

Arizona Success

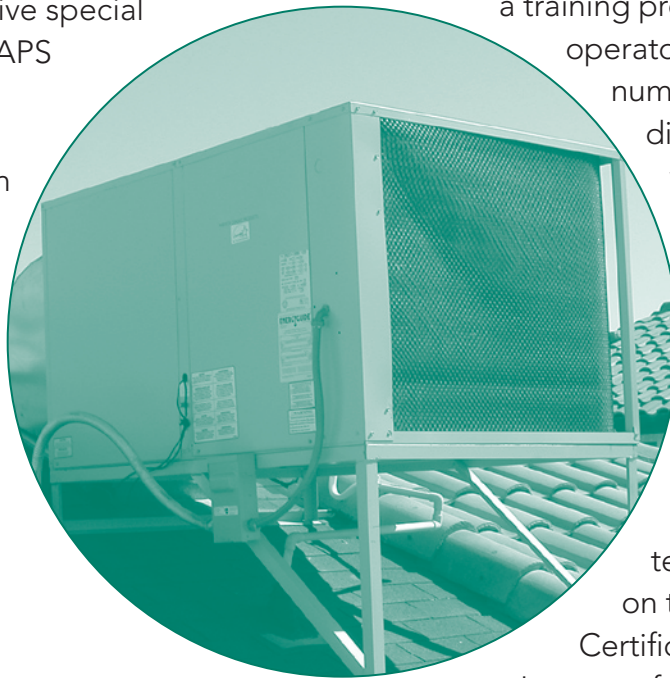
Current News and Practical Tips
for Arizona's Business Community

March / April 2006

APS
THE POWER TO MAKE IT HAPPEN®

A/C tune-up special

Hot weather will be here soon, but before the heat sets in, be sure to have a professional contractor perform a cooling system check-up. It can save you money on cooling costs and prolong the life of your air conditioning system. APS works with a group of independent businesses we refer to as APS Qualified Contractors. They receive special training sponsored by APS and are required to be licensed, bonded, insured and to maintain a good business record. For a free referral to an APS Qualified Contractor, call 602-371-3636 in the Phoenix area, or 1-888-890-9730 statewide.



New A/C more energy efficient

If you are thinking about replacing your air conditioning unit, you'll be interested to know that federal law now requires a minimum seasonal energy efficiency ratio (SEER) of 13 for newly manufactured central air conditioning units that use less electricity, cost less to operate and are better for the environment. The calculated energy savings

of the new standard 13 SEER air conditioner compared to the old standard is approximately 20%. For more information on air conditioning, call the APS Answer Line at 602-371-3636 in the Phoenix area, 1-888-890-9730 statewide.

Building operators certificate program

APS and the Electric League of Arizona sponsor a training program for commercial building operators offering certification in a number of facilities management disciplines. The eight-week Building Operators Certificate Program is taught by professionals from throughout Arizona and trains facility managers in energy management, safety regulations, heating and air-conditioning systems, power quality and building maintenance techniques. For more information on the Building Operators Certificate Program, contact the Electric League of Arizona at 602-263-0115.

Business call center

At APS, we mean business. That's why the APS Business Center telephone service is dedicated specifically to satisfying the special needs of our business customers. Staffed with associates trained to serve small, medium and large

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To contact us, visit us online or call the APS Business Center
aps.com — Metro Phoenix area 602-371-6767 — Other areas 800-253-9407

commercial accounts, the APS Business Center can address every facet of a business' energy use — from connecting and disconnecting service to information on energy use and more. When you call the APS Business Center, it's almost like having your own personal APS representative to handle your business' electricity needs. For electrical service and information for your business, call the APS Business Center at 602-371-6767 in the Phoenix area or 1-800-253-9407 statewide from 7:30 a.m. to 5 p.m., Monday through Friday. Calls received beyond those hours will be served by residential service associates at our 24-hour Customer Care Center.

APS offers you a choice of convenient payment options

At APS, we believe paying your bill should be as easy as possible. So we offer a variety of payment options from which to choose.

Pay online or by phone: Now you can pay on the Internet or by phone using an electronic funds transfer with no processing fee, 24-hours-a-day, 7-days-a-week. To pay online, go to aps.com and follow the easy steps for paying online. To pay by phone, call 602-371-6555 or 1-800-253-9407.

Register for electronic bill presentation and payment:

As a registered aps.com user; you can elect to receive your bill electronically each month. You will receive e-mail notification when your bill is ready to view online. You can also schedule future payments and view your payment history. Log on to aps.com to register and sign up for AutoPay.

SurePay: This free service saves you the hassle of writing a check and the cost of postage. You authorize your bank to transfer the amount of your monthly electric bills to your APS account. About 10 days before the transfer, we'll send you a copy of your bill.

APS Express pay stations: You can drop off your payment at APS Express Pay Locations conveniently located throughout the state in various shopping centers and stores. Remember to bring your bill and allow extra time for payments to be picked up and posted. Check aps.com for a location nearest you.

The impact of rising fuel costs

Like many businesses across the country, APS is faced with the reality of rising costs. The price of natural gas, a major fuel used to power APS' power plants, has risen significantly in the last year.

While these rising costs have had a dramatic impact on our business, we continue to work hard to become a more efficient company. Since 1995, we've been able to reduce our controllable costs by 12 percent while the costs we pay for fuel and purchased power to supply you with a portion of your energy needs have risen by 85 percent.

Still, without any additional change to our current electric prices, APS will have incurred hundreds of millions of dollars in unrecovered fuel costs by the end of 2006. These are costs for fuel and purchased power to keep the lights on in Arizona. APS makes no profit on these costs.

We realize price increases are difficult for everyone. However, in order to power Arizona's future with reliable energy, we must be able to recover our costs of providing electricity.

To learn more about Arizona's electricity prices, visit BrightArizonaFuture.com, or to find hundreds of simple energy-saving tips, visit us online at aps.com.