 253.94	\$ 220.18	\$ 219.35
8/15/2017	\$ 252.05	\$ 266.16	\$ 239.01	\$ 245.67
7/14/2017	\$ 302.90	\$ 319.35	\$ 268.78	\$ 258.67
6/14/2017	\$ 186.11	\$ 195.99	\$ 176.23	\$ 180.16
5/12/2017	\$ 89.49	\$ 99.81	\$ 101.40	\$ 111.79
4/13/2017	\$ 73.94	\$ 72.27	\$ 77.71	\$ 69.00
3/15/2017	\$ 95.53	\$ 94.41	\$ 98.76	\$ 85.66
2/11/2017	\$ 86.82	\$ 83.48	\$ 86.45	\$ 74.24
1/13/2017	\$ 50.05	\$ 45.76	\$ 51.72	\$ 48.72
	\$ 1,665.07	\$ 1,725.80	\$ 1,642.32	\$ 1,613.78

Exhibit B

Unredacted Bill Comparison

Bill Comparison

Society Champion
Account Number: [REDACTED]
Service Address: [REDACTED]

	9/14/2016	9/14/2017		10/24/2016	12/13/2017		11/17/2016	11/17/2017		12/14/2016	12/14/2017		1/13/2017	1/16/2018	
Days	30	30	20%	29	29	46%	28	31	3	34	31	13%	34	33	3
On kWh	317	391	23%	398	406	2%	406	71	-37%	406	71	-17%	406	70	-1%
Off kWh	1,115	1,262	13%	749	561	-24%	598	659	-6%	613	620	1%	608	635	4%
Total kWh	1,442	1,653	15%	1,147	967	-16%	1,004	1,270	-21%	1,021	1,240	22%	1,016	1,270	25%
On Peak %	22%	24%	10%	21%	21%	14%	15%	17%	17%	13%	13%	13%	13%	10%	10%
Pre-tax Cost/Day (\$)	\$ 6.34	\$ 7.82	23%	\$ 4.42	\$ 3.65	-18%	\$ 3.09	\$ 2.80	-9%	\$ 2.61	\$ 2.93	12%	\$ 2.82	\$ 2.77	-2%
\$/kWh	\$ 0.1318	\$ 0.1419	8%	\$ 0.1355	\$ 0.1379	2%	\$ 0.1240	\$ 0.1317	6%	\$ 0.1256	\$ 0.1302	4%	\$ 0.1229	\$ 0.1286	5%
Basic Service Charge Components															
Customer accounts	\$ 7.14	\$ 8.14	14%	\$ 6.90	\$ 7.98	16%	\$ 6.66	\$ 8.53	28%	\$ 8.09	\$ 8.53	5%	\$ 7.34	\$ 9.08	24%
Metering	\$ 5.98	\$ 6.37	7%	\$ 5.19	\$ 6.34	21%	\$ 5.21	\$ 6.67	27%	\$ 6.32	\$ 6.67	6%	\$ 5.58	\$ 7.10	27%
Meter reading	\$ 1.85	\$ 2.13	15%	\$ 1.80	\$ 2.09	16%	\$ 1.74	\$ 2.23	28%	\$ 2.11	\$ 2.23	6%	\$ 1.86	\$ 2.38	28%
Billing	\$ 2.10	\$ 2.40	14%	\$ 2.03	\$ 2.35	16%	\$ 1.95	\$ 2.51	28%	\$ 2.38	\$ 2.51	5%	\$ 2.30	\$ 2.87	25%
Delivery service charge	\$ 16.88	\$ 19.04	13%	\$ 16.12	\$ 18.86	17%	\$ 15.57	\$ 19.94	28%	\$ 18.90	\$ 19.94	6%	\$ 18.68	\$ 21.23	14%
Environmental benefits surcharge	\$ 38.03	\$ 50.83	34%	\$ 25.57	\$ 23.91	-6%	\$ 18.85	\$ 20.54	9%	\$ 19.06	\$ 21.73	14%	\$ 18.71	\$ 21.97	17%
Federal environmental improvement surcharge	\$ 6.40	\$ 5.98	-7%	\$ 5.49	\$ 5.03	-8%	\$ 5.03	\$ 4.93	-2%	\$ 5.04	\$ 4.96	-2%	\$ 5.02	\$ 4.97	-1%
System benefits	\$ 0.23	\$ 0.03	-87%	\$ 0.15	\$ 0.03	-80%	\$ 0.11	\$ 0.03	-100%	\$ 0.11	\$ 0.03	-100%	\$ 0.11	\$ 0.03	-100%
Power supply adjustment*	\$ 2.42	\$ 4.50	79%	\$ 2.81	\$ 2.12	-25%	\$ 2.07	\$ 1.82	-12%	\$ 2.10	\$ 1.92	-9%	\$ 2.06	\$ 1.95	-5%
Generation of electricity on-peak*	\$ 68.54	\$ 91.65	34%	\$ 41.50	\$ 25.14	-39%	\$ 17.16	\$ 13.07	-24%	\$ 13.18	\$ 0.39	-67%	\$ 13.18	\$ 0.39	-66%
Generation of electricity off-peak*	\$ 29.00	\$ 32.98	14%	\$ 19.48	\$ 17.29	-11%	\$ 15.41	\$ 12.79	-17%	\$ 15.19	\$ 14.18	-7%	\$ 13.88	\$ 12.89	-7%
Federal transmission and ancillary services*	\$ 7.50	\$ 17.18	129%	\$ 4.92	\$ 8.41	71%	\$ 3.63	\$ 7.23	99%	\$ 3.67	\$ 7.65	108%	\$ 3.60	\$ 7.73	115%
Federal transmission unit adjustment*	\$ 10.30	\$ 6.35	-38%	\$ 6.77	\$ 2.50	-63%	\$ 4.99	\$ 2.15	-57%	\$ 5.04	\$ 2.28	-55%	\$ 4.95	\$ 2.30	-54%
System benefits adjustment	\$ (0.74)	\$ (0.08)	-89%	\$ (0.48)	\$ 2.50	63%	\$ (0.36)	\$ 2.15	100%	\$ (0.36)	\$ 2.28	100%	\$ (0.35)	\$ 2.30	54%
Hour-Corner adjustment*	\$ 3.45	\$ 0.38	-89%	\$ 2.24	\$ 0.00	-100%	\$ (0.36)	\$ 2.15	100%	\$ (0.36)	\$ 2.28	100%	\$ (0.35)	\$ 2.30	54%
JKCR adjuster	\$ 3.19	\$ 4.57	43%	\$ 2.16	\$ 2.11	-2%	\$ 1.48	\$ 1.98	34%	\$ 1.52	\$ 2.10	41%	\$ 1.44	\$ 2.12	48%
Cost of electricity you used	\$ 190.08	\$ 234.51	23%	\$ 128.32	\$ 105.79	-18%	\$ 86.55	\$ 96.42	6%	\$ 88.87	\$ 90.74	2%	\$ 84.48	\$ 91.52	8%
Taxes															
Reg.	\$ 0.52	\$ 0.64	23%	\$ 0.35	\$ 0.29	-17%	\$ 0.24	\$ 0.24	0%	\$ 0.24	\$ 0.25	4%	\$ 0.23	\$ 0.25	9%
State	\$ 10.69	\$ 13.41	25%	\$ 7.35	\$ 6.06	-17%	\$ 4.96	\$ 4.97	0%	\$ 5.09	\$ 5.20	2%	\$ 4.84	\$ 5.24	8%
County	\$ 1.36	\$ 1.68	23%	\$ 0.92	\$ 0.76	-17%	\$ 0.63	\$ 0.62	-2%	\$ 0.64	\$ 0.65	2%	\$ 0.60	\$ 0.66	10%
City	\$ 5.25	\$ 6.48	23%	\$ 3.56	\$ 2.92	-17%	\$ 2.39	\$ 2.40	0%	\$ 2.45	\$ 2.51	2%	\$ 2.33	\$ 2.53	9%
Franchise	\$ 1.83	\$ 4.71	157%	\$ 2.57	\$ 2.12	-17%	\$ 1.74	\$ 1.74	0%	\$ 1.78	\$ 1.82	2%	\$ 1.69	\$ 1.84	9%
Total	\$ 21.83	\$ 26.94	23%	\$ 14.73	\$ 12.13	-18%	\$ 9.95	\$ 9.97	0%	\$ 10.20	\$ 10.43	2%	\$ 9.69	\$ 10.52	9%
Total charges for electricity services	\$ 211.91	\$ 261.45	23%	\$ 143.05	\$ 117.94	-18%	\$ 96.50	\$ 96.79	0%	\$ 99.07	\$ 101.17	2%	\$ 94.17	\$ 102.04	8%
Late Fee	\$ -	\$ 4.45	-	\$ 3.54	\$ 8.90	151%	\$ -	\$ 2.12	212%	\$ 1.61	\$ -	-	\$ -	\$ 1.99	24%
Total with Late Fees	\$ 211.91	\$ 265.90	26%	\$ 146.59	\$ 126.84	-14%	\$ 96.50	\$ 98.91	3%	\$ 100.68	\$ 101.17	0%	\$ 94.17	\$ 103.73	10%
Outdoor Temp	90	97	8%	81	79	-2%	78	74	-5%	63	65	3%	57	57	0%

Observations:

- * 20% On-Peak kWh increases pre-tax total charges by 10% from prior year
- * 13% Off-Peak kWh increases pre-tax total by 2% from prior year
- * 48% On-Peak kWh decrease compared to prior year
- * 3 additional days in billing cycle compared to prior year
- * 3 fewer days in billing cycle compared to prior year
- * 3 additional days in billing cycle compared to prior year

5-Month Rate Increase with Late Fees \$ 383.45 \$ 626.54 7.39%
5-Month Rate Increase less Late Fees \$ 578.50 \$ 609.38 5.17%

Your electricity bill

Bill date: September 14, 2016

Stacey Champion

Your account number: [REDACTED]

For service at: [REDACTED]

Summary of what you owe

Amount owing on your previous bill	\$275.63
Less Payment made on Aug 31, thank you	-\$275.63
Equals Your balance forward	\$0.00
Plus Your new charges (details on following pages)	
Cost of electricity (with taxes and fees)	\$211.91
Equals Total amount due	\$211.91

Due date: September 27, 2016

Questions or Office Locations?
Call 602-371-7171, 24 hours a day
Website: aps.com
Para servicio en español llame al:
602-371-6861 (Phoenix)

Page 1 of 3

See page 2 for more information.



Your account number [REDACTED] Bill date September 14, 2016

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

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STACEY CHAMPION

[REDACTED]

09 R 1 141

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

Total amount due: \$ 211.91

Your optional contribution
to SHARE: \$ _____

Total amount paid: \$ _____

Due date: Sep 27, 2016

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News from APS

APS Mobile App

Your energy options in the palm of your hand. Pay your bill, view your energy usage, report an outage and sign up for outage alerts. Download the app at aps.com/app.

Things you need to know

Contacting APS

- E-mail us at aps@aps.com
- Call us at:
602-371-7171 (Phoenix) or 800-253-9405 (Other areas)
24 hours a day
- Para servicio en español llame al:
602-371-6861 (Phoenix) o 1-800-252-9410 (Otras áreas)
- Hearing impaired:
Dial 711 - AZ Relay Service
- By mail: APS, Station 3200, PO Box 53933,
Phoenix AZ 85072-3933
- Blue Stake - Before you dig, call:
811 or 800-782-5348 from anywhere within Arizona
- Electrical emergencies other than power outages, call:
602-258-5483 (Phoenix) or 800-253-9408 (Other areas)

Important billing and collection information

Make checks payable to APS and mail to:
APS, PO Box 2906, Phoenix AZ 85062-2906

Credit and Collections:

602-371-7607 (Phoenix) or 1-800-253-9409 (Other areas)

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

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

When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic funds transfer from your account or to process the payment as a check transaction. When we process your check electronically you will not receive your check back from your financial institution and funds may be withdrawn from your account on the same day we receive your payment.

Utility regulations and rates (Not an APS payment site)

Electricity regulations and rates are approved by:
Arizona Corporation Commission,
1200 W Washington, Phoenix AZ 85007
602-542-4251 (Phoenix) or 1-800-222-7000 (Other areas).
www.azcc.gov

Mailing address or phone number change

First name, middle name, last name		
Address (number, street name)		
City	State	Zip + 4
Home phone	Business phone	
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PO BOX 2906
PHOENIX AZ 85062-2906



Your electricity bill
September 14, 2016

Stacey Champion

Your account number
[REDACTED]

Your service plan: Time Advantage 7pm - Noon

Meter number: V34793
Meter reading cycle: 09

Charges for electricity services

Cost of electricity you used

Customer account charge	\$7.14
Delivery service charge	\$38.93
Environmental benefits surcharge	\$6.40
Federal environmental improvement surcharge	\$0.23
System benefits charge	\$4.28
Power supply adjustment*	\$2.42
Metering*	\$5.58
Meter reading*	\$1.86
Billing*	\$2.10
Generation of electricity on-peak*	\$68.54
Generation of electricity off-peak*	\$29.00
Federal transmission and ancillary services*	\$7.50
Federal transmission cost adjustment*	\$10.30
System benefits adjustment	-\$0.74
Four-Corners adjustment*	\$3.35
LFCR adjustor	\$3.19
Cost of electricity you used	\$190.08

Taxes and fees

Regulatory assessment	\$0.52
State sales tax	\$10.89
County sales tax	\$1.36
City sales tax	\$5.25
Franchise fee	\$3.81
Cost of electricity with taxes and fees	\$211.91

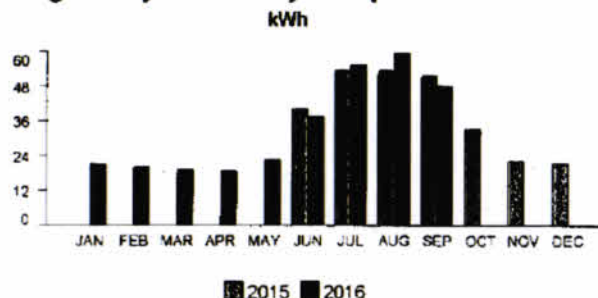
Total charges for electricity services \$211.91

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

Amount of electricity you used

Meter reading on Sep 14	74353
Meter reading on Aug 15	72911
Total electricity you used, in kWh	1442
On-peak meter reading on Sep 14	14011
On-peak meter reading on Aug 15	13684
On-peak electricity you used, in kWh	327
(Noon to 7 pm Monday to Friday)	
Off-peak electricity you used, in kWh	1115
(7pm to noon weekdays, all day Saturday and Sunday and certain holidays)	

Average daily electricity use per month








Comparing your monthly use

	This month	Last month	This month last year
Billing days	30	32	33
Average outdoor temperature	90°	95°	94°
Your total use in kWh	1442	1900	1704
Percentage of on-peak use	23%	23%	17%
Your average daily cost	\$7.06	\$8.61	\$6.86

Your electricity bill

Bill date: September 14, 2017

Summary of what you owe




Amount due on your last bill	\$576.36
 Payment made	-\$310.20
 Your balance forward	\$266.16
 Late payment charge (taxes included)	\$4.45
Your new charges (details on following pages)	
 Cost of electricity (includes taxes and fees)	\$261.45
 Total amount due	\$532.06
Payment due date	Sep 29, 2017

Stacey Champion

 YOUR ACCOUNT NUMBER:

 FOR SERVICE AT:

Questions?

-  Log in to My Account at aps.com
-  Go to support.aps.com for help
-  Stay informed. Visit aps.com/alerts

New Rate Pricing

The Arizona Corporation Commission has approved new rate pricing, effective **August 19, 2017**. As a result, your bill this month may be based on two different rates—old rate pricing and new rate pricing. To help you understand your total amount due, your bill is broken down into two time periods: when the old pricing was in effect and when the new pricing was in effect. Charges for both time periods are combined under the "Summary of what you owe" section. For more information about your bill and ways to save, visit aps.com or log into My Account.

Page 1 of 4

See page 2 for more information.



Your account number

Bill date

September 14, 2017

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

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STACEY CHAMPION

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

Total amount due: \$ 532.06

Payment due date: Sep 29, 2017

Total amount paid: \$ _____

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

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

- Visit aps.com/paybill
- Download our free, mobile app
- Call 602-371-8555 or 866-776-0445

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News from APS

Things you need to know

Contacting APS

- Visit our website: aps.com
- Call us at:
602-371-7171 (Phoenix) or 800-253-9405 (Other areas)
- Para servicio en español, llame al:
602-371-6861 (Phoenix) ó 800-252-9410 (Otras áreas)
- Hearing impaired:
Dial 711 - AZ Relay Service
- By mail: APS, Station 3200, PO Box 53933,
Phoenix AZ 85072-3933
- Blue Stake - Before you dig, call:
811 or 800-782-5348
- Electrical emergencies other than power outages, call:
602-258-5483 (Phoenix) or 800-253-9408 (Other areas)

Billing and collection information

Make checks payable to APS and mail to:
APS, PO Box 2906, Phoenix AZ 85062-2906

Credit and Collections:

- 602-371-7607 (Phoenix) or
800-253-9409 (Other areas)
- Your utility bill is due and payable no later than 15 days from the bill date. Late payments will be considered delinquent and are subject to a late payment charge of 1.5% per month.
- If your power is shut off for nonpayment, you must pay the delinquent amount(s) and a deposit or additional deposit before power will be restored.
- **Deposit Guidelines:** APS may require a security deposit for service if the account, during a consecutive 12-month period, becomes delinquent with two or more bills or has been disconnected for nonpayment or, when a Non-Residential customer's financial condition may jeopardize bill payment (determined by APS using a credit scoring worksheet).
- When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic funds transfer from your account or to process the payment as a check transaction. When we process your check electronically you will not receive your check back from your financial institution and funds may be withdrawn from your account on the same day we receive your payment.

Utility regulations and rates (Not an APS payment site)

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Arizona Corporation Commission,
1200 W Washington, Phoenix AZ 85007
602-542-4251 (Phoenix) or 800-222-7000 (Other areas).
www.azcc.gov

Mailing address or phone number change

First name, middle name, last name		
Address (number, street name)		
City	State	Zip + 4
Home phone	Business phone	
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PO BOX 2906
PHOENIX AZ 85062-2906



Your electricity bill
September 14, 2017

Stacey Champion

Your account number
[REDACTED]

Service plan: Time Adv 7pm-Noon

Meter number: V34793

Meter reading cycle: 09

For period 08-16-2017 to 08-18-2017 Charges for electricity services

Cost of electricity you used

Customer account charge	\$0.71
Delivery service charge	\$4.46
Environmental benefits surcharge	\$0.67
Federal environmental improvement surcharge	\$0.03
System benefits adjustment	-\$0.08
System benefits charge	\$0.49
Power supply adjustment*	-\$0.22
Metering*	\$0.56
Meter reading*	\$0.19
Billing*	\$0.21
Generation of electricity on-peak*	\$8.20
Generation of electricity off-peak*	\$3.28
Federal transmission and ancillary services*	\$0.86
Federal transmission cost adjustment*	\$1.49
Four-Corners adjustment	\$0.38
LFCR adjustor	\$0.49
Cost of electricity you used	\$21.72

Taxes and fees

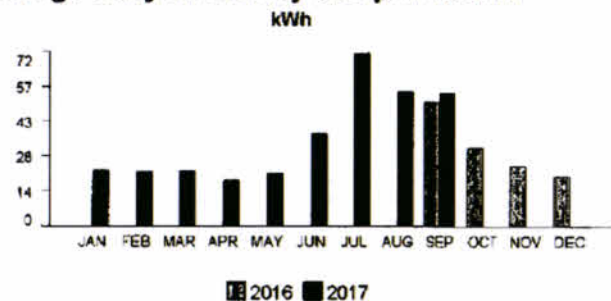
Regulatory assessment	\$0.06
State sales tax	\$1.24
County sales tax	\$0.16
City sales tax	\$0.60
Franchise fee	\$0.44
Cost of electricity with taxes and fees	\$24.22

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

Amount of electricity you used

Meter reading on Sep 14	86834
Meter reading on Aug 15	85181
Total electricity you used, in kWh	1653
On-peak meter reading on Sep 14	16417
On-peak meter reading on Aug 15	16026
On-peak electricity you used, in kWh (Noon to 7 pm Monday to Friday)	391
Off-peak electricity you used, in kWh (7 pm to noon weekdays, all day Saturday and Sunday and certain holidays)	1262

Average daily electricity use per month



Comparing your monthly use

	This month	Last month	This month last year
Billing days	30	32	30
Average outdoor temperature	92°	92°	91°
Your total use in kWh	1653	1781	1442
Percentage of on-peak use	24%	24%	23%
Your average daily cost	\$8.72	\$8.16	\$7.06

Your electricity bill
September 14, 2017

Stacey Champion

Your account number
[REDACTED]

Service plan: Time Adv 7pm-Noon

Meter number: V34793

Meter reading cycle: 09

For period 08-19-2017 to 09-14-2017

Charges for electricity services

Cost of electricity you used

Customer account charge	\$7.43
Delivery service charge	\$46.37
Environmental benefits surcharge	\$5.31
System benefits charge	\$4.11
Power supply adjustment*	\$0.82
Metering*	\$5.81
Meter reading*	\$1.94
Billing*	\$2.19
Generation of electricity on-peak*	\$83.45
Generation of electricity off-peak*	\$29.70
Federal transmission and ancillary services*	\$16.32
Federal transmission cost adjustment*	\$4.86
LFCCR adjustor	\$4.48
Cost of electricity you used	\$212.79

Taxes and fees

Regulatory assessment	\$0.58
State sales tax	\$12.19
County sales tax	\$1.52
City sales tax	\$5.88
Franchise fee	\$4.27
Cost of electricity with taxes and fees	\$237.23

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

Bill date: October 13, 2016

Stacey Champion

Final notice to pay

Your electricity is about to be shut off.

We have not received your payment of \$211.91. The electric service is scheduled to be disconnected on **October 24**. If your power is shut off, we will restore it on the next business day after you pay all delinquent amounts and any additional deposit required. Your new charges of **\$146.59** are due on **October 27**. To see if you qualify for a payment arrangement, visit aps.com or call our automated service at 602-371-3644.

Your account number: [REDACTED]

For service at: [REDACTED]

Questions or Office Locations?

Call 602-371-7171, 24 hours a day

Website: aps.com

Para servicio en español llame al:

602-371-6861 (Phoenix)

Ways to Pay Your Electric Bill

- Pay by phone or on-line at aps.com using a free electronic funds transfer. Go to aps.com or call 602-371-6555 or 800-253-9405
- Pay your APS bill online or by phone through our payment vendor service using a credit card or debit card (in which case a processing fee will be assessed) by calling 877-409-2931
- Pay your bill by cash or check at your nearest APS Customer Office. For a list of office locations, go to aps.com.

If you are experiencing financial hardship, contact Project SHARE, 602-267-4127 or call Community Information and Referral in Phoenix at 602-263-8856 or 800-352-3792 outside Maricopa County.

Summary of what you owe

Amount owing on your previous bill	\$211.91
Less Payments made through Oct 13	\$0.00
Plus Late charge (taxes included)	\$3.54
Plus Your new charges (details on following pages)	
Cost of electricity (with taxes and fees)	\$143.05
Equals Total amount due	\$358.50

Due date for new charges: October 27, 2016

Page 1 of 3

See page 2 for more information.



Your account number

Bill date

[REDACTED]

October 13, 2016

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

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STACEY CHAMPION

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

Total amount due: \$ **358.50**

Your optional contribution
to SHARE: \$ _____

Total amount paid: \$ _____

Due date for new charges: **Oct 27, 2016**

If APS does not receive the past due amount of \$211.91 before October 24, 2016, your electricity will be shut off.

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News from APS

APS Mobile App

Your energy options in the palm of your hand. Pay your bill, view your energy usage, report an outage and sign up for outage alerts. Download the app at aps.com/app.

Things you need to know

Contacting APS

- E-mail us at aps@aps.com
- Call us at:
602-371-7171 (Phoenix) or 800-253-9405 (Other areas)
24 hours a day
- Para servicio en español llame al:
602-371-6861 (Phoenix) o 1-800-253-9410 (Otras áreas)
- Hearing impaired:
Dial 711 - AZ Relay Service
- By mail: APS, Station 3200, PO Box 53933,
Phoenix AZ 85072-3933
- Blue Stake - Before you dig, call:
811 or 800-782-5348 from anywhere within Arizona
- Electrical emergencies other than power outages, call:
602-258-5483 (Phoenix) or 800-253-9408 (Other areas)

Important billing and collection information

Make checks payable to APS and mail to:
APS, PO Box 2906, Phoenix AZ 85062-2906

Credit and Collections:

602-371-7607 (Phoenix) or 1-800-253-9409 (Other areas)

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

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

When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic funds transfer from your account or to process the payment as a check transaction. When we process your check electronically you will not receive your check back from your financial institution and funds may be withdrawn from your account on the same day we receive your payment.

Utility regulations and rates (Not an APS payment site)

Electricity regulations and rates are approved by:
Arizona Corporation Commission,
1200 W Washington, Phoenix AZ 85007
602-542-4251 (Phoenix) or 1-800-222-7000 (Other areas).
www.azcc.gov

Mailing address or phone number change

First name, middle name, last name		
Address (number, street name)		
City	State	Zip + 4
Home phone	Business phone	
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PO BOX 2906
PHOENIX AZ 85062-2906



Your electricity bill
October 13, 2016

Stacey Champion

Your account number
[REDACTED]

Your service plan: Time Advantage 7pm - Noon

Meter number: V34793

Meter reading cycle: 09

Charges for electricity services

Cost of electricity you used

Customer account charge	\$6.90
Delivery service charge	\$25.57
Environmental benefits surcharge	\$5.49
Federal environmental improvement surcharge	\$0.15
System benefits charge	\$2.81
Power supply adjustment*	\$1.59
Metering*	\$5.39
Meter reading*	\$1.80
Billing*	\$2.03
Generation of electricity on-peak*	\$41.50
Generation of electricity off-peak*	\$19.48
Federal transmission and ancillary services*	\$4.92
Federal transmission cost adjustment*	\$6.77
System benefits adjustment	-\$0.48
Four-Corners adjustment*	\$2.24
LFCR adjustor	\$2.16
Cost of electricity you used	\$128.32

Taxes and fees

Regulatory assessment	\$0.35
State sales tax	\$7.35
County sales tax	\$0.92
City sales tax	\$3.54
Franchise fee	\$2.57
Cost of electricity with taxes and fees	\$143.05

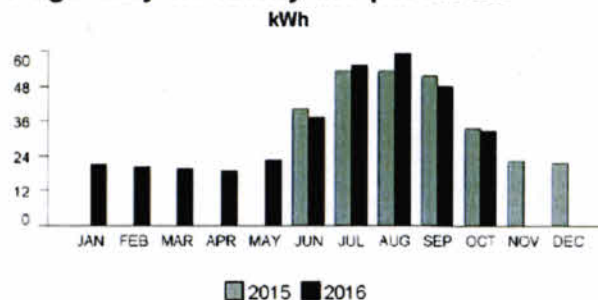
Total charges for electricity services \$143.05

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

Amount of electricity you used

Meter reading on Oct 13	75300
Meter reading on Sep 14	74353
Total electricity you used, in kWh	947
On-peak meter reading on Oct 13	14209
On-peak meter reading on Sep 14	14011
On-peak electricity you used, in kWh	198
(Noon to 7 pm Monday to Friday)	
Off-peak electricity you used, in kWh	749
(7pm to noon weekdays, all day Saturday and Sunday and certain holidays)	

Average daily electricity use per month



Comparing your monthly use

	This month	Last month	This month last year
Billing days	29	30	30
Average outdoor temperature	81°	90°	86°
Your total use in kWh	947	1442	1008
Percentage of on-peak use	21%	23%	19%
Your average daily cost	\$4.93	\$7.06	\$4.88

Your electricity bill

Bill date: October 13, 2017

Final notice to pay

The electricity will be scheduled for shut off. APS has not received the past due payment of \$532.06. The electric service is scheduled for disconnection on Oct 23. If power is shut off, it will be restored by the next business day after payment of all delinquent amounts is received. The due date for new charges is indicated below. To see if the account qualifies for a payment arrangement, visit aps.com or call our automated phone line at 602-371-3644.

Summary of what you owe


Amount due on your last bill	\$532.06
<input type="radio"/> Payment made, thank you	\$0.00
<input type="radio"/> Your balance forward	\$532.06
<input type="radio"/> Late payment charge (taxes included)	\$8.90
Your new charges (details on following pages)	
<input type="radio"/> Cost of electricity (includes taxes and fees)	\$117.94
<input type="radio"/> Total amount due	\$658.90
Payment due date for new charges	Oct 30, 2017

Stacey Champion

 YOUR ACCOUNT NUMBER:

 FOR SERVICE AT:

Questions?

-  Log in to My Account at aps.com
-  Go to support.aps.com for help
-  Stay informed. Visit aps.com/alerts

Important Account Update

The service plan you are currently on is being discontinued. As a result, between February and April 2018, your account will transition to a new plan that is similar to your current one. You will receive a notification at or around a month prior to your plan transition with more information. **No action is required on your part.** However, if you prefer to choose a new plan now, visit aps.com/plans or call us at (877) 371-6820.

See savings in a different light

Did you know the average home has about 50 light bulbs? Switching to LEDs can help you save. They use up to 90% less energy than incandescent bulbs and can save you up to \$80 over the lifetime of each bulb.

To learn more about ways in which you can switch to save, please visit aps.com/lighting.

Page 1 of 3

See page 2 for more information.



Your account number

Bill date

October 13, 2017

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

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STACEY CHAMPION

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

Total amount due: \$ 658.90

Payment due date: Oct 30, 2017

Total amount paid: \$ _____

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News from APS

Things you need to know

Contacting APS

- Visit our website: aps.com
- Call us at:
602-371-7171 (Phoenix) or 800-253-9405 (Other areas)
- Para servicio en español, llame al:
602-371-6861 (Phoenix) ó 800-252-9410 (Otras áreas)
- Hearing impaired:
Dial 711 - AZ Relay Service
- By mail: APS, Station 3200, PO Box 53933,
Phoenix AZ 85072-3933
- Blue Stake - Before you dig, call:
811 or 800-782-5348
- Electrical emergencies other than power outages, call:
602-258-5483 (Phoenix) or 800-253-9408 (Other areas)

Billing and collection information

Make checks payable to APS and mail to:

APS, PO Box 2906, Phoenix AZ 85062-2906

Credit and Collections:

- 602-371-7607 (Phoenix) or
800-253-9409 (Other areas)
- Your utility bill is due and payable no later than 15 days from the bill date. Late payments will be considered delinquent and are subject to a late payment charge of 1.5% per month.
- If your power is shut off for nonpayment, you must pay the delinquent amount(s) and a deposit or additional deposit before power will be restored.
- Deposit Guidelines: APS may require a security deposit for service if the account, during a consecutive 12-month period, becomes delinquent with two or more bills or has been disconnected for nonpayment or, when a Non-Residential customer's financial condition may jeopardize bill payment (determined by APS using a credit scoring worksheet).
- When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic funds transfer from your account or to process the payment as a check transaction. When we process your check electronically you will not receive your check back from your financial institution and funds may be withdrawn from your account on the same day we receive your payment.

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Arizona Corporation Commission,
1200 W Washington, Phoenix AZ 85007
602-542-4251 (Phoenix) or 800-222-7000 (Other areas).
www.azcc.gov

Mailing address or phone number change

First name, middle name, last name		
Address (number, street name)		
City	State	Zip + 4
Home phone	Business phone	
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PO BOX 2906
PHOENIX AZ 85062-2906



Your electricity bill
October 13, 2017

Stacey Champion

Your account number
[REDACTED]

Service plan: Time Adv 7pm-Noon

Meter number: V34793
Meter reading cycle: 09

Charges for electricity services

Cost of electricity you used

Customer account charge	\$7.98
Delivery service charge	\$23.91
Environmental benefits surcharge	\$5.03
System benefits charge	\$2.12
Power supply adjustment*	\$0.42
Metering*	\$6.24
Meter reading*	\$2.09
Billing*	\$2.35
Generation of electricity on-peak*	\$25.14
Generation of electricity off-peak*	\$17.29
Federal transmission and ancillary services*	\$8.41
Federal transmission cost adjustment*	\$2.50
LFCE adjustor	\$2.31
Cost of electricity you used	\$105.79

Taxes and fees

Regulatory assessment	\$0.29
State sales tax	\$6.06
County sales tax	\$0.76
City sales tax	\$2.92
Franchise fee	\$2.12
Cost of electricity with taxes and fees	\$117.94

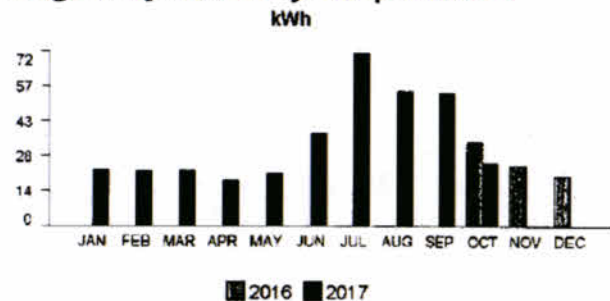
Total charges for electricity services \$117.94

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

Amount of electricity you used

Meter reading on Oct 13	87601
Meter reading on Sep 14	86834
Total electricity you used, in kWh	767
On-peak meter reading on Oct 13	16523
On-peak meter reading on Sep 14	16417
On-peak electricity you used, in kWh	106
(Noon to 7 pm Monday to Friday)	
Off-peak electricity you used, in kWh	661
(7 pm to noon weekdays, all day Saturday and Sunday and certain holidays)	

Average daily electricity use per month



Comparing your monthly use

	This month	Last month	This month last year
Billing days	29	30	29
Average outdoor temperature	79°	95°	82°
Your total use in kWh	767	1653	947
Percentage of on-peak use	14%	24%	21%
Your average daily cost	\$4.07	\$8.72	\$4.93

Your electricity bill

Bill date: November 10, 2016

Stacey Champion

 YOUR ACCOUNT NUMBER:

[REDACTED]

 FOR SERVICE AT:

[REDACTED]

Summary of what you owe

Amount due on your last bill \$358.50

 Payment made on Oct 14, thank you -\$358.50

 Your balance forward \$0.00

Your new charges (details on following pages)

 Cost of electricity (with taxes and fees) \$96.50

 Total amount due \$96.50

Payment due date Nov 28, 2016

Questions?

 Log in to My Account at aps.com

 Go to support.aps.com for help

 Stay informed. Visit aps.com/alerts



YOUR ACCOUNT NUMBER

[REDACTED]

Bill date

November 10, 2016

☐ 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: \$ 96.50

Payment due date: Nov 28, 2016

Your optional contribution
to SHARE:

\$ _____

Total amount paid:

\$ _____

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STACEY CHAMPION

[REDACTED]



APS Mobile App

Your energy options in the palm of your hand. Pay your bill, view your energy usage, report an outage and sign up for outage alerts. Download the app at aps.com/app.

Things you need to know

Contacting APS

- Visit our website: aps.com
- Call us at: 602-371-7171 (Phoenix) or 800-253-9405 (Other areas)
- Para servicio en español: 602-371-6861 (Phoenix) o 1-800-252-9410 (Otras áreas)
- Hearing impaired:
Dial 711 - AZ Relay
- By mail: APS, Station 3200, PO Box 53933, Phoenix AZ 85072-3933
- Blue Stake - Before you dig, call: 811 or 800-782-5348
- Electrical emergencies other than power outages, call: 602-258-5483 (Phoenix) or 800-253-9408 (Other areas)

Billing and collection information

Make checks payable to APS and mail to:

APS, PO Box 2906, Phoenix AZ 85062-2906

Credit and Collections:

- 602-371-7607 (Phoenix) or 800-253-9409 (Other areas)
- Your utility bill is due and payable no later than 15 days from the bill date. Late payments will be considered delinquent and are subject to a late payment charge of 1.5% per month.
- If your power is shut off for nonpayment, you must pay the delinquent amount(s) and a deposit or additional deposit before power will be restored.
- 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.

Utility regulations and rates (Not an APS payment site)

Electricity regulations and rates are approved by:

Arizona Corporation Commission,
1200 W Washington, Phoenix AZ 85007
602-542-4251 (Phoenix) or 800-222-7000 (Other areas).
www.azcc.gov

Mailing address or phone number change

First name, middle name, last name		
Address (number, street name)		
City	State	Zip + 4
Home phone	Business phone	
()	()	



PO BOX 2906
PHOENIX AZ 85062-2906



Your electricity bill
November 10, 2016

Stacey Champion

YOUR ACCOUNT

Your service plan: Time Advantage 7pm - Noon

Meter number: V34793

Meter reading cycle: 09

Charges for electricity services

Cost of electricity you used

Customer account charge	\$6.66
Delivery service charge	\$18.85
Environmental benefits surcharge	\$5.03
Federal environmental improvement surcharge	\$0.11
System benefits charge	\$2.07
Power supply adjustment*	\$1.17
Metering*	\$5.21
Meter reading*	\$1.74
Billing*	\$1.96
Generation of electricity on-peak*	\$17.15
Generation of electricity off-peak*	\$15.41
Federal transmission and ancillary services*	\$3.63
Federal transmission cost adjustment*	\$4.99
System benefits adjustment	-\$0.36
Four-Corners adjustment*	\$1.48
LFQR adjustor	\$1.45
Cost of electricity you used	\$86.55

Taxes and fees

Regulatory assessment	\$0.24
State sales tax	\$4.96
County sales tax	\$0.62
City sales tax	\$2.39
Franchise fee	\$1.74
Cost of electricity with taxes and fees	\$96.50

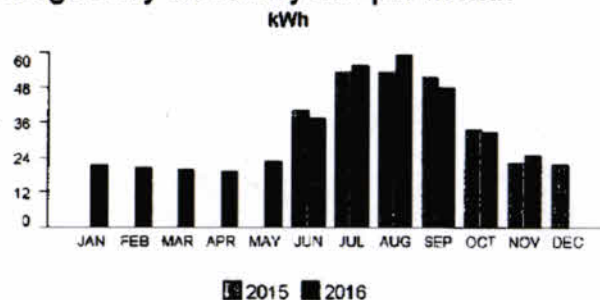
Total charges for electricity services \$96.50

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

Amount of electricity you used

Meter reading on Nov 10	75998
Meter reading on Oct 13	75300
Total electricity you used, in kWh	698
On-peak meter reading on Nov 10	14314
On-peak meter reading on Oct 13	14209
On-peak electricity you used, in kWh	105
(Noon to 7 pm Monday to Friday)	
Off-peak electricity you used, in kWh	593
(7pm to noon weekdays, all day Saturday and Sunday and certain holidays)	

Average daily electricity use per month



Comparing your monthly use

	This month	Last month	This month last year
Billing days	28	29	30
Average outdoor temperature	78°	81°	71°
Your total use in kWh	698	947	665
Percentage of on-peak use	15%	21%	11%
Your average daily cost	\$3.44	\$4.93	\$2.85

Your electricity bill


Bill date: November 13, 2017

Summary of what you owe




Amount due on your last bill	\$658.90
⊖ Payment made	-\$532.06
⊖ Your balance forward	\$126.84
⊕ Late payment charge (taxes included)	\$2.12
Your new charges (details on following pages)	
⊕ Cost of electricity (includes taxes and fees)	\$96.79
⊖ Total amount due	\$225.75
Payment due date	Nov 28, 2017

Stacey Champion

 **YOUR ACCOUNT NUMBER:**

 **FOR SERVICE AT:**

Questions?

-  Log in to My Account at aps.com
-  Go to support.aps.com for help
-  Stay informed. Visit aps.com/alerts

Important Account Update

The service plan you are currently on is being discontinued. As a result, between February and April 2018, your account will transition to a new plan that is similar to your current one. You will receive a notification at or around a month prior to your plan transition with more information. **No action is required on your part.** However, if you prefer to choose a new plan now, visit aps.com/plans or call us at (877) 371-6820.

See savings in a different light

Did you know the average home has about 50 light bulbs? Switching to LEDs can help you save. They use up to 90% less energy than incandescent bulbs and can save you up to \$80 over the lifetime of each bulb.

To learn more about ways in which you can switch to save, please visit aps.com/lighting.

Page 1 of 3

See page 2 for more information.



Your account number

Bill date

November 13, 2017

☐ Mailing address or phone number change?

Check here and fill in the details on the back.

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STACEY CHAMPION

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

Total amount due: \$ **225.75**

Payment due date: **Nov 28, 2017**

Total amount paid: \$ _____

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

- Visit aps.com/paybill
- Download our free, mobile app
- Call 602-371-6555 or 866-776-0445

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News from APS

Things you need to know

Contacting APS

- Visit our website: aps.com
- Call us at:
602-371-7171 (Phoenix) or 800-253-9405 (Other areas)
- Para servicio en español, llame al:
602-371-6861 (Phoenix) ó 800-252-9410 (Otras áreas)
- Hearing impaired:
Dial 711 - AZ Relay Service
- By mail: APS, Station 3200, PO Box 53933,
Phoenix AZ 85072-3933
- Blue Stake - Before you dig, call:
811 or 800-782-5348
- Electrical emergencies other than power outages, call:
602-258-5483 (Phoenix) or 800-253-9408 (Other areas)

Billing and collection information

Make checks payable to APS and mail to:

APS, PO Box 2906, Phoenix AZ 85062-2906

Credit and Collections:

602-371-7607 (Phoenix) or
800-253-9409 (Other areas)

- Your utility bill is due and payable no later than 15 days from the bill date. Late payments will be considered delinquent and are subject to a late payment charge of 1.5% per month.
- If your power is shut off for nonpayment, you must pay the delinquent amount(s) and a deposit or additional deposit before power will be restored.
- Deposit Guidelines: APS may require a security deposit for service if the account, during a consecutive 12-month period, becomes delinquent with two or more bills or has been disconnected for nonpayment or, when a Non-Residential customer's financial condition may jeopardize bill payment (determined by APS using a credit scoring worksheet).
- When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic funds transfer from your account or to process the payment as a check transaction. When we process your check electronically you will not receive your check back from your financial institution and funds may be withdrawn from your account on the same day we receive your payment.

Utility regulations and rates (Not an APS payment site)

Electricity regulations and rates are approved by:

Arizona Corporation Commission,
1200 W Washington, Phoenix AZ 85007
602-542-4251 (Phoenix) or 800-222-7000 (Other areas).
www.azcc.gov

Mailing address or phone number change

First name, middle name, last name		
Address (number, street name)		
City	State	Zip + 4
Home phone	Business phone	
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PO BOX 2906
PHOENIX AZ 85062-2906



Your electricity bill
November 13, 2017

Stacey Champion

Your account number
[REDACTED]

Service plan: Time Adv 7pm-Noon

Meter number: V34793

Meter reading cycle: 09

Charges for electricity services

Cost of electricity you used

Customer account charge	\$8.53
Delivery service charge	\$20.54
Environmental benefits surcharge	\$4.93
System benefits charge	\$1.82
Power supply adjustment*	\$0.37
Metering*	\$6.67
Meter reading*	\$2.23
Billing*	\$2.51
Generation of electricity on-peak*	\$13.07
Generation of electricity off-peak*	\$14.79
Federal transmission and ancillary services*	\$7.23
Federal transmission cost adjustment*	\$2.15
LFCR adjustor	\$1.98
Cost of electricity you used	\$86.82

Taxes and fees

Regulatory assessment	\$0.24
State sales tax	\$4.97
County sales tax	\$0.62
City sales tax	\$2.40
Franchise fee	\$1.74
Cost of electricity with taxes and fees	\$96.79

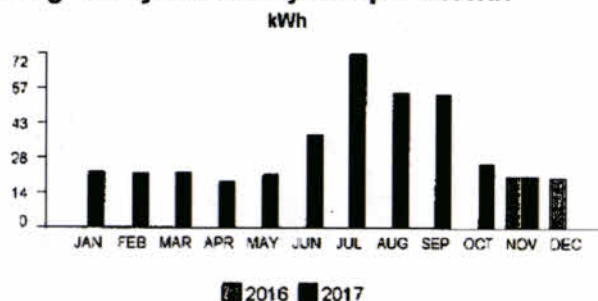
Total charges for electricity services \$96.79

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

Amount of electricity you used

Meter reading on Nov 13	88260
Meter reading on Oct 13	87601
Total electricity you used, in kWh	659
On-peak meter reading on Nov 13	16594
On-peak meter reading on Oct 13	16523
On-peak electricity you used, in kWh	71
(Noon to 7 pm Monday to Friday)	
Off-peak electricity you used, in kWh	588
(7 pm to noon weekdays, all day Saturday and Sunday and certain holidays)	

Average daily electricity use per month



Comparing your monthly use

	This month	Last month	This month last year
Billing days	31	29	28
Average outdoor temperature	74°	82°	78°
Your total use in kWh	659	767	698
Percentage of on-peak use	11%	14%	16%
Your average daily cost	\$3.12	\$4.07	\$3.45

Bill date: December 14, 2016

Stacey Champion

Final notice to pay

Your electricity is about to be shut off.

We have not received your payment of \$96.50. The electric service is scheduled to be disconnected on **December 23**. If your power is shut off, we will restore it on the next business day after you pay all delinquent amounts and any additional deposit required. Your new charges of \$100.68 are due on **December 27**. To see if you qualify for a payment arrangement, visit aps.com or call our automated service at 602-371-3644.

Summary of what you owe

Amount due on your last bill	\$96.50
------------------------------	---------


○ Payments made through Dec 14	\$0.00
⊕ Late charge (taxes included)	\$1.61

Your new charges (details on following pages)




⊕ Cost of electricity (with taxes and fees)	\$99.07
⊖ Total amount due	\$197.18

Payment due date for new charges **Dec 27, 2016**

 YOUR ACCOUNT NUMBER:

 FOR SERVICE AT:

Questions?

-  Log in to My Account at aps.com
-  Go to support.aps.com for help
-  Stay informed. Visit aps.com/alerts

Ways to Pay Your Electric Bill

- Pay by phone or on-line at aps.com using a free electronic funds transfer. Go to aps.com or call 602-371-6555 or 800-253-9405.
- Pay your APS bill online or by phone through our payment vendor service using a credit card or debit card (in which case a processing fee will be assessed) by calling 877-409-2931.
- Pay your bill by cash or check at your nearest APS Customer Office. For a list of office locations, go to aps.com.

If you are experiencing financial hardship, contact Project SHARE, 602-267-4127 or call Community Information and Referral in Phoenix at 211.

Page 1 of 3

See page 2 for more information.



Your account number

Bill date

December 14, 2016

☐ Mailing address or phone number change?

Check here and fill in the details on the back.

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STACEY CHAMPION

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

Total amount due: \$ **197.18**

Due date for new charges: **Dec 27, 2016**

Your optional contribution to SHARE: \$ _____

Total amount paid: \$ _____

If APS does not receive the past due amount of \$96.50 before December 23, 2016, your electricity will be shut off.

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APS Mobile App

Your energy options in the palm of your hand. Pay your bill, view your energy usage, report an outage and sign up for outage alerts. Download the app at aps.com/app.

Things you need to know

Contacting APS

- Visit our website: aps.com
- Call us at: 602-371-7171 (Phoenix) or 800-253-9405 (Other areas)
- Para servicio en español: 602-371-6861 (Phoenix) o 1-800-252-9410 (Otras areas)
- Hearing impaired:
Dial 711 - AZ Relay
- By mail: APS, Station 3200, PO Box 53933, Phoenix AZ 85072-3933
- Blue Stake - Before you dig, call:
811 or
800-782-5348
- Electrical emergencies other than power outages, call:
602-258-5483 (Phoenix) or
800-253-9408 (Other areas)

Billing and collection information

Make checks payable to APS and mail to:

APS, PO Box 2906, Phoenix AZ 85062-2906

Credit and Collections:

- 602-371-7607 (Phoenix) or
800-253-9409 (Other areas)
- Your utility bill is due and payable no later than 15 days from the bill date. Late payments will be considered delinquent and are subject to a late payment charge of 1.5% per month.
- If your power is shut off for nonpayment, you must pay the delinquent amount(s) and a deposit or additional deposit before power will be restored.
- 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.

Utility regulations and rates (Not an APS payment site)

Electricity regulations and rates are approved by:

Arizona Corporation Commission,
1200 W Washington, Phoenix AZ 85007
602-542-4251 (Phoenix) or 800-222-7000 (Other areas).
www.azcc.gov



PO BOX 2906
PHOENIX AZ 85062-2906



Your electricity bill
December 14, 2016

Stacey Champion

Your account number
[REDACTED]

Your service plan: Time Advantage 7pm - Noon

Meter number: V34793

Meter reading cycle: 09

Charges for electricity services

Cost of electricity you used

Customer account charge	\$8.09
Delivery service charge	\$19.06
Environmental benefits surcharge	\$5.04
Federal environmental improvement surcharge	\$0.11
System benefits charge	\$2.10
Power supply adjustment*	\$1.18
Metering*	\$6.32
Meter reading*	\$2.11
Billing*	\$2.38
Generation of electricity on-peak*	\$15.19
Generation of electricity off-peak*	\$15.93
Federal transmission and ancillary services*	\$3.67
Federal transmission cost adjustment*	\$5.04
System benefits adjustment	-\$0.36
Four-Corners adjustment*	\$1.52
LFCR adjustor	\$1.49
Cost of electricity you used	\$88.87

Taxes and fees

Regulatory assessment	\$0.24
State sales tax	\$5.09
County sales tax	\$0.64
City sales tax	\$2.45
Franchise fee	\$1.78
Cost of electricity with taxes and fees	\$99.07

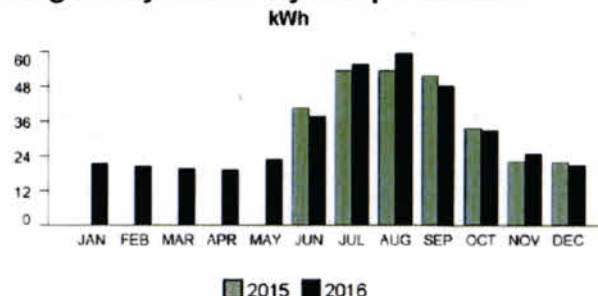
Total charges for electricity services \$99.07

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

Amount of electricity you used

Meter reading on Dec 14	76704
Meter reading on Nov 10	75998
Total electricity you used, in kWh	706
On-peak meter reading on Dec 14	14407
On-peak meter reading on Nov 10	14314
On-peak electricity you used, in kWh	93
(Noon to 7 pm Monday to Friday)	
Off-peak electricity you used, in kWh	613
(7pm to noon weekdays, all day Saturday and Sunday and certain holidays)	

Average daily electricity use per month



Comparing your monthly use

	This month	Last month	This month last year
Billing days	34	28	32
Average outdoor temperature	61°	78°	57°
Your total use in kWh	706	698	694
Percentage of on-peak use	13%	15%	10%
Your average daily cost	\$2.91	\$3.44	\$2.77

Your electricity bill

Bill date: December 14, 2017

Summary of what you owe




Amount due on your last bill	\$225.75
⊖ Payment made	-\$225.75
⊖ Your balance forward	\$0.00
Your new charges (details on following pages)	
⊕ Cost of electricity (includes taxes and fees)	\$101.17
⊖ Total amount due	\$101.17
Payment due date	Dec 29, 2017

Stacey Champion

 **YOUR ACCOUNT NUMBER:**

 **FOR SERVICE AT:**

Questions?

-  Log in to My Account at aps.com
-  Go to support.aps.com for help
-  Stay informed. Visit aps.com/alerts

Help families in need with Project SHARE

You can help Arizona families in need keep their power on through Project SHARE, a program managed by the Salvation Army. SHARE helps Arizona families pay their energy bill and avoid disconnection.

Project SHARE is simple:

1. Add as little as \$1 to your energy bill
2. We match your contribution, dollar for dollar
3. Arizona families in need receive assistance to pay their energy bill

To learn more, visit aps.com/share

Page 1 of 3

See page 2 for more information.



Your account number

Bill date

December 14, 2017

☐ Mailing address or phone number change?

Check here and fill in the details on the back.

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STACEY CHAMPION

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

Total amount due: \$ 101.17

Payment due date: Dec 29, 2017

Total amount paid: \$ _____

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

- Visit aps.com/paybill
- Download our free, mobile app
- Call 602-371-6555 or 866-776-0445

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News from APS

Things you need to know

Contacting APS

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- Call us at:
602-371-7171 (Phoenix) or 800-253-9405 (Other areas)
- Para servicio en español, llame al:
602-371-6861 (Phoenix) ó 800-252-9410 (Otras áreas)
- Hearing impaired:
Dial 711 - AZ Relay Service
- By mail: APS, Station 3200, PO Box 53933,
Phoenix AZ 85072-3933
- Blue Stake - Before you dig, call:
811 or 800-782-5348
- Electrical emergencies other than power outages, call:
602-258-5483 (Phoenix) or 800-253-9408 (Other areas)

Billing and collection information

Make checks payable to APS and mail to:

APS, PO Box 2906, Phoenix AZ 85062-2906

Credit and Collections:

602-371-7607 (Phoenix) or
800-253-9409 (Other areas)

- Your utility bill is due and payable no later than 15 days from the bill date. Late payments will be considered delinquent and are subject to a late payment charge of 1.5% per month.
- If your power is shut off for nonpayment, you must pay the delinquent amount(s) and a deposit or additional deposit before power will be restored.
- Deposit Guidelines: APS may require a security deposit for service if the account, during a consecutive 12-month period, becomes delinquent with two or more bills or has been disconnected for nonpayment or, when a Non-Residential customer's financial condition may jeopardize bill payment (determined by APS using a credit scoring worksheet).
- When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic funds transfer from your account or to process the payment as a check transaction. When we process your check electronically you will not receive your check back from your financial institution and funds may be withdrawn from your account on the same day we receive your payment.

Utility regulations and rates (Not an APS payment site)

Electricity regulations and rates are approved by:

Arizona Corporation Commission,
1200 W Washington, Phoenix AZ 85007
602-542-4251 (Phoenix) or 800-222-7000 (Other areas).
www.azcc.gov

Mailing address or phone number change

First name, middle name, last name		
Address (number, street name)		
City	State	Zip + 4
Home phone		Business phone
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PO BOX 2906
PHOENIX AZ 85062-2906



Your electricity bill
December 14, 2017

Stacey Champion

Your account number
[REDACTED]

Service plan: Time Adv 7pm-Noon

Meter number: V34793

Meter reading cycle: 09

Charges for electricity services

Cost of electricity you used

Customer account charge	\$8.53
Delivery service charge	\$21.73
Environmental benefits surcharge	\$4.96
System benefits charge	\$1.92
Power supply adjustment*	\$0.39
Metering*	\$6.67
Meter reading*	\$2.23
Billing*	\$2.51
Generation of electricity on-peak*	\$14.18
Generation of electricity off-peak*	\$15.59
Federal transmission and ancillary services*	\$7.65
Federal transmission cost adjustment*	\$2.28
LFCR adjustor	\$2.10
Cost of electricity you used	\$90.74

Taxes and fees

Regulatory assessment	\$0.25
State sales tax	\$5.20
County sales tax	\$0.65
City sales tax	\$2.51
Franchise fee	\$1.82
Cost of electricity with taxes and fees	\$101.17

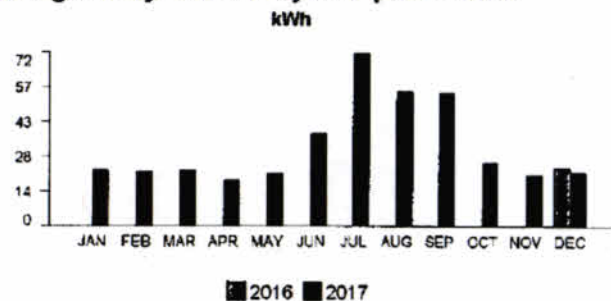
Total charges for electricity services \$101.17

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

Amount of electricity you used

Meter reading on Dec 14	88957
Meter reading on Nov 13	88260
Total electricity you used, in kWh	697
On-peak meter reading on Dec 14	16671
On-peak meter reading on Nov 13	16594
On-peak electricity you used, in kWh	77
(Noon to 7 pm Monday to Friday)	
Off-peak electricity you used, in kWh	620
(7 pm to noon weekdays, all day Saturday and Sunday and certain holidays)	

Average daily electricity use per month



Comparing your monthly use

	This month	Last month	This month last year
Billing days	31	31	34
Average outdoor temperature	65°	77°	62°
Your total use in kWh	697	659	706
Percentage of on-peak use	12%	11%	14%
Your average daily cost	\$3.26	\$3.12	\$2.91

Your electricity bill

Bill date: January 13, 2017

Stacey Champion

 YOUR ACCOUNT NUMBER:


[REDACTED]

 FOR SERVICE AT:

[REDACTED]


Summary of what you owe

Amount due on your last bill \$197.18

 Payment made on Dec 15, thank you -\$197.18

 Your balance forward \$0.00

Your new charges (details on following pages)

 Cost of electricity (with taxes and fees) \$94.17


 **Total amount due** **\$94.17**

Payment due date **Jan 27, 2017**

Questions?

 Log in to My Account at aps.com

 Go to support.aps.com for help

 Stay informed. Visit aps.com/alerts

New Customer Care & Billing System in March

As part of our system changes in March, Pick a Due Date is being discontinued. You may choose a preferred date, but it may vary by a few days each month. Learn more at aps.com/march2017.

Page 1 of 3

See page 2 for more information.



Your account number

[REDACTED]

Bill date

January 13, 2017

☐ 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: \$ **94.17**

Payment due date: Jan 27, 2017

Your optional contribution
to SHARE:

\$ _____

Total amount paid:

\$ _____

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STACEY CHAMPION

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Shift, Stagger, & Save

By making small changes to when and how you use energy, you can save money. Learn how to lower your bill at aps.com/shiftstagger-save.

Things you need to know

Contacting APS

- Visit our website: aps.com
- Call us at: 602-371-7171 (Phoenix) or 800-253-9405 (Other areas)
- Para servicio en español: 602-371-6861 (Phoenix) o 1-800-252-9410 (Otras áreas)
- Hearing impaired:
Dial 711 - AZ Relay
- By mail: APS, Station 3200, PO Box 53933, Phoenix AZ 85072-3933
- Blue Stake - Before you dig, call:
811 or
800-782-5348
- Electrical emergencies other than power outages, call:
602-258-5483 (Phoenix) or
800-253-9408 (Other areas)

Billing and collection information

Make checks payable to APS and mail to:
APS, PO Box 2906, Phoenix AZ 85062-2906

Credit and Collections:

- 602-371-7607 (Phoenix) or
800-253-9409 (Other areas)
- Your utility bill is due and payable no later than 15 days from the bill date. Late payments will be considered delinquent and are subject to a late payment charge of 1.5% per month.
- If your power is shut off for nonpayment, you must pay the delinquent amount(s) and a deposit or additional deposit before power will be restored.
- 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.

Utility regulations and rates (Not an APS payment site)

Electricity regulations and rates are approved by:
Arizona Corporation Commission,
1200 W Washington, Phoenix AZ 85007
602-542-4251 (Phoenix) or 800-222-7000 (Other areas).
www.azcc.gov

Mailing address or phone number change

First name, middle name, last name		
Address (number, street name)		
City	State	Zip + 4
Home phone	Business phone	
()	()	



PO BOX 2906
PHOENIX AZ 85062-2906



Your electricity bill
January 13, 2017

Stacey Champion

Your account number
[REDACTED]

Your service plan: Time Advantage 7pm - Noon

Meter number: V34793

Meter reading cycle: 09

Charges for electricity services

Cost of electricity you used

Customer account charge	\$7.14
Delivery service charge	\$18.71
Environmental benefits surcharge	\$5.02
Federal environmental improvement surcharge	\$0.11
System benefits charge	\$2.06
Power supply adjustment*	\$1.16
Metering*	\$5.58
Meter reading*	\$1.86
Billing*	\$2.10
Generation of electricity on-peak*	\$13.88
Generation of electricity off-peak*	\$15.80
Federal transmission and ancillary services*	\$3.60
Federal transmission cost adjustment*	\$4.95
System benefits adjustment	-\$0.35
Four-Corners adjustment*	\$1.44
LFCR adjustor	\$1.42
Cost of electricity you used	\$84.48

Taxes and fees

Regulatory assessment	\$0.23
State sales tax	\$4.84
County sales tax	\$0.60
City sales tax	\$2.33
Franchise fee	\$1.69
Cost of electricity with taxes and fees	\$94.17

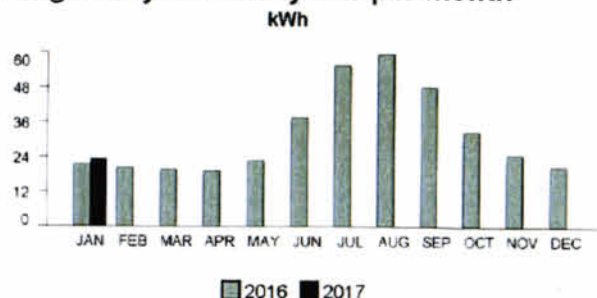
Total charges for electricity services \$94.17

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

Amount of electricity you used

Meter reading on Jan 13	77397
Meter reading on Dec 14	76704
Total electricity you used, in kWh	693
On-peak meter reading on Jan 13	14492
On-peak meter reading on Dec 14	14407
On-peak electricity you used, in kWh	85
(Noon to 7 pm Monday to Friday)	
Off-peak electricity you used, in kWh	608
(7pm to noon weekdays, all day Saturday and Sunday and certain holidays)	

Average daily electricity use per month



Comparing your monthly use

	This month	Last month	This month last year
Billing days	30	34	30
Average outdoor temperature	57°	61°	51°
Your total use in kWh	693	706	639
Percentage of on-peak use	12%	13%	12%
Your average daily cost	\$3.13	\$2.91	\$2.82

Your electricity bill

Bill date: January 16, 2018

Summary of what you owe

Amount due on your last bill	\$101.17
Payment made	-\$101.17
Your balance forward	\$0.00
Late payment charge (taxes included)	\$1.69
Your new charges (details on following pages)	
Cost of electricity (includes taxes and fees)	\$102.04
Total amount due	\$103.73
Payment due date	Jan 31, 2018

Stacey Champion

YOUR ACCOUNT NUMBER:

FOR SERVICE AT:

Questions?

- Log in to My Account at aps.com
- Go to support.aps.com for help
- Stay informed. Visit aps.com/alerts

Important Service Plan Update

You still have time to pick a new plan that fits your needs. It's quick and easy to review your options and make the switch by visiting aps.com/pickaplan or calling (855) 225-5277. Keep in mind if you don't choose a new plan, we will move you to one most similar to your current plan sometime between February and April. We will notify you within 30 days of your plan transition.

Page 1 of 3

See page 2 for more information.



Your account number

Bill date

January 16, 2018

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

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STACEY CHAMPION

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

Total amount due: \$ 103.73

Payment due date: Jan 31, 2018

Total amount paid: \$ _____

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

- Visit aps.com/paybill
- Download our free, mobile app
- Call 602-371-6555 or 866-776-0445

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News from APS

Stay ahead of your bill with usage alerts.

With usage alerts, you can receive text or email notifications when your energy use has reached your preset threshold. You can also receive a reminder when your bill is ready to view or get confirmation of your payment. Plus, receive outage alerts and estimated restoration times. Signing up is free and easy, just visit aps.com/alerts.

Things you need to know

Contacting APS

- Visit our website: aps.com
- Call us at:
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- Para servicio en español, llame al:
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Phoenix AZ 85072-3933
- Blue Stake - Before you dig, call:
811 or 800-782-5348
- Electrical emergencies other than power outages, call:
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Billing and collection information

Make checks payable to APS and mail to:
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- Deposit Guidelines: APS may require a security deposit for service if the account, during a consecutive 12-month period, becomes delinquent with two or more bills or has been disconnected for nonpayment or, when a Non-Residential customer's financial condition may jeopardize bill payment (determined by APS using a credit scoring worksheet).
- When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic funds transfer from your account or to process the payment as a check transaction. When we process your check electronically you will not receive your check back from your financial institution and funds may be withdrawn from your account on the same day we receive your payment.

Utility regulations and rates (Not an APS payment site)

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Arizona Corporation Commission,
1200 W Washington, Phoenix AZ 85007
602-542-4251 (Phoenix) or 800-222-7000 (Other areas).
www.azcc.gov

Mailing address or phone number change

First name, middle name, last name		
Address (number, street name)		
City	State	Zip + 4
Home phone	Business phone	
()	()	



PO BOX 2906
PHOENIX AZ 85062-2906



Your electricity bill
January 16, 2018

Stacey Champion

Your account number
[REDACTED]

Service plan: Time Adv 7pm-Noon

Meter number: V34793

Meter reading cycle: 09

Charges for electricity services

Cost of electricity you used

Customer account charge	\$9.08
Delivery service charge	\$21.97
Environmental benefits surcharge	\$4.97
System benefits charge	\$1.95
Power supply adjustment*	\$0.39
Metering*	\$7.10
Meter reading*	\$2.38
Billing*	\$2.67
Generation of electricity on-peak*	\$12.89
Generation of electricity off-peak*	\$15.97
Federal transmission and ancillary services*	\$7.73
Federal transmission cost adjustment*	\$2.30
LFCR adjustor	\$2.12
Cost of electricity you used	\$91.52

Taxes and fees

Regulatory assessment	\$0.25
State sales tax	\$5.24
County sales tax	\$0.66
City sales tax	\$2.53
Franchise fee	\$1.84
Cost of electricity with taxes and fees	\$102.04

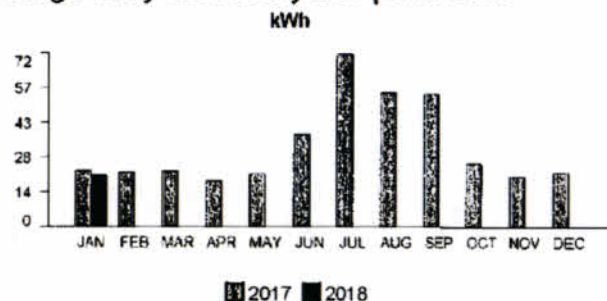
Total charges for electricity services \$102.04

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

Amount of electricity you used

Meter reading on Jan 16	89662
Meter reading on Dec 14	88957
Total electricity you used, in kWh	705
On-peak meter reading on Jan 16	16741
On-peak meter reading on Dec 14	16671
On-peak electricity you used, in kWh	70
(Noon to 7 pm Monday to Friday)	
Off-peak electricity you used, in kWh	635
(7 pm to noon weekdays, all day Saturday and Sunday and certain holidays)	

Average daily electricity use per month



Comparing your monthly use

	This month	Last month	This month last year
Billing days	33	31	30
Average outdoor temperature	57°	67°	57°
Your total use in kWh	705	697	693
Percentage of on-peak use	10%	12%	13%
Your average daily cost	\$3.09	\$3.26	\$3.14

Bill date: February 13, 2017

Stacey Champion

Final notice to pay


Your electricity is about to be shut off.

We have not received your payment of \$94.17. The electric service is scheduled to be disconnected on **February 22**. If your power is shut off, we will restore it on the next business day after you pay all delinquent amounts and any additional deposit required. Your new charges of **\$89.10** are due on **February 27**. To see if you qualify for a payment arrangement, visit aps.com or call our automated service at 602-371-3644.




Summary of what you owe

Amount due on your last bill	\$94.17
<input type="radio"/> Payments made through Feb 13	\$0.00
<input type="radio"/> Late charge (taxes included)	\$1.57
Your new charges (details on following pages)	
<input type="radio"/> Cost of electricity (with taxes and fees)	\$87.53
<input type="radio"/> Total amount due	\$183.27
Payment due date for new charges	Feb 27, 2017

 YOUR ACCOUNT NUMBER:

 FOR SERVICE AT:

Questions?

-  Log in to My Account at aps.com
-  Go to support.aps.com for help
-  Stay informed. Visit aps.com/alerts

Ways to Pay Your Electric Bill

- Pay by phone or on-line at aps.com using a free electronic funds transfer. Go to aps.com or call 602-371-6555 or 800-253-9405.
- Pay your APS bill online or by phone through our payment vendor service using a credit card or debit card (in which case a processing fee will be assessed) by calling 877-409-2931.
- Pay your bill by cash or check at your nearest APS Customer Office. For a list of office locations, go to aps.com.

If you are experiencing financial hardship, contact Project SHARE, 602-267-4127 or call Community Information and Referral in Phoenix at 211.

Page 1 of 3

See page 2 for more information.



Your account number

Bill date

February 13, 2017

☐ 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: \$ **183.27**
Due date for new charges: **Feb 27, 2017**

Your optional contribution
to SHARE: \$ _____
Total amount paid: \$ _____

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STACEY CHAMPION

If APS does not receive the past due amount of \$94.17 before February 22, 2017, your electricity will be shut off.

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A charge on your bill will decrease beginning February 2017

The Arizona Corporation Commission (ACC) has approved a decrease to the Power Supply Adjustor (PSA) effective February 1, 2017.

The PSA, which collects for fuel and purchased power costs beyond those in base rates, decreased by \$0.003026 to a credit of \$0.001348 per kilowatt hour. This change will decrease typical monthly residential bills by \$3.39 based on average monthly consumption of 1,100 kilowatt hours.

Your bill impact will vary with your actual energy usage and rate. For additional information on this charge or tips on how to reduce your energy usage, please visit aps.com or call (602) 371-7171 (metro Phoenix) or (800) 253-9405 (other areas).

Things you need to know

Contacting APS

- Visit our website: aps.com
- Call us at: 602-371-7171 (Phoenix) or 800-253-9405 (Other areas)
- Para servicio en español: 602-371-6861 (Phoenix) o 1-800-252-9410 (Otras áreas)
- Hearing impaired:
Dial 711 - AZ Relay
- By mail: APS, Station 3200, PO Box 53933, Phoenix AZ 85072-3933
- Blue Stake - Before you dig, call: 811 or 800-782-5348
- Electrical emergencies other than power outages, call: 602-258-5483 (Phoenix) or 800-253-9408 (Other areas)

Billing and collection information

Make checks payable to APS and mail to:

APS, PO Box 2906, Phoenix AZ 85062-2906

Credit and Collections:

602-371-7607 (Phoenix) or
800-253-9409 (Other areas)

- Your utility bill is due and payable no later than 15 days from the bill date. Late payments will be considered delinquent and are subject to a late payment charge of 1.5% per month.
- If your power is shut off for nonpayment, you must pay the delinquent amount(s) and a deposit or additional deposit before power will be restored.
- 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.

Utility regulations and rates (Not an APS payment site)

Electricity regulations and rates are approved by:

Arizona Corporation Commission,
1200 W Washington, Phoenix AZ 85007
602-542-4251 (Phoenix) or 800-222-7000 (Other areas).
www.azcc.gov

Mailing address or phone number change

First name, middle name, last name		
Address (number, street name)		
City	State	Zip + 4
Home phone	Business phone	
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PO BOX 2906
PHOENIX AZ 85062-2906



Your electricity bill
February 13, 2017

Stacey Champion

Your account number
[REDACTED]

Your service plan: Time Advantage 7pm - Noon

Meter number: V34793
Meter reading cycle: 09

Charges for electricity services

Cost of electricity you used

Customer account charge	\$6.90
Delivery service charge	\$17.69
Environmental benefits surcharge	\$4.95
Federal environmental improvement surcharge	\$0.10
System benefits charge	\$1.95
Power supply adjustment*	-\$0.88
Metering*	\$5.39
Meter reading*	\$1.80
Billing*	\$2.03
Generation of electricity on-peak*	\$13.23
Generation of electricity off-peak*	\$14.92
Federal transmission and ancillary services*	\$3.41
Federal transmission cost adjustment*	\$4.68
System benefits adjustment	-\$0.34
Four-Corners adjustment*	\$1.37
LFCR adjustor	\$1.32
Cost of electricity you used	\$78.52

Taxes and fees

Regulatory assessment	\$0.21
State sales tax	\$4.50
County sales tax	\$0.56
City sales tax	\$2.17
Franchise fee	\$1.57
Cost of electricity with taxes and fees	\$87.53

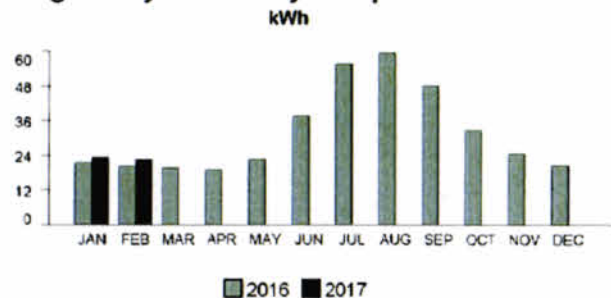
Total charges for electricity services \$87.53

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

Amount of electricity you used

Meter reading on Feb 11	78052
Meter reading on Jan 13	77397
Total electricity you used, in kWh	655
On-peak meter reading on Feb 11	14573
On-peak meter reading on Jan 13	14492
On-peak electricity you used, in kWh	81
(Noon to 7 pm Monday to Friday)	
Off-peak electricity you used, in kWh	574
(7pm to noon weekdays, all day Saturday and Sunday and certain holidays)	

Average daily electricity use per month







Comparing your monthly use

	This month	Last month	This month last year
Billing days	29	30	32
Average outdoor temperature	57°	57°	59°
Your total use in kWh	655	693	648
Percentage of on-peak use	12%	12%	10%
Your average daily cost	\$3.01	\$3.13	\$2.73

Your electricity bill


Bill date: February 14, 2018

Summary of what you owe




Amount due on your last bill	\$103.73
 Payment made	-\$103.73
 Your balance forward	\$0.00
Your new charges (details on following pages)	
 Cost of electricity (includes taxes and fees)	\$87.69
 Total amount due	\$87.69
Payment due date	Mar 1, 2018

Stacey Champion

 YOUR ACCOUNT NUMBER:

 FOR SERVICE AT:

Questions?

-  Log in to My Account at aps.com
-  Go to support.aps.com for help
-  Stay informed. Visit aps.com/alerts

Page 1 of 3

See page 2 for more information.



Your account number

Bill date

February 14, 2018

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

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STACEY CHAMPION

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

Total amount due: \$ 87.69

Payment due date: Mar 1, 2018

Total amount paid: \$ _____

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

- Visit aps.com/paybill
- Download our free, mobile app
- Call 602-371-6555 or 866-776-0445

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News from APS

A charge on your bill will increase beginning February 2018

The Arizona Corporation Commission (ACC) has authorized an increase to the Power Supply Adjustor (PSA) effective February 1, 2018, through January 31, 2019.

The PSA, which collects for fuel and purchased power costs beyond those in base rates, increased by \$0.004000 to \$0.004555 per kilowatt hour. This change will increase typical monthly residential bills by \$4.40 based on average monthly consumption of 1,100 kilowatt hours.

Your bill impact will vary with your actual energy usage. For additional information on this charge or tips on how to reduce your energy usage, please visit aps.com or call (602) 371-7171 (metro Phoenix) or (800) 253-9405 (other areas).

Things you need to know

Contacting APS

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- Para servicio en español, llame al:
602-371-6861 (Phoenix) ó 800-252-9410 (Otras áreas)
- Hearing impaired:
Dial 711 - AZ Relay Service
- By mail: APS, Station 3200, PO Box 53933,
Phoenix AZ 85072-3933
- Blue Stake - Before you dig, call:
811 or 800-782-5348
- Electrical emergencies other than power outages, call:
602-258-5483 (Phoenix) or 800-253-9408 (Other areas)

Billing and collection information

Make checks payable to APS and mail to:

APS, PO Box 2906, Phoenix AZ 85062-2906

Credit and Collections:

602-371-7607 (Phoenix) or
800-253-9409 (Other areas)

- Your utility bill is due and payable no later than 15 days from the bill date. Late payments will be considered delinquent and are subject to a late payment charge of 1.5% per month.
- If your power is shut off for nonpayment, you must pay the delinquent amount(s) and a deposit or additional deposit before power will be restored.
- Deposit Guidelines: APS may require a security deposit for service if the account, during a consecutive 12-month period, becomes delinquent with two or more bills or has been disconnected for nonpayment or, when a Non-Residential customer's financial condition may jeopardize bill payment (determined by APS using a credit scoring worksheet).
- When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic funds transfer from your account or to process the payment as a check transaction. When we process your check electronically you will not receive your check back from your financial institution and funds may be withdrawn from your account on the same day we receive your payment.

Utility regulations and rates (Not an APS payment site)

Electricity regulations and rates are approved by:

Arizona Corporation Commission,
1200 W Washington, Phoenix AZ 85007
602-542-4251 (Phoenix) or 800-222-7000 (Other areas).
www.azcc.gov

Mailing address or phone number change

First name, middle name, last name		
Address (number, street name)		
City	State	Zip + 4
Home phone	Business phone	
()	()	



PO BOX 2906
PHOENIX AZ 85062-2906



Your electricity bill
February 14, 2018

Stacey Champion

Your account number
[REDACTED]

Service plan: Time Adv 7pm-Noon

Meter number: V34793

Meter reading cycle: 09

Charges for electricity services

Cost of electricity you used

Customer account charge	\$7.98
Delivery service charge	\$17.70
Environmental benefits surcharge	\$4.84
System benefits charge	\$1.57
Power supply adjustment*	\$2.59
Metering*	\$6.24
Meter reading*	\$2.09
Billing*	\$2.35
Generation of electricity on-peak*	\$10.68
Generation of electricity off-peak*	\$12.83
Federal transmission and ancillary services*	\$6.23
Federal transmission cost adjustment*	\$1.85
LFCR adjustor	\$1.71
Cost of electricity you used	\$78.66

Taxes and fees

Regulatory assessment	\$0.21
State sales tax	\$4.51
County sales tax	\$0.56
City sales tax	\$2.17
Franchise fee	\$1.58
Cost of electricity with taxes and fees	\$87.89

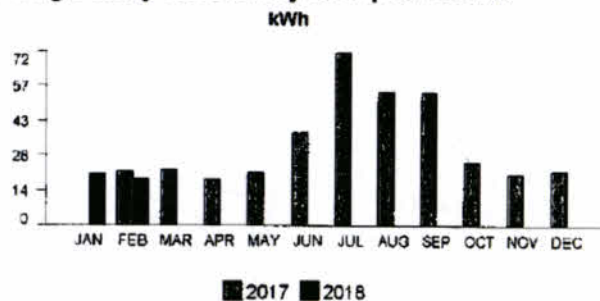
Total charges for electricity services \$87.69

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

Amount of electricity you used

Meter reading on Feb 14	90230
Meter reading on Jan 16	89662
Total electricity you used, in kWh	568
On-peak meter reading on Feb 14	16799
On-peak meter reading on Jan 16	16741
On-peak electricity you used, in kWh	58
(Noon to 7 pm Monday to Friday)	
Off-peak electricity you used, in kWh	510
(7 pm to noon weekdays, all day Saturday and Sunday and certain holidays)	

Average daily electricity use per month



Comparing your monthly use

	This month	Last month	This month last year
Billing days	29	33	29
Average outdoor temperature	60°	59°	57°
Your total use in kWh	568	705	655
Percentage of on-peak use	11%	10%	13%
Your average daily cost	\$3.02	\$3.09	\$3.02

Your electricity bill

Bill date: March 15, 2017

Summary of what you owe

Amount due on your last bill	\$183.27
<input type="radio"/> Payments made, (see below)	-\$183.27
<input type="radio"/> Your balance forward	\$0.00
Your new charges (details on following pages)	
<input type="radio"/> Cost of electricity (includes taxes and fees)	\$96.38
<input type="radio"/> Total amount due	\$96.38
Payment due date	Mar 30, 2017


Payment details

Payments made:




-\$100.00	February 14, 2017
-\$83.27	February 15, 2017

Stacey Champion

 **YOUR ACCOUNT NUMBER:**

 **FOR SERVICE AT:**

Questions?

-  Log in to My Account at aps.com
-  Go to support.aps.com for help
-  Stay informed. Visit aps.com/alerts

New customer care and billing system

Your **new 10-digit account number** is located on your bill and ready to use for your APS transactions. Stay informed about our new customer care and billing system at aps.com/march2017.

Your **Average Daily Electricity Use** chart on your monthly bill now displays up to 13 months of usage. For additional billing information, register or log in to your account at aps.com.

Page 1 of 3

See page 2 for more information.



Your account number

Bill date

March 15, 2017

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

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STACEY CHAMPION

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

Total amount due: \$ **96.38**

Payment due date: **Mar 30, 2017**

Total amount paid: \$ _____

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

- Visit aps.com/paybill
- Download our free, mobile app
- Call 602-371-6555 or 866-776-0445

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News from APS

Things you need to know

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- Para servicio en español, llame al:
602-371-6861 (Phoenix) ó 800-252-9410 (Otras áreas)
- Hearing impaired:
Dial 711 - AZ Relay Service
- By mail: APS, Station 3200, PO Box 53933,
Phoenix AZ 85072-3933
- Blue Stake - Before you dig, call:
811 or 800-782-5348
- Electrical emergencies other than power outages, call:
602-258-5483 (Phoenix) or 800-253-9408 (Other areas)

Billing and collection information

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800-253-9409 (Other areas)
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- 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.

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Arizona Corporation Commission,
1200 W Washington, Phoenix AZ 85007
602-542-4251 (Phoenix) or 800-222-7000 (Other areas).
www.azcc.gov

Mailing address or phone number change

First name, middle name, last name		
Address (number, street name)		
City	State	Zip + 4
Home phone	Business phone	
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PO BOX 2906
PHOENIX AZ 85062-2906



Your electricity bill
March 15, 2017

Stacey Champion

Your account number
[REDACTED]

Service plan: Time Adv 7pm-Noon

Meter number: V34793

Meter reading cycle: 09

Charges for electricity services

Cost of electricity you used

Customer account charge	\$7.62
Delivery service charge	\$19.95
Environmental benefits surcharge	\$5.10
Federal environmental improvement surcharge	\$0.12
System benefits adjustment	-\$0.38
System benefits charge	\$2.19
Power supply adjustment*	-\$1.00
Metering*	\$5.95
Meter reading*	\$1.98
Billing*	\$2.24
Generation of electricity on-peak*	\$13.55
Generation of electricity off-peak*	\$17.05
Federal transmission and ancillary services*	\$3.84
Federal transmission cost adjustment*	\$5.28
Four-Corners adjustment	\$1.51
LFCR adjustor	\$1.45
Cost of electricity you used	\$86.45

Taxes and fees

Regulatory assessment	\$0.24
State sales tax	\$4.95
County sales tax	\$0.62
City sales tax	\$2.39
Franchise fee	\$1.73
Cost of electricity with taxes and fees	\$96.38

Total charges for electricity services \$96.38

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

Amount of electricity you used

Meter reading on Mar 15	78791
Meter reading on Feb 11	78052
Total electricity you used, in kWh	739

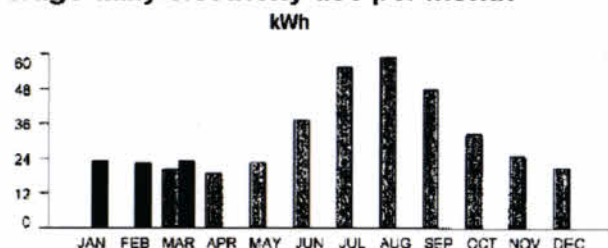
On-peak meter reading on Mar 15	14656
On-peak meter reading on Feb 11	14573
On-peak electricity you used, in kWh	83

(Noon to 7 pm Monday to Friday)

Off-peak electricity you used, in kWh	656
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(7 pm to noon weekdays, all day Saturday and Sunday and certain holidays)

Average daily electricity use per month



■ 2016 ■ 2017





Comparing your monthly use

	This month	Last month	This month last year
Billing days	32	29	29
Average outdoor temperature	62°	57°	69°
Your total use in kWh	739	655	567
Percentage of on-peak use	12%	13%	15%
Your average daily cost	\$3.01	\$3.02	\$2.82

Your electricity bill


Bill date: March 14, 2018

Summary of what you owe




Amount due on your last bill	\$87.69
 Payment made	-\$87.69
 Your balance forward	\$0.00
Your new charges (details on following pages)	
 Cost of electricity (includes taxes and fees)	\$82.17
 Total amount due	\$82.17
Payment due date	Mar 29, 2018

Stacey Champion

 YOUR ACCOUNT NUMBER:

 FOR SERVICE AT:

Questions?

-  Log in to My Account at aps.com
-  Go to support.aps.com for help
-  Stay informed. Visit aps.com/alerts

Help families in need with Project SHARE

You can help Arizona families in need keep their power on through Project SHARE, a program managed by the Salvation Army. SHARE helps Arizona families pay their energy bill and avoid disconnection.

Project SHARE is simple:

1. Add as little as \$1 to your energy bill
2. We match your contribution, dollar for dollar
3. Arizona families in need receive assistance to pay their energy bill

To learn more, visit aps.com/share

Page 1 of 3

See page 2 for more information.



Your account number

Bill date

March 14, 2018

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

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STACEY CHAMPION

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

Total amount due: \$ **82.17**

Payment due date: **Mar 29, 2018**

Total amount paid: \$ _____

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

- Visit aps.com/paybill
- Download our free, mobile app
- Call 602-371-6555 or 866-776-0445

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News from APS

Your bill will decrease beginning March 2018

The Arizona Corporation Commission (ACC) has approved the new Tax Expense Adjustor Mechanism (TEAM), which will result in a decrease to your bill effective March 1, 2018.

The TEAM provides a reduction to customer bills based on recent changes to the federal corporate income tax rates. It will initially be set at -\$0.004912 per kilowatt-hour. Your monthly bill reduction will vary based on your actual energy usage. For a residential customer whose average monthly consumption is 1,100 kilowatt-hours, the TEAM will reduce the customer's bills by \$5.40 per month.

For additional information on this adjustor or tips on how to reduce your energy usage, please visit aps.com or call (602) 371-7171 (metro Phoenix) or (800) 253-9405 (other areas).

Things you need to know

Contacting APS

- Visit our website: aps.com
- Call us at:
602-371-7171 (Phoenix) or 800-253-9405 (Other areas)
- Para servicio en español, llame al:
602-371-6861 (Phoenix) ó 800-252-9410 (Otras áreas)
- Hearing impaired:
Dial 711 - AZ Relay Service
- By mail: APS, Station 3200, PO Box 53933,
Phoenix AZ 85072-3933
- Blue Stake - Before you dig, call:
811 or 800-782-5348
- Electrical emergencies other than power outages, call:
602-258-5483 (Phoenix) or 800-252-9408 (Other areas)

Billing and collection information

Make checks payable to APS and mail to:

APS, PO Box 2906, Phoenix AZ 85062-2906

Credit and Collections:

602-371-7607 (Phoenix) or
800-253-9409 (Other areas)

- Your utility bill is due and payable no later than 15 days from the bill date. Late payments will be considered delinquent and are subject to a late payment charge of 1.5% per month.
- If your power is shut off for nonpayment, you must pay the delinquent amount(s) and a deposit or additional deposit before power will be restored.
- **Deposit Guidelines:** APS may require a security deposit for service if the account, during a consecutive 12-month period, becomes delinquent with two or more bills or has been disconnected for nonpayment or, when a Non-Residential customer's financial condition may jeopardize bill payment (determined by APS using a credit scoring worksheet).
- When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic funds transfer from your account or to process the payment as a check transaction. When we process your check electronically you will not receive your check back from your financial institution and funds may be withdrawn from your account on the same day we receive your payment.

Utility regulations and rates (Not an APS payment site)

Electricity regulations and rates are approved by:

Arizona Corporation Commission,
1200 W Washington, Phoenix AZ 85007
602-542-4251 (Phoenix) or 800-222-7000 (Other areas).
www.azcc.gov

Mailing address or phone number change

First name, middle name, last name		
Address (number, street name)		
City	State	Zip + 4
Home phone	Business phone	
()	()	



PO BOX 2906
PHOENIX AZ 85062-2906



Your electricity bill
March 14, 2018

Stacey Champion

Your account number
[REDACTED]

Service plan: Time Adv 7pm-Noon

Meter number: V34793

Meter reading cycle: 09

Charges for electricity services

Cost of electricity you used

Customer account charge	\$7.70
Delivery service charge	\$17.67
Environmental benefits surcharge	\$4.84
System benefits charge	\$1.56
Power supply adjustment*	\$2.58
Metering*	\$6.02
Meter reading*	\$2.02
Billing*	\$2.27
Generation of electricity on-peak*	\$9.02
Generation of electricity off-peak*	\$13.03
Federal transmission and ancillary services*	\$6.22
Federal transmission cost adjustment*	\$1.85
LFCR adjustor	\$1.71
Tax Expense Adjustor	-\$2.79
Cost of electricity you used	\$73.70

Taxes and fees

Regulatory assessment	\$0.20
State sales tax	\$4.22
County sales tax	\$0.53
City sales tax	\$2.04
Franchise fee	\$1.48
Cost of electricity with taxes and fees	\$82.17

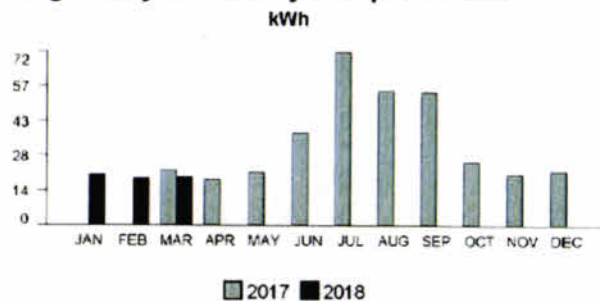
Total charges for electricity services \$82.17

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

Amount of electricity you used

Meter reading on Mar 14	90797
Meter reading on Feb 14	90230
Total electricity you used, in kWh	567
On-peak meter reading on Mar 14	16848
On-peak meter reading on Feb 14	16799
On-peak electricity you used, in kWh	49
(Noon to 7 pm Monday to Friday)	
Off-peak electricity you used, in kWh	518
(7 pm to noon weekdays, all day Saturday and Sunday and certain holidays)	

Average daily electricity use per month



Comparing your monthly use

	This month	Last month	This month last year
Billing days	28	29	32
Average outdoor temperature	57°	62°	64°
Your total use in kWh	567	568	739
Percentage of on-peak use	9%	11%	12%
Your average daily cost	\$2.93	\$3.02	\$3.01