



# Your electricity bill

Bill date: August 20, 2012

## Summary of what you owe

Amount owing on your previous bill	\$205.69
<b>Less</b> Payment made on Jul 31, thank you	<b>-\$205.69</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)	\$281.22
<b>Equals Total amount due</b>	<b>\$281.22</b>

**Due date: August 31, 2012**

**KATHLEEN CHERNAK**

**Your account number: 820964284**

**For service at:** 2664 W 5 St  
Spc A

### Questions or Office Locations?

Call 1-800-253-9407,  
Mon - Fri, 7:30am - 5:00pm  
Website: [aps.com](http://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](http://aps.com/SurePay) to learn more.



**Your account number**  
**820964284**

**Bill date**  
**August 20, 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: \$ 281.22**

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

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

**Due date: Aug 31, 2012**

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



# News from APS

## IMPORTANT NEWS ABOUT YOUR BILL

At APS we are committed to communicating changes that might affect you. On May 14, 2012, the Federal Energy Regulatory Commission (FERC) accepted the APS requested revision to APS's Transmission Cost Adjustor (TCA) rate. On May 15, 2012, APS filed with the Arizona Corporation Commission (ACC) for authorization to pass on the revised, FERC-approved rate to rate payers. On July 18, 2012, the ACC authorized this change. The TCA is shown as a separate line item on your bill. The change reflects the current FERC-approved costs that APS incurs in providing transmission of electric service to its customers. For general service customers with 20 kW or less, using 1,430 kWh per month, this will increase their monthly TCA charge of \$3.53 by 12 cents per month to \$3.65, an approximate .06% increase in the total bill. General Service customers with greater than 20 kW and average monthly energy consumption of 62,238 kWh will see an approximate decrease of 0.08% in the total bill, with the TCA charge decreasing by \$4.88 from \$163.78 per month to \$158.90. APS offers tips and ideas for reducing electricity use on [aps.com](http://aps.com). See the "Save Energy" icon in the lower right hand corner of the website. For additional information or questions, visit [aps.com](http://aps.com) or call 800 253 9407 or 602 371 6767 (in metro Phoenix).

## 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  
APDF1TTTDDTAACFATTATDCCFATITANFADFTLFFFAAF/AF/ADDFDAAFAFTEADTDTT

Your electricity bill  
August 20, 2012

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

Customer account charge	\$4.03
Delivery service charge	\$69.60
Demand charge - delivery	\$0.00
Environmental benefits surcharge	\$16.14
Federal environmental improvement surcharge	\$0.00
System benefits charge	\$4.95
Power supply adjustment*	-\$6.97
Metering*	\$12.90
Meter reading*	\$2.18
Billing*	\$2.40
Generation of electricity*	\$144.05
Federal transmission and ancillary services*	\$7.07
Federal transmission cost adjustment*	\$4.25
<b>Cost of electricity you used</b>	<b>\$260.60</b>

### Taxes and fees

Regulatory assessment	\$0.52
State sales tax	\$17.23
County sales tax	\$2.87
City sales tax	\$0.00
Franchise fee	\$0.00
<b>Cost of electricity with taxes and fees</b>	<b>\$281.22</b>

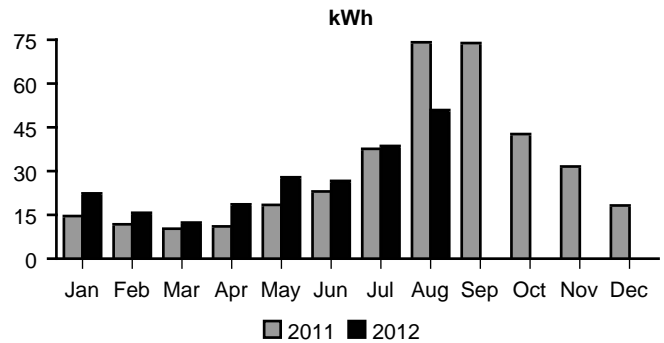
**Total charges for electricity services \$281.22**

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

## Amount of electricity you used

Meter reading on Aug 20	26748
Meter reading on Jul 19	25081
<b>Total electricity you used, in kWh</b>	<b>1667</b>
Demand meter reading	5.02
<b>Your billed demand in kW</b>	<b>5.0</b>

## Average daily electricity use per month



## Comparing your monthly use

	This month	Last month	This month last year
Billing days	32	30	31
Average outdoor temperature	95°	92°	95°
Your total use in kWh	1667	1190	2348
Your billed demand in kW	5.0	5.0	6.0
Your average daily cost	\$8.78	\$6.85	\$12.36