

News from APS – Page two of your bill will include important information about your account, your service or new products and services designed to help you better manage your energy costs. The information on the left side of this page will change monthly. The right column includes APS contact information and information about the Arizona Corporation Commission.

APS
THE POWER TO MAKE IT HAPPEN

News from APS

Safe summer fun

Warm weather is here, and wherever there's water, you'll likely find children. But along with recreation and fun from the heat comes danger from drowning – especially for kids. In fact, in the predominantly desert state, drowning is the leading cause of death for children under the age of five.

The Phoenix Fire Department's watchwords are "11 only takes a few seconds for a child to drown," said Capt. Mark Anglin. "And the sad part is nearly every drowning could have been prevented."

While pool fences, locked gates, alarms, and door locks placed out of reach of kids help keep children away from pools, the most important thing you can do to prevent child drownings is to keep an eye on children at all times.

- Kids are amazingly ingenious at getting past safety devices and have unlocked doors and unlatched gates and ended up drowning in pools.
- Keep chairs and tables, ladders, etc. away from the pool area. Kids often use them to climb the pool fence.
- Make sure an adult is supervising them at all times. If there is a group of adults, designate one of them as the water watcher.
- Make sure they know how to swim. The YMCA offers swimming lessons for a reasonable fee, as do many city pools.

Also, learn CPR. For CPR and water safety classes, visit the Red Cross web site: <http://www.redcross.org>.

For more tips on keeping safe around the water from the Phoenix Fire Department, visit www.phoenixfire.com/watchwords.html.

This summer, enjoy the water and stay cool, but most of all, stay safe.

Things you need to know

Contacting APS
 • Call us at 602-371-1111
 • 602-371-7171 (Phoenix) or 1-800-253-9405 (Other areas)
 • 800-253-9405 (Toll-free)
 • 602-371-5881 (Phoenix) or 1-800-253-9405 (Other areas)
 • 1-800-253-9405 (Toll-free)
 • 602-371-4123 (Phoenix) or 1-888-876-7168 (Other areas)
 • 800-253-9405 (Toll-free)
 • 602-371-5881 (Phoenix) or 1-800-253-9405 (Other areas)
 • 1-800-253-9405 (Toll-free)

Utility regulations and rates
 Billing regulations and rates are governed by:
 Arizona Corporation Commission
 1500 W. Washington, Phoenix, AZ 85007
 602-371-7171 (Phoenix) or 1-800-253-9405 (Other areas)
 800-253-9405 (Toll-free)

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Mailing address or phone number change?

Check here and fill in the details on the back

APS
PO BOX 2806
PHOENIX AZ 85062-2906

Page 2

Your Equalizer Plan Status – The new Equalizer Plan account status box indicates your account balance based on your actual energy use. To calculate your Equalizer Plan balance, payments received since your previous bill are deducted from your prior month's plan balance. This amount equals your Plan balance forward, which is added to this month's charge for electricity service to calculate your current Plan balance. The Equalizer Plan status box also calculates what your new Equalizer Plan balance will be after payment of this month's bill.

Your Equalizer Plan status

Plan balance from your 05/25/2005 bill	\$376.68
Less your payment received	-\$355.00
Equals your Plan balance forward	\$21.68
Plus this month's charge for electricity services	\$376.29
Equals your current Plan balance	\$397.97
Less this month's Equalizer payment	-\$355.00
Your new Equalizer Plan balance after payment will be	\$42.97

To reflect changes in your electricity use, next month we will adjust your Equalizer payment to \$360.00.

On Page 1

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Your electricity bill
June 25, 2005

Summary of what you owe
Amount owing on your previous bill
Less Payments made on Jun 7, thank you
Equals Your balance forward
Plus Your new charges (details on following pages)
Cost of electricity (with taxes and fees)
Equals Total amount due
Due date: July 9, 2005

Your New APS Bill

Page 1 of 4 See page 2 for more info

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4858.5.162.33487 1 AV 0.278

CUSTOMER NAME
CUSTOMER ADDRESS
CITY STATE #####-####

02 R 1 25

Your APS bill has a new look and we think you'll find it easier to read, more informative and helpful in using energy wisely.

Your new bill includes:

- A clear summary of what you owe on page one
- Key information that is easier to find, including amount due and due date
- A graph with a year-over-year kilowatt hour comparison showing how your energy use changes from month to month and year to year, to help you better manage your energy use and costs
- News from APS on products, services, events and more
- A Glossary of Terms – The last page of your bill provides a description of the charges for electricity services.

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Glossary of Terms

Basic service charge – The minimum charge for having service available, whether you used electricity or not.

Billing – The cost of calculating and providing your monthly statement.

Competition rules compliance charge – A charge, based on your kWh usage, to cover costs associated with compliance and implementation of the Electric Competition Rules.

Delivery service charge – A charge, based on your kWh usage and/or bill demand, to build and operate the equipment for delivering electricity to your home, including lines, poles, transformers and substations.

Demand charge – A charge for when you use electricity the most based on the period of time detailed in your rate plan.

Environmental benefits surcharge – A charge to cover the costs of programs approved by the Arizona Corporation Commission, including energy efficiency and renewable energy projects.

Franchise fee – A charge by a municipality for APS use of the public rights-of-way for its facilities.

Generation of electricity – The cost of producing the electricity you used this month.

Meter reading – A fixed fee to determine your energy usage.

Metering – A fixed fee for providing and servicing the meter.

Power supply adjustment – An adjustment mechanism to account for fluctuations in fuel and purchased power costs.

Regulatory assessment – A cost imposed on customers of state regulated utilities to help fund the Arizona Corporation Commission and Residential Utility Consumer's Office.

System 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, energy audits, 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.

Transmission and ancillary services – The cost for moving high voltage electricity from generating facilities and other sources to the APS distribution lines.

Transmission cost adjustment – A cost, based on your kWh usage, to adjust for annual changes in transmission-related costs proposed to serve retail customers.

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John Sample Your account number: 00012345

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Your electricity bill
June 25, 2005

Service plan: Time Advantage

Charges for electricity services

Basic service charge	\$0.00
Delivery service charge	\$0.00
Competition rules compliance charge	\$0.00
System benefits charge	\$0.00
Power supply adjustment	\$0.00
Metering	\$0.00
Meter reading	\$1.75
Basic service charge	\$1.75
Generation of electricity off-peak	\$24.29
Transmission and ancillary services	\$24.29
Cost of electricity you used	\$24.29
Taxes and fees	
Regulatory assessment	\$7.50
State sales tax	\$2.45
County sales tax	\$2.45
City sales tax	\$2.45
Franchise fee	\$2.45
City utility fee	\$2.45
State utility fee	\$2.45
County utility fee	\$2.45
City utility fee	\$2.45
Total charges for electricity services	\$256.29

Amount of electricity you used

Your meter reading was established on Jun 23 24332
 Meter reading on Jun 23 22132
Total electricity you used, in kWh 2200

On-peak estimated meter reading on Jun 23 67984
 On-peak meter reading on Jun 23 69841
On-peak electricity you used, in kWh 1816

On-peak electricity you used, in kWh 1104
 On-peak electricity you used, in kWh (includes off-peak and on-peak)

Comparing your monthly use

Billing days	Last month	This month
1-31	30	30
1-30	31	31
1-29	30	30
1-28	29	29
1-27	28	28
1-26	27	27
1-25	26	26
1-24	25	25
1-23	24	24
1-22	23	23
1-21	22	22
1-20	21	21
1-19	20	20
1-18	19	19
1-17	18	18
1-16	17	17
1-15	16	16
1-14	15	15
1-13	14	14
1-12	13	13
1-11	12	12
1-10	11	11
1-9	10	10
1-8	9	9
1-7	8	8
1-6	7	7
1-5	6	6
1-4	5	5
1-3	4	4
1-2	3	3
1-1	2	2

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PHOENIX AZ 85062-2906

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Page 1

Your electricity bill
June 25, 2005

Summary of what you owe

Amount owing on your previous bill	\$372.17
Less Payments made on Jun 7, thank you	-\$372.17
Equals Your balance forward	\$0.00
Plus Your new charges (details on following pages)	\$256.29
Cost of electricity (with taxes and fees)	\$256.29
Equals Total amount due	\$256.29

Due date: July 9, 2005

John Sample Your account number: 00012345

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When paying in person, please bring the bottom portion of your bill.

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PHOENIX AZ 85062-2906

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For more information, call our Customer Care Center at 602-371-7171 in the Phoenix area or 1-800-253-9405 outside metro Phoenix, or go to aps.com.

