



# Important News for Equalizer Customers



## Calculating Your Equalizer Payment Amount

As an APS Equalizer customer, your payment is based on the **average** of your electric bills for the past 12 months plus any credit or debit balance. Annually, in December for Arizona's desert climates and June for Arizona's mountain climates, we review your last 12 months energy use and, if necessary during this "settle-up" period, we will adjust your payment. Any over or under payment for the last 12 months are spread out evenly over the next 12 months and reflected in your new payment amount.

### A Sample Calculation for Your Adjusted Equalizer Payment

Existing Equalizer payment amount . . . . .	=	\$116
Actual energy cost for the past 12 months . . . . .	=	\$1,452
Equalizer payments made the past 12 months (12 x \$116) . . . . .	=	\$1,392
Equalizer account under payment due to increase in energy use . . . . .	=	\$60

### New Sample Payment Calculation

### *Sample Calculation Only*

Actual energy cost divided by 12 months (\$1,452/12) . . . . .	=	\$121
Plus the annual under payment divided by 12 (\$60/12) . . . . .	=	\$5
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New Equalizer Payment Amount . . . . .	=	\$126

## Answers to Your Equalizer Questions

**Q.** In addition to the annual settle up, are there times when my Equalizer payment may be adjusted?

**A.** Yes, your Equalizer payment amount is based on your past 12 months energy use plus any over or under payment. It's important to understand that changes in weather, electric prices, or lifestyle may cause your actual energy usage to be greater or less than your Equalizer payment amount. As a result, as time passes, your Equalizer payment amount may not reflect the exact average of the prior 12 months. Or, if you did not live in your home for a full 12 months before you first joined Equalizer, we may have determined your payment amount based on the size of your home, your appliances, etc. If your energy use begins to vary substantially, we may adjust your Equalizer payment amount. This will minimize the chance of building a large over or under payment, and ensures your Equalizer payment amount continues to remain in line with your actual energy use.

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**Q.** Can I skip a payment if I see I have a credit balance on my Equalizer account?

**A.** *No, you can not skip a payment* even if your account is showing a credit balance. Equalizer evens out your payments throughout the year. Credit balances are used to offset the cost for higher energy use months—such as the summer in Arizona’s desert climates and winter in Arizona’s mountain climates.

**Q.** Can I become ineligible for Equalizer?

**A.** Yes, Equalizer customers *may be removed* from Equalizer if they fail to make their full Equalizer payment amount twice within a 12-month period. When a customer is removed from Equalizer, they will be required to pay their account in full, including any debit balance which may have accrued.



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