

Your electricity bill

Bill date: October 18, 2012

Summary of what you owe

| | | |
|---------------|---|-----------------|
| | Amount owing on your previous bill | \$925.42 |
| Less | Payment made on Sep 28, thank you | -\$925.42 |
| Equals | Your balance forward | \$0.00 |
| Plus | Your new charges (details on following pages) | |
| | Cost of electricity (with taxes and fees) | \$690.72 |
| Equals | Total amount due | \$690.72 |

Due date: October 31, 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

BUDGET YOUR APS BILLS WITH EQUALIZER

Enjoy more consistent payments of **\$640.00 a month** for easier budgeting with Equalizer. This free, convenient billing program evens out your bills (even over the summer) so you pay about the same each month. To sign up, just pay **\$640.00** (instead of this bill's Total Amount Due) by the due date.

Hurry, this offer ends soon.



Your account number
849174281

Bill date
October 18, 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: \$ 690.72

Your optional contribution to SHARE: \$ _____

Total amount paid: \$ _____

Due date: Oct 31, 2012

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



News from APS

MAKE BUDGETING EASIER. PAY \$640.00 EACH MONTH.

We know seasonal ups and downs can play havoc with your electric bills and your budget. That's why we offer Equalizer to eligible customers like you. With this billing program your payments are:

- More consistent each month so there are no surprises
- Based on your average energy use
- Easier to predict so you can stay on your budget

Sign up for Equalizer by paying **\$640.00** (instead of this bill's Total Amount Due) by the due date. Then enjoy more consistent monthly payments as early as your next statement.

Hurry, offer ends soon!

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
APDF1TTDDTAACFATTATDCCFATITANFADFTLFFTFANFAFFADDFDANFAFTADDTDT

Your electricity bill
October 18, 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

| | |
|--|-----------------|
| Customer account charge | \$3.65 |
| Delivery service charge | \$180.65 |
| Demand charge - delivery | \$0.00 |
| Environmental benefits surcharge | \$41.88 |
| Federal environmental improvement surcharge | \$0.00 |
| System benefits charge | \$12.85 |
| Power supply adjustment* | -\$18.08 |
| Metering* | \$11.69 |
| Meter reading* | \$1.97 |
| Billing* | \$2.18 |
| Generation of electricity* | \$373.90 |
| Federal transmission and ancillary services* | \$18.35 |
| Federal transmission cost adjustment* | \$11.03 |
| Cost of electricity you used | \$640.07 |

Taxes and fees

| | |
|--|-----------------|
| Regulatory assessment | \$1.27 |
| State sales tax | \$42.33 |
| County sales tax | \$7.05 |
| City sales tax | \$0.00 |
| Franchise fee | \$0.00 |
| Cost of electricity with taxes and fees | \$690.72 |

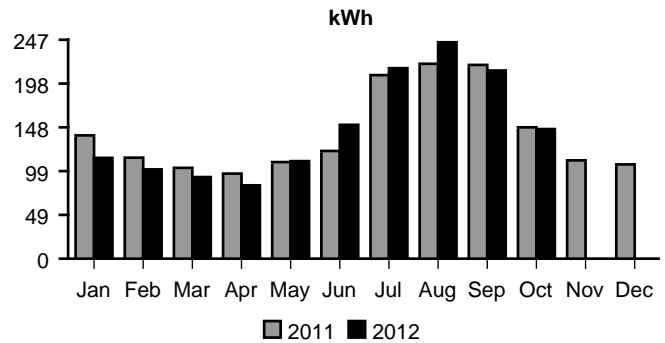
Total charges for electricity services \$690.72

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

Amount of electricity you used

| | |
|---|-------------|
| Meter reading on Oct 18 | 20827 |
| Meter reading on Sep 19 | 16500 |
| Total electricity you used, in kWh | 4327 |
| Demand meter reading | 16.89 |
| Your billed demand in kW | 17.0 |

Average daily electricity use per month



Comparing your monthly use

| | This month | Last month | This month last year |
|-----------------------------|------------|------------|----------------------|
| Billing days | 29 | 30 | 29 |
| Average outdoor temperature | 85° | 91° | 84° |
| Your total use in kWh | 4327 | 6461 | 4381 |
| Your billed demand in kW | 17.0 | 21.0 | 15.0 |
| Your average daily cost | \$23.81 | \$30.84 | \$23.94 |