SEPTEMBER 2026

apsFYI



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Save all day

You'll save with off-peak rates all day on **Indigenous Peoples' Day/Columbus Day, Monday, October 12**, if you're on one of these plans:

- Time-of-Use 4pm–7pm Weekdays
- Time-of-Use 4pm–7pm Weekdays with Demand Charge
- EV Overnight Charging 11pm–5am Weekdays
- Saver Choice Plus

For a full list of off-peak holidays, visit **aps.com/plans**.

Let's talk rate plans

A lower energy bill starts with the right rate plan. Just look for the Monthly Plan Comparison on your bill. To switch plans, call us at 800-253-9405 or visit **aps.com/compareplans**.

Keeping you connected

To best support our customers during the summer heat, residential service will not be disconnected due to non-payment from June 1 through October 15. Plus, no late fees will be applied during this time. In mid-September, accounts with a past-due balance of $75 or more will be automatically set up with a six-month payment arrangement. The details of the payment arrangement will appear on your September or October bill (the timing depends on your billing cycle). This step is taken each year to give customers more time and flexibility to get caught up on past-due balances. More help is available if you need it. See if you qualify for up to $1,000 in Crisis Bill Assistance, or up to $500 through APS CARE. Our Energy Support program offers a monthly discount of up to 25% or 60% based on income. Explore these options and find additional support at **aps.com/assistance**.



Gear up for Drive Electric Month

Put your EV to work for you by joining the SmartCharge program. Get a $25 enrollment bill credit plus a $5 monthly participation bill credit. We'll help schedule your charging when energy is cleaner and more affordable — or you can simply share your charging data and still earn bill credits. Get started at **aps.com/smartcharge**.



Apply for APS/Suns STEM Teacher Grants this October

Big ideas start in the classroom. K–12 public and charter school teachers teaching within our service territory can apply for up to $2,500 for a STEM grant October 1–31. Teaming up with the Phoenix Suns, our STEM teacher grants* help bring those ideas to life, supporting hands-on learning that empowers students to think critically, create boldly and imagine what's next. Learn more and apply at **aps.com/stem**.

CARE for customers

APS CARE continues to grow. And we're proud to join in the giving by **matching the total of all donations made — up to $500,000 —** from January 1 through December 31, 2026 (funded by APS shareholder dollars with no impact to customer bills.) Donations are distributed by our partner, The Salvation Army, to APS customers in need, helping them stay on top of their energy bills. To learn more or donate through your monthly bill, visit **aps.com/care**.*

Balance your bill

Make it easier to budget all year long. **Budget Billing** helps smooth out your monthly energy costs by spreading them evenly across the year. You'll pay about the same amount each month, so seasonal weather changes don't mean big swings in your bill. Your usage is reviewed regularly, and your payment may be adjusted if needed, no more than once every three months. It's a simple way to plan ahead and stay on top of your energy costs. Sign in to **aps.com/budgetbilling**.

Comfort & savings

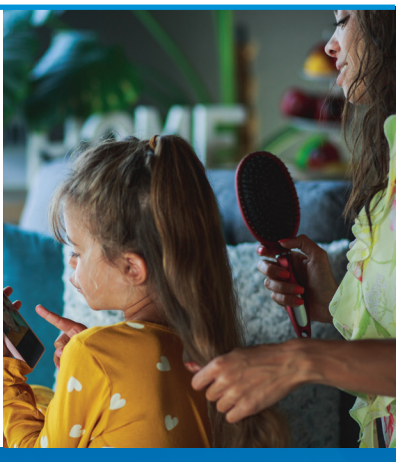
Keeping your home comfortable while managing your energy use to save money isn't always simple. With APS Marketplace, you can conveniently shop for smart thermostats, EV chargers and more to find the energy-efficient products that best fit your home and comfort. For a limited time, get free in-home installation (a $150 value) on a qualifying smart thermostat when you enroll in Cool Rewards at checkout, making it even easier to save energy and money. Visit **marketplace.aps.com**.

Let's keep in touch

October is National Energy Awareness Month. We know managing energy costs matters. Our alerts can help you stay informed and avoid surprises.

- Set usage, demand or on-peak thresholds.
- Get notified when your bill reaches an amount you choose.

When you update your mobile number, you'll automatically be enrolled in outage alerts. If you previously opted out, you can re-enroll at **aps.com/alerts** to stay informed.



CUSTOMER ADVISORS ARE HERE FOR YOU
24 hours a day, 7 days a week aps.com
602-371-7171 (metro Phoenix)
800-253-9405 (other areas)

*This program is funded by shareholders and does not impact customer rates.

REPORT AN OUTAGE:
Call 855-OUTAGES or 855-688-2437

STAY INFORMED ABOUT OUTAGES:
Visit aps.com/outagecenter

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

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