

The new APS Meter Read INFO line:

- is very user-friendly
- allows you to obtain the exact date of your next meter reading
- is fast, easy and specific

Please note — the phone number may have changed. Please use the number that appears on the letter with your 2006 read schedule.

With our improvements to the Meter Read Info Line, you now enter your **nine-digit APS account number or your meter route number**, which can be found on the Annual Meter Reading Schedule, to obtain information on your **specific** meter read date.

Questions & Answers

Q. What information do I need to have when I call for my meter reading?

A. In order to get your route information, enter your 9-digit Account Number or your Meter Route number. Both can be located on the Annual Meter Reading Schedule.

Q. Do I still have to listen to a long list of items to hear when my meter will be read?

A. No. By entering your 9-digit Account Number or Meter Route number, you will only hear information regarding your individual meter.

Info Line No: (xxx) xxx-xxxx
Meter Route: ### ## ##
Account No: 000000000

*The top right corner of **your** Annual Meter Reading Schedule letter will have **your** specific information.*

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Q. I just called and the message is telling me that my meter is going to be read on the same date range as my read schedule shows. What does this mean?

A. The date range will be given if your meter is not yet scheduled to be read. When it is scheduled to be read, you will be given the specific read date.

Q. Why do I need to call back the day it told me that my meter is to be read?

A. We strive to complete all meter routes as scheduled, although unforeseen circumstances may occur which cause us not to be able to complete all meter routes.

Q. What message should I hear when my meter is scheduled to be read?

A. The message will say, "Your meter is tentatively scheduled to be read on month/date. Please call back after 5 p.m. on this date to verify it was completed."

Thank you for providing safe, unassisted access to your meter.

