



Your electricity bill

Bill date: January 23, 2012

Summary of what you owe

	Amount owing on your previous bill	\$525.16
Less	Payment made on Dec 23, thank you	-\$525.16
Equals	Your balance forward	\$0.00
Plus	Your new charges (details on following pages)	
	Cost of electricity (with taxes and fees)	\$490.04
Equals	Total amount due	\$490.04

Due date: February 3, 2012

KATHLEEN CHERNAK

Your account number: 849174281

For service at: 2664 W 5 St
Spc B

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)

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



Your account number
849174281

Bill date
January 23, 2012

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

Total amount due: \$ 490.04

Your optional contribution to SHARE: \$ _____

Total amount paid: \$ _____

Due date: Feb 3, 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. Effective January 01, 2012, the Arizona Corporation Commission approved the Company's request to reduce the System Benefits Charge ("SBC") which will be shown as a separate line item on the bill called the System Benefits Adjustment ("adjustment"). This temporary adjustment will reduce the SBC charge for customers on the Company's E-3 limited-income rate from \$0.00185/kWh to \$0.00160/kWh. The SBC for all other customers will be reduced from \$0.00210/kWh to \$0.00185/kWh. The reduction came about as a result of the Nuclear Regulatory Commission (NRC) renewing the operating license for Palo Verde Units 1, 2 & 3.

For general service customers with 20 kW or less using 1,430 kWh per month, this temporary adjustment will decrease their monthly bill by approximately 0.17% or by \$0.36 per month. General Service customers with greater than 20 kW will see a decrease of 0.25% or by \$15.56 per month based on an average monthly energy consumption of 62,238 kWh. APS offers tips and ideas for reducing electricity use on aps.com. See the "Save Energy" icon in the lower right hand corner of the Web Site. **For additional information or questions, visit 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
- 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
APDF1TTTDDTAACFATTATDCCFATITANFADFTLFFTFANFAFFADDFDANFAFTADDTT

Your electricity bill
January 23, 2012

KATHLEEN CHERNAK

Your account number
849174281

Your service plan: E-32 XS/S

Meter number: W51243
Meter reading cycle: 12

Charges for electricity services

Cost of electricity you used

Basic service charge	\$3.78
Delivery service charge	\$142.57
Demand charge - delivery	\$0.00
Environmental benefits surcharge	\$43.02
Federal environmental improvement surcharge	\$0.56
System benefits charge	\$7.34
Power supply adjustment*	-\$19.78
Metering*	\$12.09
Meter reading*	\$2.04
Billing*	\$2.25
Generation of electricity*	\$237.73
Federal transmission and ancillary services*	\$14.82
Federal transmission cost adjustment*	\$8.61
System benefits adjustment	-\$0.87
Cost of electricity you used	\$454.16

Taxes and fees

Regulatory assessment	\$0.84
State sales tax	\$30.03
County sales tax	\$5.01
City sales tax	\$0.00
Franchise fee	\$0.00
Cost of electricity with taxes and fees	\$490.04

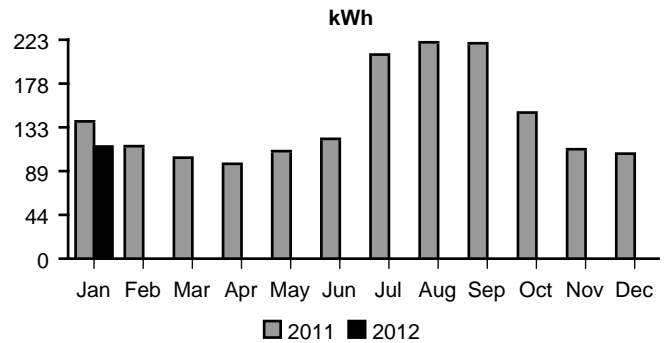
Total charges for electricity services \$490.04

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

Amount of electricity you used

Meter reading on Jan 13	78109
Meter reading on Dec 14	74613
Total electricity you used, in kWh	3496
Demand meter reading	15.26
Your billed demand in kW	15.0

Average daily electricity use per month



Comparing your monthly use

	This month	Last month	This month last year
Billing days	30	34	30
Average outdoor temperature	57°	59°	55°
Your total use in kWh	3496	3713	4262
Your billed demand in kW	15.0	13.0	18.0
Your average daily cost	\$16.33	\$15.44	\$19.77