



Bill Explanation

The following is an example of a bill for a residential customer on the **Saver Choice** service plan.



Your electricity bill

Bill date: September 17, 2020

1 Summary of what you owe

Amount due on your last bill	\$345.80
⊖ Payment made, thank you	-\$345.80
⊖ Your balance forward	\$0.00
Your new charges (details on following pages)	
⊕ Cost of electricity (includes taxes and fees)	\$306.42
⊖ Total amount due	\$306.42
Payment due date	Oct 1, 2020

2 Budget Billing Status

Your current settle-up debit balance is \$XX.XX. For Budget Billing information, visit aps.com/budgetbilling.

YOUR ACCOUNT NUMBER:
0123456789

FOR SERVICE AT:
123 Main St

Questions?

- Log in to My Account at aps.com
- Go to support.aps.com for help
- Stay informed. Visit aps.com/alerts

Switch Plans To Save Money

We took a look at your energy usage and you would have saved **\$36.59** this month and **\$81.38** over the past 12 months with our **Saver Choice Plus** plan. Call us at (800) 253-9405 or visit aps.com/compare to switch plans.

Help when you need it

If you need assistance paying your energy bill or know someone who does, we are here to help. The Energy Support program provides a 25% monthly bill discount to qualified customers. Visit aps.com/assist to see if you qualify to start saving today.

A Little Help from a Friend

Pick a friend to receive a copy of your energy bill and remind you when energy bill is due. Your Safety Net partner won't be responsible for any payments, but will be there to add peace of mind. Visit aps.com/safetynet to sign up.

Bill Descriptions:

1 Summary of what you owe—This section will inform you of any credits or balances due on your account. It will also inform you of your next payment due date. If you have more than one service address, see page 2 of bill instead.

2 Program enrollment information—You will find any information about programs that you are enrolled in here, such as AutoPay or Budget Billing.

3 Account information—Here you will find your account number and the service address.

4 Plan comparison—Review this information to see if you are already on the plan that saves you the most money or if you can save on a different plan.

5 APS messages—You will find important information regarding your account, programs or other news from APS here.



1 Your electricity bill **John Doe** **Your account number**
0123456789
September 17, 2020

Service plan: Saver Choice **Meter number: XX0000**
Meter reading cycle: 11

2 Charges for electricity services

Cost of electricity you used

Customer account charge	\$2.19
On-peak delivery service charge	\$12.95
Off-peak delivery service charge	\$46.00
Environmental benefits surcharge	\$4.14
Federal environmental improvement surcharge	\$0.62
System benefits charge	\$5.23
Power supply adjustment*	-\$0.86
Metering*	\$6.03
Meter reading*	\$2.16
Billing*	\$2.43
Generation of electricity on-peak*	\$82.49
Generation of electricity off-peak*	\$94.41
Federal transmission and ancillary services*	\$20.78
Federal transmission cost adjustment*	\$4.16
LFCR adjustor	\$2.37
Tax Expense Adjustor	-\$10.15
Cost of electricity you used	\$274.95

Taxes and fees

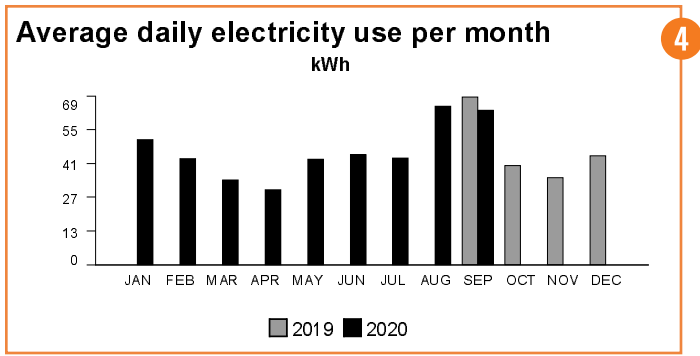
Regulatory assessment	\$0.66
State sales tax	\$15.74
County sales tax	\$1.97
City sales tax	\$7.59
Franchise fee	\$5.51
Cost of electricity with taxes and fees	\$306.42

Total charges for electricity services \$306.42

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

3 Amount of electricity you used

Meter reading on Sep 17	73167
Meter reading on Aug 18	71273
Total electricity you used, in kWh	1894
On-peak meter reading on Sep 17	20234
On-peak meter reading on Aug 18	19818
On-peak electricity you used, in kWh	416
<small>(3 pm - 8 pm Monday - Friday)</small>	
Off-peak electricity you used, in kWh	1478
<small>(All other hours and certain holidays)</small>	



5 Comparing your monthly use

	This month	Last month	This month last year
Billing days	30	33	33
Average outdoor temperature	94°	99°	95°
Your total use in kWh	1894	2143	2266
Your average daily cost	\$10.21	\$10.48	\$11.06

Bill Descriptions:

- 1 Account information**—Here you will find important information regarding your account, service plan, meter number and billing cycle.
- 2 Charges for electricity services**—This is a breakdown of all the charges that go into your energy cost. This will include information regarding your energy usage, adjustors, on- and off-peak charges and more. See the third page of this document for a full breakdown of charge descriptions.
- 3 Amount of electricity you used**—This section shows the dates your meter was read, the total amount of energy used during this billing period and the amount of energy used during on- and off-peak hours.
- 4 Average daily electricity used per month**—Compare this month's average daily energy use with your average daily usage last month and in the same month of the previous year.
- 5 Comparing your monthly use**—Compare this month's average outdoor temperature, your energy use and your on-peak demand with the average outdoor temperature, your energy use and on-peak demand last month and during the same month of the previous year.



Your electricity bill
September 17, 2020

John Doe

Your account number
0123456789

Service plan: Saver Choice

Meter number: XX0000
Meter reading cycle: 11

Charges for electricity services

Cost of electricity you used

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Taxes and fees

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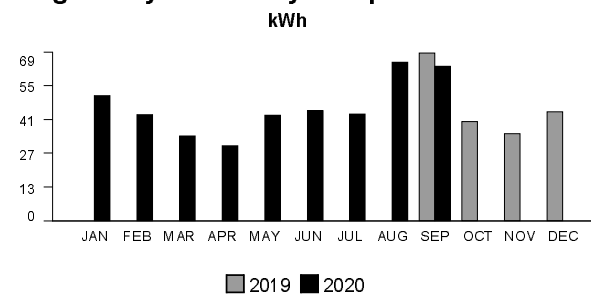
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(All other hours and certain holidays)	

Average daily electricity use per month



Comparing your monthly use

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Your total use in kWh	1894	2143	2266
Your average daily cost	\$10.21	\$10.48	\$11.06

Glossary of terms:

- 1 Customer account charge**—The minimum charge for having service available, whether you used electricity or not.
- 2 Delivery service charge**—A charge, based on your kWh usage and/or kW demand, to build and operate the equipment for delivering electricity to your home, including lines, poles, transformers and substations.
- 3 Environmental benefits surcharge**—A charge to cover the costs of programs approved by the Arizona Corporation Commission, including energy efficiency and renewable energy projects.
- 4 Federal environmental improvement surcharge**—A charge to recover a portion of the cost of investments and expenses for environmental improvements at APS's generation facilities designed to comply with environmental standards mandated by federal laws or regulations.
- 5 Systems benefits charge**—A charge to cover the costs of programs approved by the Arizona Corporation Commission, including low-income assistance, demand side management, customer education, environmental, renewables, long-term public benefit research and development, nuclear fuel disposal and nuclear power plant decommissioning programs as well as other programs approved by the Commission.
- 6 Power supply adjustment**—An adjustment mechanism to recover fluctuations in fuel and purchased power costs.
- 7 Metering**—A charge for providing and servicing the meter.
- 8 Meter reading**—A fixed fee to determine your energy use.
- 9 Billing**—The cost of calculating and providing your monthly statement.
- 10 Generation of electricity**—The cost of producing the electricity you used this month.
- 11 Federal transmission and ancillary services**—The cost for moving high voltage electricity from generating facilities and other sources to the APS distribution lines.
- 12 Federal transmission cost adjustment**—A cost, based on your kWh usage, to adjust for annual charges in transmission-related costs procured to serve retail customers.
- 13 LFCR adjustor**—A charge to recover fixed costs of providing service, such as power poles, wires, and other delivery infrastructure, that are lost due to mandated energy efficiency and rooftop solar.
- 14 Tax expense adjustor**—An adjustor that provides a reduction to customer bills based on recent changes to the federal corporate income tax rate.
- 15 Regulatory assessment**—A cost imposed on customers of state-regulated utilities to help fund the Arizona Corporation Commission and Residential Utility Consumer's Office.
- 16 Franchise fee**—A charge by a municipality for APS's use of the public rights-of-way for its facilities.