



P.O. Box 53999
Phoenix, AZ 85072

October 7, 2019

Dear APS Customer,

The City of Phoenix has experienced significant growth over the past few years, with considerable additional investment and development on the horizon. We work closely with the communities we serve to plan for the infrastructure needed to support development and ensure reliability for existing residents. That's why we are preparing to build a new substation in Phoenix's Norterra community. The 2.5 acre site is located north of Happy Valley Rd on the west side of 19th Ave. Please see attached map.

Substation Overview

- Substations are located where we can secure a large enough area to build and safely maintain them, connect them to existing APS power lines and be in close proximity to the customers they serve.
- An electrical substation is a walled-in facility containing switches, transformers and other electrical equipment and supporting structures.
- The APS Norterra Substation transformers will convert 69,000 volts (69 kV) to 12,000 volts (12 kV), which is the voltage used to serve homes and businesses in your neighborhood.
- The walls are designed to be fairly similar in texture and color to existing structures in the area.
- Landscaping will be in accordance with the City of Phoenix's permitting requirements and will blend in with the area's existing vegetation.
- Substations are not high-traffic or high-noise facilities. Once the substation is fully operational, APS personnel will typically visit the site on a monthly basis to perform maintenance and operations activities.
- Here's an example of a substation we recently built in the Anthem community:



Timeline & Phases of Construction: This project will kick-off in October, 2019 and completed in three phases:

1. *Phase 1 – Scatter Wash Substation Construction*

- a. New equipment will be installed within the existing walls of the Scatter Wash substation located on the south side of Happy Valley, east of Central Avenue.
- b. We will begin installation of the electrical equipment in December, 2019 and complete substation construction by May, 2020.

Phase 2 – Overhead power line construction along Happy Valley Rd.

- a. In order to connect the new Norterra substation to our existing electrical grid, APS will need to install new power lines from our two nearby substations located at Central Ave & Happy Valley and 23rd Ave, north of Alameda (noted in orange on the map.)
- b. The power lines will be installed on new gray colored steel poles, approximately 65 feet in height. Corner poles may be slightly taller.
- c. This phase of construction will take place in two sections as noted on the attached aerial/map; starting January, 2020 and complete by May, 2020.
 - i. The first section is along the east side of 7th St starting at the existing transmission power line corridor. The line follows the curve to the north side of Happy Valley Rd, then west to 19th Ave approximately 11,000 feet (or 2.1 miles). At 19th Ave, the new overhead lines will be installed on the east side of 19th Ave until they enter the substation (560 ft north of Happy Valley Rd.)
 - ii. The second portion is located in easements south of Whispering Wind and along the east side of 20th Dr.
- d. During October, 2019, certified arborists will be trimming and/or removing vegetation that is located in close proximity to the overhead power lines. Vegetation Management is an important part of building, operating and maintaining a safe, reliable grid.

Phase 3 - Underground power line construction

- a. New underground 69 kV power lines will be installed along 19th Ave between the Norterra Substation and the existing transmission power line corridor south of the Substation.
- b. North of Happy Valley Rd, the underground lines will be located on the west side of 19th Ave. South of Happy Valley Rd, the underground lines will be located on the east side of 19th Ave. The lines will transition to overhead within the power line corridor.
- c. The underground portion of construction will also start February, 2020 and will be completed by May, 2020. (Note: this work will be completed in phases; the 19th Ave alignment will not be impacted for the entire six months.)

Phase 4 – Norterra Substation Construction

- a. As mentioned above, the new Norterra Substation will be located on the north side of Happy Valley Rd, approximately 560 feet north of Happy Valley Rd.
- b. Construction of the substation walls will start mid-November and will be complete by June, 2020.

Project Overview

- *Timeline:* The project will kick-off in phases starting in October, 2019. The entire project is scheduled to be completed by June, 2020.

- *Work Schedule:* While most of the project work is planned between 6 a.m. to 4 p.m., Monday through Friday, we may need occasionally to schedule work on nights and Saturdays in order to safely complete construction. We will avoid major holidays.
- *Traffic & Noise:* During construction, there may be noise from vehicles, including back-up alarms. Street restrictions will be required to perform this work safely; we will make every effort to limit road restrictions in your area.
- *Electric Service:* There are no planned service disruptions associated with this construction. We will always make every effort to keep you informed regarding our progress and communicate with you in advance of any planned outages.
- *Safety:* We ask that you proceed with caution through construction areas and help us maintain a safe work environment for our customers, community members and employees.

Please don't hesitate to contact Cindy Hill, Construction Outreach Technician, at 602-371-7930 (cindy.hill@aps.com) or Kendra Lee, Government Affairs Liaison, at 602-371-7872 (kendra.lee@aps.com) with any questions or concerns about this project.

There are no plans to interrupt your power during our construction activities. In fact, these projects will help to secure a bright energy future for Arizona by providing safe, reliable and affordable electric service to our customers in the Peoria community. For any questions related to unplanned outages, billing or other APS-related matters, please call our APS Customer Care Center at 602-371-7171 or visit us on the web at aps.com.