

Delivering affordable, clean and reliable power

Most companies set their own prices for products. Regulated utilities like APS are different. To adjust our prices, we file a request with the Arizona Corporation Commission (ACC), which opens a public process called a rate case to examine the filing. Our 2019 request, submitted at the direction of the ACC, is designed to recover investments made to make the system cleaner and better able to integrate renewables, and to build out the system to continue to reliably serve the needs of a growing Arizona.



CUSTOMER FOCUS

Options that make it easier for customers to manage their accounts

FEWER FEES, SIMPLER BILLS

Certain fees would be eliminated, such as the start service fee, and stakeholder and customer feedback would help shape an easier-to-understand bill.

LIMITED-INCOME SUPPORT

More funding for crisis bill assistance and an easier enrollment process for limited-income programs would extend this support to more customers.

CONTROLLING COSTS

We are evaluating work across the business to reduce operating costs and minimize the impact on customer bills.

PILOT “SUBSCRIPTION” PLAN

Customers have a variety of service plan options. For those who prize predictability, this small pilot plan would lock in monthly energy costs for a two-year period.



RELIABLE POWER

Supporting reliability through infrastructure investments

INFRASTRUCTURE UPGRADES

Customers count on us for safe, reliable power, and we’re investing more than \$1 billion on average each year to expand and maintain the electric grid.

POWERING GROWTH

Arizona is one of the fastest-growing states in the nation, and we’re expanding our system to support new residents and businesses.



CLEAN ENERGY

Delivering cleaner air and integrating more renewable energy

SUPPORTING RENEWABLES

To integrate more solar and meet peak energy needs, we modernized the Ocotillo Power Plant to add flexibility and maintain reliability.

CLEANER AIR

Significant improvements to the Four Corners Power Plant are reducing nitrous oxide emissions by nearly 90 percent.

BILL IMPACT

If our rate case is approved as proposed, the expected monthly bill impact for 95 percent of residential customers would be between 3 and 6 percent, with an average of 5.4 percent.

THE PROCESS

A rate case seeks to balance the needs of customers and the utility. It determines the price customers pay for safe, reliable electricity. It also authorizes a profit target (but not a guarantee) to support a financially sound utility, which in turn helps attract more affordable investment in the energy system. A utility’s request to set new rates undergoes an extensive examination over a period of many months. It typically takes 12-18 months before new rates go into effect.

OCTOBER 2019	JULY-NOV 2020	DEC 2020-FEB 2021	MID-2021
APS filed rate case request at the direction of the ACC	Public comment sessions	Rate case hearing; customer advocates and others participate	Likely timeframe for ACC to approve new rates to take effect