



Arizona Lifestyle

State – October / November 2005

APS
THE POWER TO MAKE IT HAPPEN®

APS offers low-income discounts

If you are a low-income APS customer, you may be eligible for discounts of up to 40 percent on the cost of your electricity. The APS Energy Support Program (E-3) promotes conservation and the wise use of electricity by offering this assistance to customers who qualify under the federal poverty guidelines as determined by the Department of Economic Security.

For information about eligibility or applying for the discount, call the Arizona Department of Economic Security at 602-542-6600 (metro Phoenix area), or 800-582-5706 (other areas).

For more information about the E-3 Plan, visit aps.com or call APS at 602-371-7171 (metro Phoenix area) or toll-free 800-253-9405 (other areas).

Change a light change the world

The national Energy Star® program, developed by the US Environmental Protection Agency and Department of Energy, helps reduce greenhouse gas emissions by promoting energy efficient products ranging from office equipment to home light fixtures.

This fall, the Energy Star® “Change a Light Change the World” challenge encourages every American to take a small step at home — switch to lighting products that have earned the ENERGY STAR symbol — and make a huge collective difference on the demand for electricity.

Lighting can account for up to 7% of a home’s annual electricity consumption — that’s no small amount. Installing compact fluorescent lights (CFLs) is one of the easiest ways to start making an impact on your energy bills.

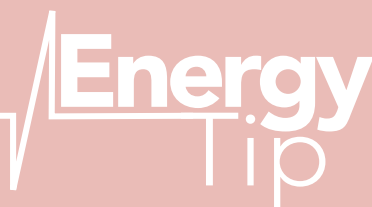
Modern compact fluorescent lights offer the following features and benefits:

- Bulbs use 75% less energy — saving you money
- Last up to 10 times longer
- Operate at cooler temps — increasing indoor comfort
- Produce the same attractive light as incandescent bulbs
- Instantly start up and do not flicker or hum

This fall, APS is partnering with local retailers to offer discounts on compact fluorescent lighting. For more



information and a list of participating retailers, visit aps.com or call 800-783-7253, and look for more retail locations coming soon.



While autumn temperatures often mean we don’t need to use either air conditioning or heating, the chill of winter is right around the corner. So now is a good time for a checkup on your heating system. Regular service and proper maintenance help your system run more efficiently, reduce the cost of repairs and avoid the hassle of break downs. For a list of qualified air conditioning service and repair companies, call 602-371-3636, or 888-890-9730 outside the Phoenix area. For emergency referrals in evening hours or on weekends, call the Arizona Heat Pump Council at 602-248-7767.

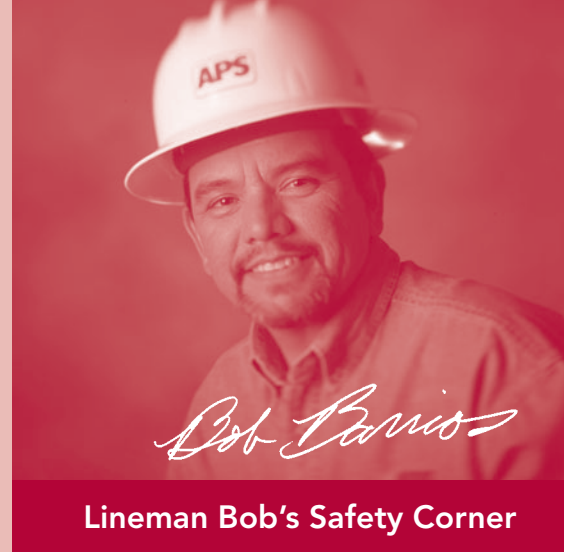
We’re available 7-days-a-week, 24-hours-a-day, aps.com
Metro Phoenix area: 602-371-7171 — Other areas: 800-253-9405

Trim trees with caution

Autumn gardening time is here and if trimming trees is on your to-do list, APS highly recommends hiring a certified professional. If you must do the work yourself, be sure to follow these important safety tips.

- **Before work begins, check out the job site for overhead electric lines.** According to Arizona law, trees must be trimmed a minimum of 10 feet from high-voltage power lines of 50,000 volts or less. Greater clearances are required for voltages exceeding 50,000 volts. Failure to comply can result in a \$5,000 fine.
- **Never attempt to trim trees in bad weather.** Wet or windy conditions can create potentially hazardous situations.
- **Have sufficient help available.** Never try to do a job alone. If in doubt, hire a certified professional, who by law is required to notify the utility prior to beginning work.

APS will trim trees that are growing into electrical lines along streets, alleys or easements. Do not try to prune these yourself. For tree branches tangled in the service wire — the power line that connects to the house — APS will disconnect the power while a professional you have hired trims the tree. For more information on safe tree trimming, call the APS Customer Care Center at 602-371-7171, or APS Forestry and Special Programs at 602-371-7183.



Choose an easier way to pay

If you still pay your bills by writing a check putting it in an envelope, pasting on a stamp and walking out to the mailbox, you may want to consider some more convenient and secure ways to pay your APS bill.

- **Pay online or by phone** anytime 24-hours-a-day, seven-days-a-week for free, using an electronic funds transfer from your checking or savings account. Visit aps.com or call us at 602-371-6555 in the Phoenix area, or 800-253-9405. You can also pay your APS bill online or by phone using your Visa, MasterCard, Discover or Diner's Club credit/debit card through our payment vendor service, in which case a processing fee will be assessed. Call 866-261-2738, or to pay online, go to aps.com and follow the easy payment steps.
- **AutoPay** eliminates the clutter of paper bills and your bill payment is automatically deducted from your bank account on the date it is due. Register at aps.com and sign up for AutoPay. We'll send you an e-mail each month that includes the amount and date the deduction will be made, and another e-mail after your payment has posted to your APS account. It is simple to edit, make changes or delete your AutoPay account payment any time, day or night. You can view the current bill detail, and print current and past bills, securely and easily. Best of all, it's free!

- **SurePay** is an easy, secure and free automatic electronic funds transfer (EFT) program for those who do not have e-mail or Internet access. SurePay saves you the cost of mailing your payment and offers the peace of mind that your bill will be paid on time, every time. There are no checks to write, no stamps to lick and no dates to remember. With SurePay, your APS payment is automatically deducted from your bank account on your due date. You will still receive a copy of your monthly bill, about ten days before the due date, so you know the bill amount and the date the payment will be deducted from your account, and your money stays in your bank account until the payment is due.

APS
PAY BILL
For Your APS Bill Online | MY ACCOUNT | MY COMMUNITY

Manage Payments

To make a payment, select one of the options below:

- Monthly Bill
- Security Deposit

Choose a convenient payment method:

- EFT (One-time Bank Transfer)
- Credit or Debit Card (fees apply)

By using any of the online payment options provided, you acknowledge and accept the terms set forth in the [aps.com Privacy Policy & Terms of Use](#).

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For more information or for more payment options available 24-hours-a-day, seven-days-a-week, visit aps.com or call our Customer Care Center at 602-371-7171 in the Phoenix area, or 800-253-9405.