



Your electricity bill

Bill date: March 21, 2012

Summary of what you owe

| | |
|---|-----------------|
| Amount owing on your previous bill | \$99.25 |
| Less Payment made on Feb 24, thank you | -\$99.25 |
| Equals Your balance forward | \$0.00 |
| Plus Your new charges (details on following pages) | |
| Cost of electricity (with taxes and fees) | \$71.95 |
| Equals Total amount due | \$71.95 |

Due date: April 3, 2012

KATHLEEN CHERNAK

Your account number: 307074287

For service at: 2660 W 5 St
Shop

Questions or Office Locations?

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

BE ON TIME WITH SUREPAY

Take the worry out of paying your electric bill on time. Sign up for SurePay, our automatic payment program. You'll always be on time and you'll even save some time. Just complete the enclosed form on page 2 of your bill and mail it in with your payment. Visit aps.com/SurePay to learn more.



Your account number
307074287

Bill date
March 21, 2012

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: \$ 71.95

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

Total amount paid: \$ _____

Due date: Apr 3, 2012

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



News from APS

SIGN UP THE HASSLE-FREE WAY

Enroll in SurePay, our free automatic payment program. Your APS payment will always be on time and you'll save time. Plus you'll enjoy:

- **Convenience** - Your bill is paid automatically each month, even while you're away.
- **Security** - No more checks to write and mail, or leave in an unsecured mailbox.
- **Control** - We'll send you a monthly statement or e-mail to confirm your payment and the exact date it will be deducted from your bank account.

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

Page 2 of 3

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
APDF1TTDDTAACFATTATDLCFATITANFADFTLXFFTEANFAFFADDFDANFAFTADDTDT

Your electricity bill
March 21, 2012

KATHLEEN CHERNAK

Your account number
307074287

Your service plan: E-32 XS/S

Meter number: W51244
Meter reading cycle: 12

Charges for electricity services

Cost of electricity you used

| | |
|--|---------|
| Basic service charge | \$3.91 |
| Delivery service charge | \$14.88 |
| Demand charge - delivery | \$0.00 |
| Environmental benefits surcharge | \$4.49 |
| Federal environmental improvement surcharge | \$0.06 |
| System benefits charge | \$0.77 |
| Power supply adjustment* | -\$1.53 |
| Metering* | \$12.49 |
| Meter reading* | \$2.11 |
| Billing* | \$2.33 |
| Generation of electricity* | \$24.82 |
| Federal transmission and ancillary services* | \$1.55 |
| Federal transmission cost adjustment* | \$0.90 |
| System benefits adjustment | -\$0.09 |
| Cost of electricity you used | \$66.69 |

Taxes and fees

| | |
|---|---------|
| Regulatory assessment | \$0.12 |
| State sales tax | \$4.41 |
| County sales tax | \$0.73 |
| City sales tax | \$0.00 |
| Franchise fee | \$0.00 |
| Cost of electricity with taxes and fees | \$71.95 |

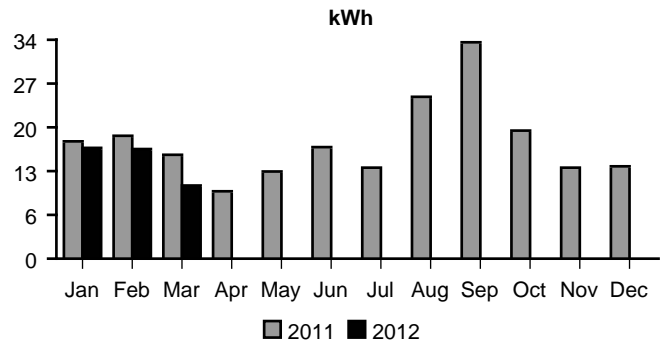
Total charges for electricity services \$71.95

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

Amount of electricity you used

| | |
|---|------------|
| Meter reading on Mar 16 | 11254 |
| Meter reading on Feb 14 | 10889 |
| Total electricity you used, in kWh | 365 |
| Demand meter reading | 5.50 |
| 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 | 31 | 32 | 29 |
| Average outdoor temperature | 62° | 59° | 62° |
| Your total use in kWh | 365 | 561 | 482 |
| Your billed demand in kW | 6.0 | 6.0 | 7.0 |
| Your average daily cost | \$2.32 | \$3.10 | \$2.95 |