

JUNE 2020

apsFYI



See How You Can Save

Look on page one or turn to page three of your bill for savings. You'll find valuable information there about which service plan can save you the most money.



Prepare for Medical Care

With our Medical Care program, get advanced notice of planned outages so you can make the necessary arrangements.

aps.com/medicalcare



Helping Customers in Crisis

Through our Crisis Bill Assistance program, qualified customers can receive up to \$800 a year to cover current or past-due energy bills.

aps.com/assistance



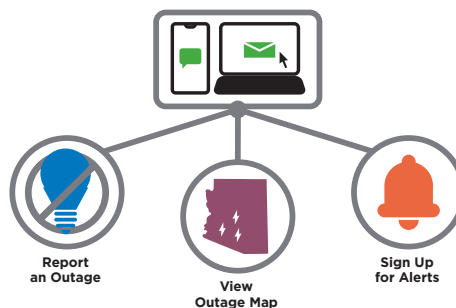
A Little Help from a Friend

Pick a friend to remind you about your APS bill with the Safety Net program. Your designated partner will receive a copy of your monthly bill so they can remind you when it's due and bring any late bills to your attention.

aps.com/safetynet

STAY INFORMED WHEN STORMS STRIKE

No matter how prepared we are for storm season, outages can still happen. If you do experience an outage, you can go online or download our app to access the Outage Center at any time. You'll find a wide range of helpful tools and updates to help you stay informed before, during and after a storm.



aps.com/outage

STAY CONNECTED





Community Corner

Free Arts

Free Arts for Abused Children of Arizona provides children with mentoring, a caring community and an opportunity to learn new skills. Donations made to the non-profit organization are eligible for an Arizona foster care tax credit of up to \$1,000 for married taxpayers filing jointly or \$500 for taxpayers filing individually.

freeartsaz.org

Every Season is Different, Every Year We Prepare

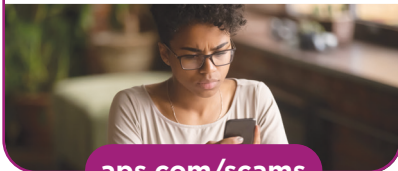
We work year-round to minimize the risk of wildfires and take additional steps during high-risk conditions. This can include taking power lines out of service so first responders can enter the area safely. Thank you in advance for your patience as we work to help protect you, first responders, your home and communities, wildlife and the environment.



aps.com/wildfiresafety

BEWARE OF ENERGY SCAMS

Scammers are taking advantage of the COVID-19 pandemic to frighten people into falling victim to fraud. Be wary of anyone who calls, texts, emails or appears at your home demanding immediate payment of your utility bill and threatening to cancel your service. We never contact our customers in this way to demand immediate payment.



aps.com/scams

KEEPING CREWS SAFE



As our team continues to follow public health guidelines to stop the spread of COVID-19, we're asking for your help. If you see an APS crew member working in your neighborhood, please maintain proper social distancing and avoid any physical contact.

MADE IN THE SHADE

Shade is one of the most efficient ways to keep your home from heating up. The following tips will help shade your windows:

- Outdoors—Install shade screens, apply window film, add awnings, and plant shade trees and bushes in front of windows
- Indoors—Close window coverings, blinds and shutters



aps.com/tips

WE'RE AVAILABLE 24/7 AT APS.COM

During core business hours of 7 a.m. to 7 p.m. M-F
(602) 371-7171 (metro Phoenix)
(800) 253-9405 (other areas)

REPORT AN OUTAGE:

855-OUTAGES (855-688-2437)

SIGN UP FOR OUTAGE ALERTS:

aps.com/alerts

PARA RECIBIR TÚ CORRESPONDENCIA EN ESPAÑOL:
(602) 371-6861