

A photograph of a woman with long, curly brown hair hugging a young girl with long brown hair. They are both smiling and looking down at each other. The background is a soft-focus outdoor setting with green grass and trees. A blue diagonal line runs across the bottom right of the image.

Times are tough
We're here to help



We are holding disconnections through the end of the year, and COVID-19 relief is still available.

In the midst of a pandemic and a summer with record-breaking heat, we understand some customers are experiencing financial difficulties. Therefore, we have pledged \$6.8 million in assistance for customers struggling due to COVID-19. We also stopped disconnections for non-payment, as well as late fees, in mid-March. We continued this through the summer months, and we are extending it until the end of 2020.

We hope this gives customers who are struggling to pay their bills additional time to seek available customer assistance, make partial payments and set up payment arrangements. Our assistance programs can reduce your monthly payment or help pay down the bill. Learn more at aps.com/assistance.

We are here for you 24 hours a day, 7 days a week, so please give us a call at [\(602\) 371-7607](tel:6023717607) (metro Phoenix) or [\(800\) 253-9409](tel:8002539409) (other areas).

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Money-saving tips and tools to help lower your bill:

- **Service Plan Savings Tips**—Find ways to save on your plan
- **Plan Comparison Tool**—Find the plan that's best for you
- **Energy Analyzer Survey**—Get customized money-saving tips
- **Usage Alerts**—Track your monthly energy usage

Visit aps.com/save for more tips.

