



Your electricity bill

Bill date: July 20, 2011

Summary of what you owe

Amount owing on your previous bill	\$131.84
Less Payment made on Jun 22, thank you	-\$131.84
Equals Your balance forward	\$0.00
Plus Your new charges (details on following pages)	
Cost of electricity (with taxes and fees)	\$200.16
Equals Total amount due	\$200.16

Due date: August 2, 2011

KATHLEEN CHERNAK

Your account number: 820964284

For service at: 2664 W 5 St
Spc A

Questions or Office Locations?

Call 602-371-6767 or 1-800-253-9407,
Mon - Fri, 7:30am - 5:00pm
Website: aps.com
Para servicio en español llame al:
602-371-6861 (Phoenix) o
1-800-252-9410 (Otras areas)

Simplify your summer!

Switch to paperless billing. It's free, and makes managing your APS account easy! By registering at aps.com and turning off your paper bill you can:

- Eliminate the hassle and clutter of paper bills
- Download PDF versions of your billing statements and store them on your computer for easy filing
- Pay your bill online and save postage costs

Visit aps.com/register to register your account and turn off your paper bill. Or, if you're already registered go paperless today at aps.com/paperless!

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



**Your account number
820964284**

**Bill date
July 20, 2011**

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

Total amount due: \$ 200.16

Your optional contribution to SHARE: \$ _____

Total amount paid: \$ _____

Due date: Aug 2, 2011

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



IMPORTANT NEWS ABOUT YOUR BILL

At APS we are committed to communicating changes that might affect you. On June 21, 2011, the Arizona Corporation Commission confirmed a change in the Federal Transmission Cost Adjustor (TCA) charge previously authorized by the Federal Energy Regulatory Commission. This is shown as a separate line item on your bill. The change more accurately reflects the current costs that APS incurs in providing transmission service to its customers. For general service customers with 20 kW or less using 1,430 kWh per month, this will increase their monthly bill by approximately 0.58% or \$1.24 per month. General Service customers with greater than 20 kW will see an increase of 0.31% or \$18.97 per month based on an average monthly energy consumption of 62,238 kWh. For tips and ideas for reducing electricity use, visit aps.com/save or call 602 371 6767 (in metro Phoenix) or 800 253 9407.

Things you need to know

Contacting APS

- E-mail us at 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

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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
APDF1TTTDDTAACFATTATDCCFATITANFADFTDFFTFANFAFFADDFDANFAFTADDTDT

Your electricity bill
July 20, 2011

KATHLEEN CHERNAK

Your account number
820964284

Your service plan: E-32 XS/S

Meter number: W51241
Meter reading cycle: 12

Charges for electricity services

Cost of electricity you used

Basic service charge	\$3.78
Delivery service charge	\$47.44
Demand charge - delivery	\$0.00
Environmental benefits surcharge	\$14.91
Federal environmental improvement surcharge	\$0.19
System benefits charge	\$2.44
Power supply adjustment*	-\$6.57
Metering*	\$12.09
Meter reading*	\$2.04
Billing*	\$2.25
Generation of electricity*	\$99.16
Federal transmission and ancillary services*	\$4.92
Federal transmission cost adjustment*	\$2.86
Cost of electricity you used	\$185.51

Taxes and fees

Regulatory assessment	\$0.34
State sales tax	\$12.27
County sales tax	\$2.04
City sales tax	\$0.00
Franchise fee	\$0.00
Cost of electricity with taxes and fees	\$200.16

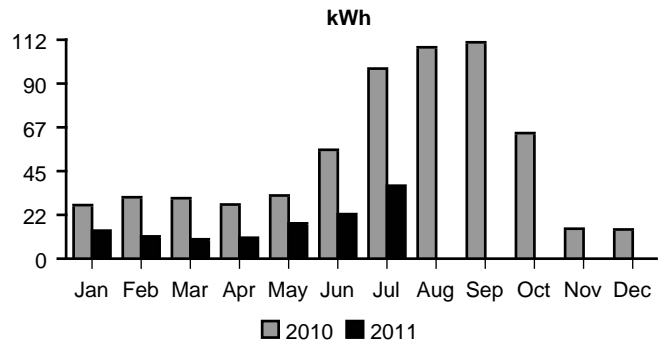
Total charges for electricity services \$200.16

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

Amount of electricity you used

Meter reading on Jul 15	12413
Meter reading on Jun 15	11252
Total electricity you used, in kWh	1161
Demand meter reading	5.55
Your billed demand in kW	6.0

Average daily electricity use per month



Comparing your monthly use

	This month	Last month	This month last year
Billing days	30	30	31
Average outdoor temperature	93°	80°	92°
Your total use in kWh	1161	720	3069
Your billed demand in kW	6.0	5.0	8.0
Your average daily cost	\$6.67	\$4.39	\$15.77