

Arizona Success

Current News and Practical Tips
for Arizona's Business Community

July / August 2005

APS
THE POWER TO MAKE IT HAPPEN®

Partnering for dependable power

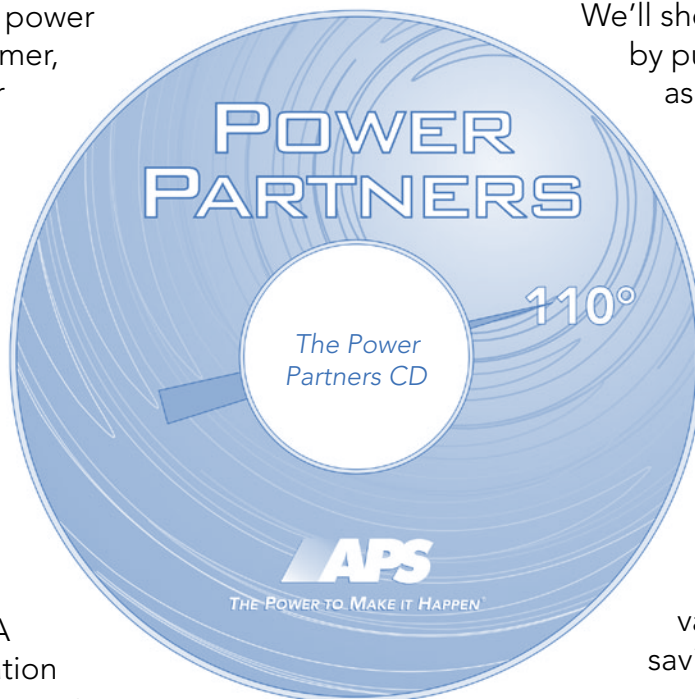
Summer heat is here and energy use is on the rise. APS customers can expect adequate power supplies this summer, barring any major unexpected events, but increased gas costs in 2005 will impact the recently approved Power Supply Adjustor (PSA). By working together, we can minimize the impact of the PSA (for more information on the PSA and current gas prices, visit aps.com).

To help provide an extra margin of safety and reduce stress on the power supply system, we are asking business customers to become APS Power Partners. Power Partners commit to save energy during extreme summer heat – when temperatures exceed 110 degrees. The Power Partners program is a partnership where everyone wins, with better reliability and dependable power when you need it most.

To become an APS Power Partner in the Phoenix area, go to aps.com and complete the online

pledge card, or call (602) 250-2303. For the Yuma area, please complete the online Yuma Pledge Card or call (928) 336-9990.

We'll show our appreciation for your support by publicly acknowledging your company as a Power Partners participant.



Landlord Services offers new feature

APS Landlord Services has a new, convenient feature: automatic e-mail notification for landlords. When electric service at their properties transfers into or out of the landlord's name, APS will automatically send landlords an e-mail notice. This convenient new feature provides valuable information instantly — saving time, money and frustration.

If you have a landlord agreement with APS, you can select the automatic e-mail notices feature from the Landlord Options on the Landlord Services page at aps.com. While you are there, please review your online profile to be sure we have your current e-mail address.

If you need help enrolling in this service or confirming your current e-mail address, call the Business Customer Care Center at 602-371-6767 in the Phoenix area, or 800-253-9407 statewide, Monday through Friday, 7:30 a.m. to 5 p.m. A representative will be happy to assist you.

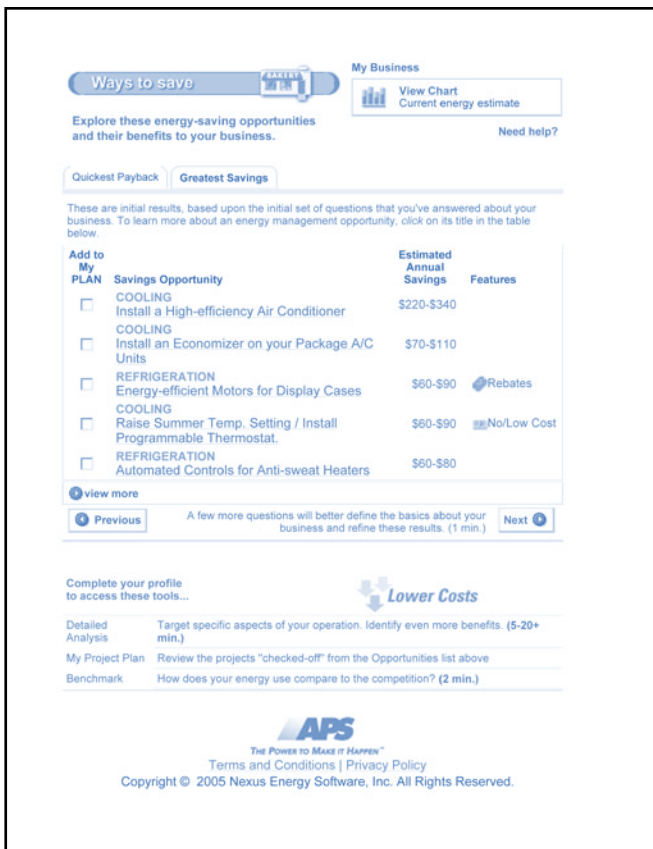
To contact us, visit us online or call the APS Business Center
aps.com — Metro Phoenix area 602-371-6767 — Other areas 800-253-9407

Business Energy Analysis

Energy costs are a significant part of nearly every business budget. Make sure your business is operating as efficiently as possible by taking the quick, easy Energy Survey online at aps.com.

In two to five minutes our Business Energy Analysis can help you evaluate your energy use and find ways to:

- Improve the comfort of customers and employees.
- Improve the maintenance, safety and security of your operation.
- Lower your energy bill.



Energy survey results for a 2,000 square foot Bakery in the 85381 zip code open 40 hours a week.

This easy-to-use business tool helps you improve efficiency, track your progress, take action and save money. You can analyze one facility — or multiple sites. You can do as much or as little analysis as you want at any time and return for more, later. We'll keep track of your information

and have it waiting for you whenever you return. Start saving today with a Business Energy Analysis at aps.com.

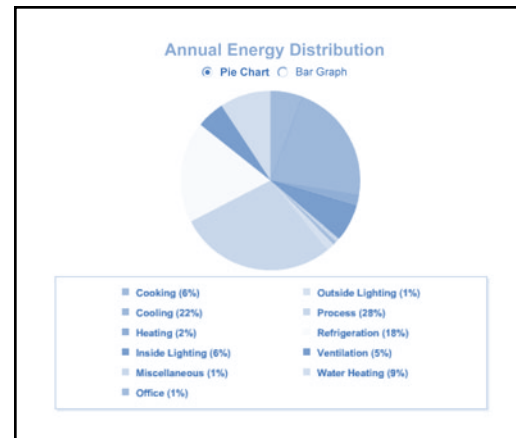


Chart of annual energy distribution generated by the survey

APS Business Customer Care Center — Call Us for Personalized Help

When you have questions about energy usage, billing or possible energy efficiency upgrades, one of APS' knowledgeable, courteous business associates has the answers.

Call the APS Business Customer Care Center at 602-371-6767 in the Phoenix area, or 1-800-253-9407 elsewhere and your call will be answered by an associate who is specifically trained to meet your business energy needs.

Our associates can help you with:

- Reporting an emergency or outage
- Energy efficiency ideas
- Payment options
- Billing questions
- Advice on reading your meter
- Rate information
- Other issues regarding your account

If he or she does not have an immediate answer to your question, our APS Business Customer Care Center associate will find the answer and get back to you promptly.