

Delivering affordable, clean and reliable power

Most companies set their own prices for products. Regulated utilities like APS are different. To adjust our prices, we file a request with the Arizona Corporation Commission (ACC), which opens a public process called a rate case to examine the filing. Our request, submitted at the direction of the ACC, is designed to strengthen and diversify the state's electric grid while keeping costs affordable for customers.



CUSTOMER FOCUS

Options that make it easier for customers to manage their accounts

FEWER FEES, SIMPLER BILLS

Certain fees would be eliminated, such as the start service fee, and a simplified bill option would be available.

LIMITED-INCOME SUPPORT

More funding for crisis bill assistance and an easier enrollment process for limited-income programs would extend this support to more customers.

CONTROLLING COSTS

We are evaluating work across the business to reduce operating costs and minimize the impact on customer bills.

PILOT "SUBSCRIPTION" PLAN

Customers have a variety of service plan options. For those who prize predictability, this pilot plan would lock in monthly energy costs for a two-year period.



RELIABLE POWER

Supporting reliability through infrastructure investments

INFRASTRUCTURE UPGRADES

Customers count on us for safe, reliable power, and we're investing \$1.3 billion on average each year to expand and maintain the electric grid.

POWERING GROWTH

Arizona is one of the fastest-growing states in the nation, and we're expanding our system to support new residents and businesses.



CLEAN ENERGY

Delivering cleaner air and integrating more renewable energy

SUPPORTING RENEWABLES

To integrate more solar and meet peak energy needs, we modernized the Ocotillo Power Plant to add flexibility and maintain reliability.

CLEANER AIR

Significant improvements to the Four Corners Power Plant are reducing nitrous oxide emissions by nearly 90 percent.

BILL IMPACT

Based on customers’ historical energy usage, the expected monthly bill impact for 95 percent of residential customers would be between 3 and 6 percent, with an average of 5.4 percent.

TIMELINE

Rate cases typically take 12-18 months from filing to decision to bill impact

OCTOBER 2019	TIMING SET BY ACC		DECEMBER 2020
Rate case request filed	Rate case hearings	Commission votes	Proposed date for changes to take effect