THREE EASY WAYS TO SAVE IN 2017
As we ring in the new year, here are three great ways to accomplish your resolution to save money:
1. Use cold water to wash clothes and avoid doing small loads of laundry
2. Turn your heater down a few degrees
3. Get a customized energy-savings report for your home by taking our quick and easy Energy Analyzer survey at aps.com/ea

To learn more, visit aps.com/shiftstagger.save. And to find all your savings options, visit aps.com/options.

HOW DOES ENERGY GET TO YOUR HOME?
We work hard to provide you and your family with safe, reliable energy. Here’s a look at how that energy gets to your home.

It all starts at our power plants, which use a diverse mix of energy resources to generate electricity. Transmission lines then carry large amounts of electricity to substations located throughout the cities we serve. From the substations, distribution lines carry smaller amounts of electricity into neighborhoods and deliver power right to your home.

So when you flip on a light switch or plug in a phone charger, the electricity you need is ready for you.

Want to learn more? See our informative video at aps.com/askaps.
AT YOUR SERVICE

We have no greater responsibility than providing our customers with reliable service. As we continue to improve your customer experience, we have implemented a series of new tools and systems that help us better meet your needs.

Last year, we launched a new mobile app, an enhanced phone system and a robust customer support site on aps.com. This March, we will be launching a new customer care and billing system which will allow us to provide you with more efficient customer service.

Stay tuned in the weeks ahead for more news and updates on many of our customer programs, billing options and online account management features.

As we work to improve every aspect of our business, our ultimate goal is to have the systems in place to meet your needs—today and in the future.

To learn more about what’s changing, please visit aps.com/march2017.

Sincerely,

Stacy Derstine
VP Customer Service and
Chief Customer Officer

COMMUNITY CORNER

The month of January ushers in resolutions and the hope for new beginnings. Our state is fortunate to have many organizations working together to help Arizonans find that fresh start.

UMOM New Day Centers is the largest shelter for homeless families in the state, helping them transition from the shelter to permanent housing over time. Families also have the opportunity to work with staff to find a job or obtain the education they need to start a new chapter in their lives.

As women prepare for careers, Dress for Success empowers them to achieve their financial goals and provides them with a network of support. The women receive access to professional attire and the development tools they need to succeed both personally and professionally.

St. Joseph the Worker and Goodwill Industries aid homeless individuals to improve their work and interview skills, giving them a better chance of finding and sustaining employment.

As you make your resolutions for the new year, please consider supporting any of these great organizations.

WHO KNEW?

Got questions about your account? We’ve got answers. From making payments to starting or stopping service, our customer support site provides answers to frequently asked questions and offers access to many helpful resources. Visit support.aps.com to learn more.

SAFETY FIRST

Taking down holiday lights? Remember these safety tips:

- Make sure all lights are unplugged before removing them
- Never remove strings of lights by pulling on the wires—this could stress the connections and create a fire hazard
- Discard strands of light with cracked, frayed or damaged wires

Please visit aps.com/safety to learn more ways to be safe around electricity.