



# Your electricity bill

Bill date: February 21, 2012

## Summary of what you owe

Amount owing on your previous bill	\$490.04
<b>Less</b> Payment made on Jan 26, thank you	<b>-\$490.04</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)	\$471.99
<b>Equals Total amount due</b>	<b>\$471.99</b>

**Due date: March 5, 2012**

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

**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](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.

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



**Your account number**  
**849174281**

**Bill date**  
**February 21, 2012**

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

**Total amount due: \$ 471.99**

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

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

**Due date: Mar 5, 2012**

KATHLEEN CHERNAK  
DBA KATHLEEN TERTMAN  
#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](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  
APDF1TTDDTAACFATTATDCCFATITANFADFTDFFTFANFAFFADDFDANFAFTADDDTT

Your electricity bill  
February 21, 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	\$4.03
Delivery service charge	\$135.02
Demand charge - delivery	\$0.00
Environmental benefits surcharge	\$40.75
Federal environmental improvement surcharge	\$0.53
System benefits charge	\$6.95
Power supply adjustment*	-\$13.84
Metering*	\$12.90
Meter reading*	\$2.18
Billing*	\$2.40
Generation of electricity*	\$225.15
Federal transmission and ancillary services*	\$14.04
Federal transmission cost adjustment*	\$8.16
System benefits adjustment	-\$0.83
Cost of electricity you used	\$437.44

### Taxes and fees

Regulatory assessment	\$0.81
State sales tax	\$28.92
County sales tax	\$4.82
City sales tax	\$0.00
Franchise fee	\$0.00
Cost of electricity with taxes and fees	\$471.99

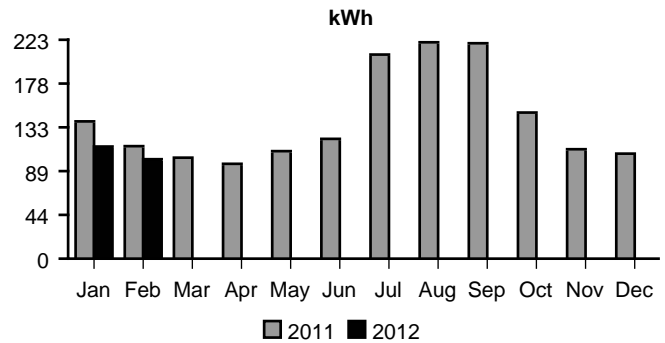
**Total charges for electricity services \$471.99**

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

## Amount of electricity you used

Meter reading on Feb 14	81420
Meter reading on Jan 13	78109
<b>Total electricity you used, in kWh</b>	<b>3311</b>
Demand meter reading	12.81
<b>Your billed demand in kW</b>	<b>13.0</b>

### Average daily electricity use per month



### Comparing your monthly use

	This month	Last month	This month last year
Billing days	32	30	32
Average outdoor temperature	59°	57°	60°
Your total use in kWh	3311	3496	3737
Your billed demand in kW	13.0	15.0	17.0
Your average daily cost	\$14.74	\$16.33	\$16.23