



Your electricity bill

Bill date: November 17, 2011

Summary of what you owe

Amount owing on your previous bill	\$216.05
Less Payment made on Oct 31, thank you	-\$216.05
Equals Your balance forward	\$0.00
Plus Your new charges (details on following pages)	
Cost of electricity (with taxes and fees)	\$143.38
Equals Total amount due	\$143.38

Due date: December 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)

BUDGET YOUR APS BILLS WITH EQUALIZER

Enjoy more consistent payments of **\$162.00 a month** for easier budgeting with Equalizer. This free, convenient billing program evens out your bills (even over the summer) so you pay about the same each month. To sign up, just pay **\$162.00** (instead of this bill's Total Amount Due) by the due date.

Hurry, this offer ends soon.



Your account number
820964284

Bill date
November 17, 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: \$ 143.38

Your optional contribution to SHARE: \$ _____

Total amount paid: \$ _____

Due date: Dec 2, 2011

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



News from APS

MAKE BUDGETING EASIER. PAY \$162.00 EACH MONTH.

We know seasonal ups and downs can play havoc with your electric bills and your budget. That's why we offer Equalizer to eligible customers like you. With this billing program your payments are:

- More consistent each month so there are no surprises
- Based on your average energy use
- Easier to predict so you can stay on your budget

Sign up for Equalizer by paying **\$162.00** (instead of this bill's Total Amount Due) by the due date. Then enjoy more consistent monthly payments as early as your next statement.

Hurry, offer ends soon!

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

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
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Your electricity bill
November 17, 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	\$3.53
Delivery service charge	\$37.23
Demand charge - delivery	\$0.00
Environmental benefits surcharge	\$11.73
Federal environmental improvement surcharge	\$0.15
System benefits charge	\$1.92
Power supply adjustment*	-\$5.16
Metering*	\$11.28
Meter reading*	\$1.90
Billing*	\$2.10
Generation of electricity*	\$62.08
Federal transmission and ancillary services*	\$3.87
Federal transmission cost adjustment*	\$2.25
Cost of electricity you used	\$132.88

Taxes and fees

Regulatory assessment	\$0.25
State sales tax	\$8.79
County sales tax	\$1.46
City sales tax	\$0.00
Franchise fee	\$0.00
Cost of electricity with taxes and fees	\$143.38

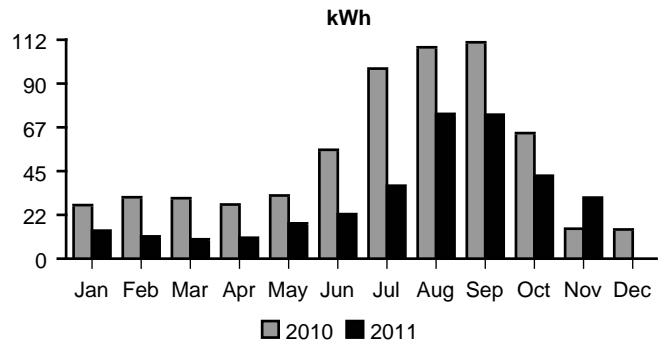
Total charges for electricity services \$143.38

* 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	19201
Meter reading on Oct 13	18288
Total electricity you used, in kWh	913
Demand meter reading	5.83
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	28	29	29
Average outdoor temperature	73°	84°	72°
Your total use in kWh	913	1269	478
Your billed demand in kW	6.0	5.0	3.0
Your average daily cost	\$5.12	\$7.45	\$2.90