



SEPTEMBER 2020

apsFYI



Assisting Customers in Crisis

For customers experiencing financial hardship, we're here to help. Our Crisis Bill Assistance program provides qualified customers with up to \$800 a year to cover current or past-due energy bills.

aps.com/assistance



Smart Savings and Comfort

What's so smart about smart thermostats? For starters, they can reduce your energy costs while maintaining home comfort. You can control them remotely from your computer or mobile device. And you'll earn a \$30 rebate for each one you install, up to five.

aps.com/thermostat



Quick, Easy Savings with Energy Analyzer

Got five minutes to spare? That's all the time you'll need to take our Energy Analyzer survey and discover some smart ways to save on your energy bill and make your home more comfortable. You'll get a customized report with recommendations for saving on lighting, electronics, cooling and heating.

aps.com/ea

FIND THE PAYMENT OPTION THAT WORKS FOR YOU

The more choices, the better. We make it as convenient as possible to pay your bill by offering a wide range of payment options.



aps.com/waystopay

STAY CONNECTED





Community Corner

CAHRA

We're proud to support the Community Action Human Resources Agency in its mission to serve the needs of communities throughout Pinal County. CAHRA partners with various community resources to provide vital services such as weatherization, home repair, food assistance, emergency shelter, rental and utility assistance to relieve the effects of poverty and homelessness.

cahra.org

Keep An Eye Out for Scammers

Don't fall victim to a scam. If someone calls, texts, emails or appears at your home demanding immediate payment of your utility bill and threatening to cancel your service, it's most likely a scam. We never contact our customers to demand immediate payment. If you do receive a call, please hang up and immediately call us.



aps.com/scams

SUBSTATION SAFETY

High-voltage power runs through electrical substations, making it extremely important to maintain a safe distance from these facilities. Never approach or enter a substation for any reason. If you notice suspicious activity inside or near a substation, call 911 immediately.



aps.com/safety

FIRE UP THE GRILL



With the weather cooling off when the sun dips down, it's the perfect time to grill outdoors. Grill when possible instead of using the oven to keep the heat out of your home.

STAY COOL

Take the following steps to keep your cool:

- Close curtains and blinds to prevent your home from heating up
- For time-of-use customers, pre-cool your home by lowering the thermostat before 3 p.m. on weekdays and raising it during on-peak hours
- Make sure your ceiling fans are set to blow downward for cooling

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