



# Your electricity bill

**KATHLEEN CHERNAK**

Bill date: February 18, 2011

**Your account number: 849174281**

**For service at:** 2664 W 5 St  
SpC B

## Summary of what you owe

Amount owing on your previous bill	\$593.19
<b>Less</b> Payment made on Jan 24, thank you	<b>-\$593.19</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)	\$519.56
<b>Equals Total amount due</b>	<b>\$519.56</b>

**Due date: March 3, 2011**

Thank you for your consistent and timely payments. We value your business.

### 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)

### A New Corporate Identity for APS

You've likely noticed a different APS logo at the top of this bill. This new look and logo are part of APS's new corporate identity. Today, transformational issues such as the development of clean energy technologies, energy efficiency improvements and changing customer expectations necessitate a new approach for APS - including a new look and logo. The new corporate identity also provides APS a look and logo that are modern and flexible for a variety of uses. Though APS's look has changed, you can be assured our dedication to our customers and communities will remain.

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



**Your account number  
849174281**

**Bill date  
February 18, 2011**

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

**Total amount due: \$ 519.56**

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

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

**Due date: Mar 3, 2011**

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



## 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  
February 18, 2011

KATHLEEN CHERNAK

Your account number  
849174281

Your service plan: E-32 Rate

Meter number: W51243  
Meter reading cycle: 12

## Charges for electricity services

### Cost of electricity you used

Basic service charge	\$4.03
Delivery service charge	\$152.39
Demand charge - delivery	\$0.00
Environmental benefits surcharge	\$44.01
Federal environmental improvement surcharge	\$0.60
System benefits charge	\$7.85
Power supply adjustment*	-\$21.14
Metering*	\$12.90
Meter reading*	\$2.18
Billing*	\$2.40
Generation of electricity*	\$254.12
Transmission and ancillary services*	\$15.84
Transmission cost adjustment*	\$5.99
<b>Cost of electricity you used</b>	<b>\$481.17</b>

### Taxes and fees

Regulatory assessment	\$1.24
State sales tax	\$31.84
County sales tax	\$5.31
City sales tax	\$0.00
Franchise fee	\$0.00
<b>Cost of electricity with taxes and fees</b>	<b>\$519.56</b>

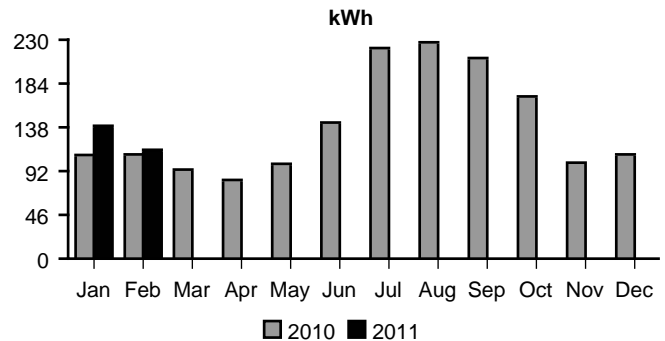
**Total charges for electricity services \$519.56**

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

## Amount of electricity you used

Meter reading on Feb 15	30234
Meter reading on Jan 14	26497
<b>Total electricity you used, in kWh</b>	<b>3737</b>
Demand meter reading	17.02
<b>Your billed demand in kW</b>	<b>17.0</b>

### Average daily electricity use per month



### Comparing your monthly use

	This month	Last month	This month last year
Billing days	32	30	28
Average outdoor temperature	60°	55°	58°
Your total use in kWh	3737	4262	3134
Your billed demand in kW	17.0	18.0	13.0
Your average daily cost	\$16.23	\$19.77	\$15.35