



Arizona Lifestyle

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APS
THE POWER TO MAKE IT HAPPEN®

What to do when your air conditioner breaks

If the unthinkable happens and your air conditioner quits, don't panic. Call the APS Energy Answer Line at 602-371-3636 or 888-890-9730 for a free referral to an APS Qualified Contractor. These contractors are members of the Arizona Heat Pump Council, a nonprofit contractor association. All APS Qualified Contractors are licensed, bonded and insured and all commit to a rigorous training program for their service technicians. During the summer months, Qualified Contractors are available outside of regular business hours to respond to emergency calls for HVAC repair or replacement.

Once a qualified contractor is on the way, make sure everyone in your household is tolerating the higher temperature — especially the elderly or those with health problems. Also, check on any pets that might be heat sensitive. If the temperature is causing a problem, see if you can stay at a friend's or neighbor's home until your AC is repaired. Other options include visiting an air-conditioned mall, movie theater or senior center.

If your air conditioner is more than 10 years old, you may be better off replacing it with a new, higher efficiency heat pump/air conditioner rather than repairing your old unit. See the article below for information about APS rebates that are available to APS customers who replace their current AC or heat pump with a new high efficiency system.

When it's time to replace your AC, save with rebates

If your heat pump or AC unit has a major break down, or if it is nearing the end of its useful life, you may want

to consider replacing it. A new high-efficiency unit will save you money on your electric bill each month and the repair and maintenance will be less. Right now, APS is also offering rebates on high efficiency AC units that will save you even more.

By purchasing a high efficiency heat pump or AC unit that meets the AC Rebate Program efficiency requirements, you may qualify for APS rebates of up to \$400.

To apply for a rebate, simply complete a rebate application form, available online at aps.com, attach a copy of your paid invoice including proof of payment and mail the complete package within six months of the installation date to the address below.

APS AC Rebate Program
428 E. Thunderbird Road #749
Phoenix, AZ 85022

If you do not have internet access, you can call the APS Energy Answer Line to have an application form mailed to you.

In addition to the APS rebates, you may also be able to take advantage of \$300 in federal tax credits. APS recommends that you talk to your contractor for more information about what equipment qualifies for APS rebates and the federal tax credits.

For a referral to an APS Qualified Contractor who can give advice on equipment that qualifies for the rebates, call the APS Energy Answer Line at 602-371-3636 or 888-890-9730.

The AC Rebate program is funded by APS customers and is approved by the Arizona Corporation Commission.

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Tips to avoid high bills

Summer temperatures bring higher energy use and higher electric bills. But the tips below can help you stay cool while saving money — and they cost little or nothing to implement.

- Visit aps.com and do a “Rate Comparison” to make sure you are on the most economical electric service rate for your lifestyle.
- Set your thermostat a few degrees higher. For every degree you raise your thermostat, you can save two to three percent on the air conditioning portion of your energy bill (as much as 70% of your total bill in summer months).
- Use fans with the air conditioner. They can help reduce energy costs by circulating the cool air. Ceiling fans also can allow for air conditioners to be set three to four degrees higher with minimal change in comfort. But remember to turn off fans when no one is in the room.
- Turn off electronic equipment such as computers and televisions when not in use.
- Repair any broken windows or gaps that can allow cool air to escape. Seal gaps in your home’s doors and windows.
- Cover windows with awnings, sunscreens or reflective film and keep drapes, blinds or shades closed during the day to keep out unwanted heat.
- Plant vegetation adjacent to windows — particularly on the west side of the home. This will help reduce heat by blocking the sun’s rays.
- Avoid using the oven as much as possible. Summer is the time for cookouts.
- Do heat-producing chores such as laundry, cooking and dishwashing during the cooler times of the day. These tasks produce heat, which requires the air conditioner to work harder.
- If you are on a time-of-use plan, you may find you could save even more by shifting your pool/spa pumps, laundry, dishwashing and other high-energy-use appliances to off-peak hours.

You’ll find more energy-saving tips at aps.com.

New low-income discount eligibility requirements

The APS Energy Support E-3 Low Income Discount Program offers up to 40 percent off the cost of electricity for low-income customers who meet certain income guidelines. The income guidelines are based on a percentage of the federal low income guidelines as determined by the Arizona Department of Economic Security (DES) and change annually on July 1st.

E-3 Federal Poverty Income Guidelines (Effective July 1, 2007)

Household Size	Monthly Income
1 Person	\$1,277
2 People	\$1,712
3 People	\$2,147
4 People	\$2,582
5 People	\$3,017
6 People	\$3,452
7 People	\$3,887
8 People	\$4,322
9 People	\$4,757
10 People	\$5,192

For each additional household member, add \$435. Income is defined as total income (before taxes) for all household members.

To enroll in the E-3 low income discount program, you need to fill out an application (available at aps.com, APS customer service offices and Community Action Program offices) and mail the application to the Arizona Department of Economic Security.

For additional low-income assistance with electric bills, contact your local Community Action Agency and ask about the Federal Low Income Home Energy Assistance Program (LIHEAP) or the APS Energy Wise Low Income Weatherization Program.