



NOVEMBER 2024

# apsFYI



## Thanksgiving Thanks

Happy Thanksgiving from all of us at APS. We are grateful for the opportunity to serve our customers and are here for you, 24 hours a day, 7 days a week.

[aps.com](https://aps.com)



## Assistance Available

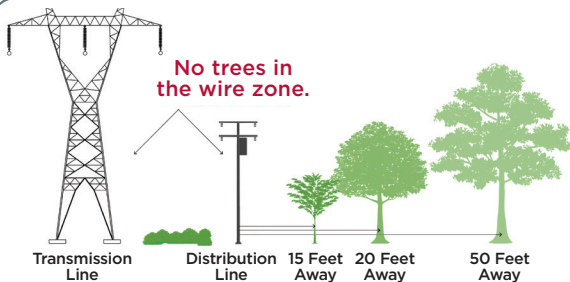
If you are struggling to pay your bill, we can help. We offer flexible payment arrangements, Crisis Bill Assistance up to \$1,000 per year, and our Energy Support monthly discount of 25% to 60% for those who qualify.

[aps.com/assistance](https://aps.com/assistance)



## Electric Light Parade 2024

For more than three decades, the APS Electric Light Parade has helped kick off the holiday season. The largest holiday light parade in Arizona is full of dazzling floats, marching bands, dance groups and more. Mark your calendar for Saturday, Dec. 7 and join this cherished holiday tradition. For more details, visit [phoenix.gov/elp](https://phoenix.gov/elp).



## RIGHT TREE, RIGHT PLACE

Plant the right tree in the right place. Shrubs and trees planted near overhead lines should not grow taller than 15 feet. Learn how we manage vegetation in your neighborhood at [aps.com/trees](https://aps.com/trees).



# Community Corner



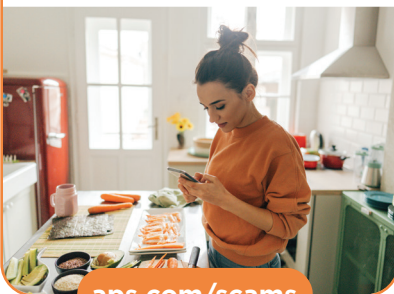
[api.asu.edu/ila](http://api.asu.edu/ila)

## Indigenous Leadership Academy at ASU

The Indigenous Leadership Academy (ILA) is a signature program for emerging leaders in Arizona and throughout the nation focused on Indigenous leadership. With support from APS, ILA collaborates with local community leaders and ASU educators to create a brand and curriculum committed to building the next generation of Tribal and community leaders.\*

## YAMS, NOT SCAMS

International Fraud Awareness Week is in November. If there is ever a question about the validity of an email, website or person claiming to be an APS representative, call us immediately at **(800) 253-9405**. Do not use the phone number the suspected scammer provides.



[aps.com/scams](http://aps.com/scams)

## DECEMBER HOLIDAYS

For customers on Time-of-Use 4pm-7pm Weekdays, Time-of-Use 4pm-7pm Weekdays with Demand Charge, EV Overnight Charging 11pm-5am Weekdays or Saver Choice Plus, upcoming off-peak holidays are:

- Christmas Eve: Tuesday, Dec. 24, 2024
- Christmas Day: Wednesday, Dec. 25, 2024
- New Year's Eve: Tuesday, Dec. 31, 2024
- New Year's Day: Wednesday, Jan. 1, 2025

[aps.com/plans](http://aps.com/plans)

## WINTER IS HERE

Now through your April bill, customers on Time-of-Use 4pm-7pm Weekdays, Time-of-Use 4pm-7pm Weekdays with Demand Charge, and EV Overnight Charging 11pm-5am Weekdays will enjoy the lowest energy rates available with super off-peak hours from **10am to 3pm on weekdays** (excluding off-peak holidays).



[aps.com/plans](http://aps.com/plans)

## WE ARE HERE FOR YOU

24 hours a day, 7 days a week  
(602) 371-7171 (metro Phoenix)  
(800) 253-9405 (other areas)

[aps.com](http://aps.com)

## REPORT AN OUTAGE:

Call 855-OUTAGES or (855) 688-2437

## STAY INFORMED ABOUT OUTAGES:

Visit [aps.com/outagecenter](http://aps.com/outagecenter)

## PARA RECIBIR TÚ CORRESPONDENCIA EN ESPAÑOL:

(602) 371-6861

\*This program is funded by APS shareholders and not included in customer rates.