

# Your electricity bill

Bill date: January 21, 2011

## Summary of what you owe

|                                                           |                 |
|-----------------------------------------------------------|-----------------|
| Amount owing on your previous bill                        | \$82.90         |
| <b>Less</b> Payment made on Dec 28, thank you             | <b>-\$82.90</b> |
| <b>Equals</b> Your balance forward                        | <b>\$0.00</b>   |
| <b>Plus</b> Your new charges (details on following pages) |                 |
| Cost of electricity (with taxes and fees)                 | \$96.84         |
| <b>Equals Total amount due</b>                            | <b>\$96.84</b>  |

**Due date: February 3, 2011**

**KATHLEEN CHERNAK**

**Your account number: 307074287**

**For service at:** 2660 W 5 St  
Shop

### Questions or Office Locations?

Call 602-371-6767 or 1-800-253-9407,  
Mon - Fri, 7:30am - 5:00pm

Website: [aps.com](http://aps.com)

Para servicio en español llame al:

602-371-6861 (Phoenix) o

1-800-252-9410 (Otras areas)

Page 1 of 3

See page 2 for more information.



**Your account number**  
**307074287**

**Bill date**  
**January 21, 2011**

Mailing address or phone number change?  
Please call 1-800-253-9407.

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

**Total amount due: \$ 96.84**

**Your optional contribution  
to SHARE: \$ \_\_\_\_\_**

**Total amount paid: \$ \_\_\_\_\_**

**Due date: Feb 3, 2011**

KATHLEEN CHERNAK  
DBA KATHLEEN TERTMAN  
PMB 225  
2554 W 16 ST  
YUMA AZ 85364-4229

X

12 N 1 84

0000000307074287902011012100000000000000968435 000



## Things you need to know

### Contacting APS

- E-mail us at [aps@aps.com](mailto:aps@aps.com)
- Call us at:  
602-371-6767 (Phoenix) or 800-253-9407 (Other areas)  
Mon-Fri, 7:30 am - 5:00 pm
- Para servicio en español llame al:  
602-371-6861 (Phoenix) o 1-800-252-9410 (Otras areas)
- Hearing impaired:  
Dial 711 - AZ Relay Service
- By mail: APS, Station 3200, PO Box 53933,  
Phoenix AZ 85072-3933
- Blue Stake - Before you dig, call:  
811 or 800-782-5348 from anywhere within Arizona
- Electrical emergencies other than power outages, call:  
602-258-5483 (Phoenix) or 800-253-9408 (Other areas)

### Important billing and collection information

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

Credit and Collections:  
602-371-7607 (Phoenix) or 1-800-253-9409 (Other areas)

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

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

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

### Utility regulations and rates (Not an APS payment site)

Electricity regulations and rates are approved by:  
Arizona Corporation Commission,  
1200 W Washington, Phoenix AZ 85007  
602-542-4251 (Phoenix) or 1-800-222-7000 (Other areas).  
[www.cc.state.az.us](http://www.cc.state.az.us)

### Sign up for SurePay Automatic Payments!

|                                                                                                                                                                                                                                                                                                       |                |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|
| Kathleen Chernak                                                                                                                                                                                                                                                                                      | Phone (      ) |
| Optional SHARE Contribution to be added to my Monthly Bill (\$1 to \$9) \$____                                                                                                                                                                                                                        |                |
| My signature authorizes APS to electronically debit my bank account on the billing due date to pay the total amount due each month. Use the enclosed check payment to set up automatic payments. To terminate SurePay, I will contact APS. (Intended for mailed-in payments only. No counter checks.) |                |
| Signature:                                                                                                                                                                                                                                                                                            |                |



PO BOX 2906  
PHOENIX AZ 85062-2906



Your electricity bill  
January 21, 2011

KATHLEEN CHERNAK

Your account number  
307074287

Your service plan: E-32 Rate

Meter number: W51244  
Meter reading cycle: 12

## Charges for electricity services

### Cost of electricity you used

|                                             |                |
|---------------------------------------------|----------------|
| Basic service charge                        | \$3.78         |
| Delivery service charge                     | \$22.84        |
| Demand charge - delivery                    | \$0.00         |
| Environmental benefits surcharge            | \$6.59         |
| Federal environmental improvement surcharge | \$0.09         |
| System benefits charge                      | \$1.18         |
| Power supply adjustment*                    | -\$2.52        |
| Metering*                                   | \$12.09        |
| Meter reading*                              | \$2.04         |
| Billing*                                    | \$2.25         |
| Generation of electricity*                  | \$38.08        |
| Transmission and ancillary services*        | \$2.37         |
| Transmission cost adjustment*               | \$0.90         |
| <b>Cost of electricity you used</b>         | <b>\$89.69</b> |

### Taxes and fees

|                                                |                |
|------------------------------------------------|----------------|
| Regulatory assessment                          | \$0.23         |
| State sales tax                                | \$5.93         |
| County sales tax                               | \$0.99         |
| City sales tax                                 | \$0.00         |
| Franchise fee                                  | \$0.00         |
| <b>Cost of electricity with taxes and fees</b> | <b>\$96.84</b> |

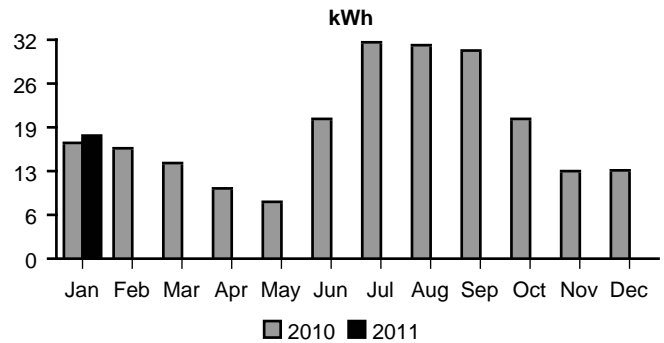
**Total charges for electricity services \$96.84**

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

## Amount of electricity you used

|                                           |            |
|-------------------------------------------|------------|
| Meter reading on Jan 14                   | 3619       |
| Meter reading on Dec 15                   | 3059       |
| <b>Total electricity you used, in kWh</b> | <b>560</b> |
| Demand meter reading                      | 6.47       |
| <b>Your billed demand in kW</b>           | <b>6.0</b> |

## Average daily electricity use per month



## Comparing your monthly use

|                             | This month | Last month | This month last year |
|-----------------------------|------------|------------|----------------------|
| Billing days                | 30         | 33         | 34                   |
| Average outdoor temperature | 55°        | 60°        | 58°                  |
| Your total use in kWh       | 560        | 445        | 598                  |
| Your billed demand in kW    | 6.0        | 6.0        | 0.0                  |
| Your average daily cost     | \$3.22     | \$2.51     | \$2.94               |