



# Arizona Success

Current News and Practical Tips  
for Arizona's Business Community

August / September 2005

**APS**  
THE POWER TO MAKE IT HAPPEN®

## PLEASE READ! IMPORTANT NEWS ABOUT YOUR ELECTRIC BILL

Dear APS Customer:

As we move into the heart of another Arizona summer, APS expects to meet the highest demand for electricity in our history. And, while we're well prepared and do not expect a repeat of last summer's events, we are facing other challenges this year. The cost of natural gas and, to a lesser extent, other fuels used to generate electricity has increased and remains stubbornly high. As a result, we have asked the Arizona Corporation Commission (ACC) for a temporary adjustment to our rates to recover the higher costs of fuel that are not included in current rates. (A power supply adjuster is a commonly-used regulatory mechanism to reflect changes in fuel and purchased power costs)

In the last year, I am sure that you have been impacted by the soaring cost of gasoline at the pump. The price of natural gas has increased in a similar manner. Costs incurred by APS for fuel and purchased power currently exceed the cost included in APS' rates by about 24 percent. By the end of August, the company could see a shortfall in its fuel-costs collection of about \$100 million. That's why we've requested a temporary surcharge of about 2.2 percent to recover this under-collection over two years, beginning this Fall.

The plain fact is that fuel is the largest single cost of providing electricity to our customers, and we only charge our customers what the fuel costs us — we add no mark-up. If approved,

the surcharge would add about \$2.74 to the average monthly residential bill. And, if fuel costs continue to increase, we could be faced with further price adjustments.

The positive news is that our customers will continue to receive the top-notch, reliable service they have come to expect from us. Just as important, the price you pay for our service will remain a strong value. Even with the proposed surcharge, our rates will still be lower than they were in 1991. By comparison, the Consumer Price Index has increased by 43 percent over the same period.

But, using energy wisely makes good sense for all of us. That's why I encourage you and your family to adopt energy-efficient practices. Conservation not only helps keep our fuel costs down, it helps lower your overall energy bills.

To learn more about energy saving tips or the power supply adjuster, log on to our web site at [www.aps.com](http://www.aps.com).

Sincerely,



Jack Davis  
President & CEO

To contact us, visit us online or call the APS Business Center  
[aps.com](http://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](http://aps.com).

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

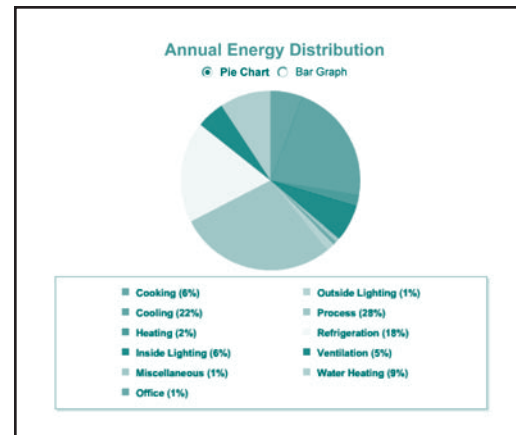
- Improve the comfort of customers and employees.
- Improve the maintenance, safety and security of your operation.
- Lower your energy bill.

Add to My PLAN	Savings Opportunity	Estimated Annual Savings	Features
<input type="checkbox"/>	COOLING Install a High-efficiency Air Conditioner	\$220-\$340	
<input type="checkbox"/>	COOLING Install an Economizer on your Package A/C Units	\$70-\$110	
<input type="checkbox"/>	REFRIGERATION Energy-efficient Motors for Display Cases	\$60-\$90	Rebates
<input type="checkbox"/>	COOLING Raise Summer Temp. Setting / Install Programmable Thermostat.	\$60-\$90	No/Low Cost
<input type="checkbox"/>	REFRIGERATION Automated Controls for Anti-sweat Heaters	\$60-\$80	

*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](http://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.