THE CHOICE IS YOURS
We all make choices every day; they are what make each of us unique. Our energy needs are unique as well. That’s why we have new service plans to meet these diverse needs.

Like our three new time-of-use plans, all featuring:
• Fewer on-peak (higher-cost) hours, which are 3 to 8 p.m. on weekdays
• More off-peak (lower-cost) hours on weekdays
• Continued off-peak pricing all weekend long
• Plus, four additional off-peak holidays for a total of 10 a year

If you are able to shift energy use to off-peak hours, then Saver Choice could be best for you. Or, if you could shift energy use to off-peak hours and stagger the use of major appliances during on-peak hours, Saver Choice Plus or Saver Choice Max might be your best option.

With all the new choices, you're sure to find the plan that best fits your lifestyle. Find yours today at aps.com/plans.

KEEP IT SIMPLE WITH PAPERLESS BILLING

Paperless billing is a great way to eliminate clutter and simplify your life. No more stamps and envelopes. No more paper bills to sort and shred.

With paperless billing, you’ll automatically receive an email each month notifying you that your bill is ready to view online. Plus, you can view or print your bill 24/7 and sign up for payment alerts.

Switching to paperless billing is free and easy, and you can cancel anytime if you change your mind. Sign up today at aps.com/paperless.

Your Energy, Your Options
Can you spare a few minutes to save money on your energy bill? Answer some questions about your home and receive helpful tips on money-saving programs. To start saving, take the Energy Analyzer survey at aps.com/ea.

KEEPING OUR FEATHERED FRIENDS SAFE
Arizona’s skies provide a playground for an abundance of bird species, including many raptors. And we help to keep these birds safe through our Avian Protection Program.

Raptors such as Harris’s hawks, red-tailed hawks and great horned owls are drawn to power poles, which offer a high place to roost, nest and hunt. But the birds' large wingspans make them vulnerable to harm by electricity carried on power lines.

Our Avian Protection Program takes precautionary measures such as placing rubber bird guards on insulators and wires to protect birds from electric shock. Annually, we retrofit nearly 850 poles a year with these measures.

Working to protect Arizona’s birds is part of our commitment to provide our customers with safe, reliable service while caring for the precious environment we all share.
Our limited-income program, known as the E-3 Energy Support program, offers support to families who need help with their electric bills.

For customers already enrolled in the program, you will notice a change in your billing. The monthly discount was previously based on a sliding scale determined by monthly energy usage. Now, it’s a flat discount of 25% per month, making it easier for you to anticipate your monthly bill.

If you are interested in learning more or applying to the E-3 program, you can find an application form online at aps.com/assist.

Sincerely,

Stacy Derstine
VP Customer Service and Chief Customer Officer

One of our core values at APS is safety. It sets the tone and culture for our nearly 6,400 employees and the communities where we live and work.

This is why, since 2014, we’ve provided $100,000 worth of scholarships for 400 rural firefighters to attend the Arizona State Fire School (ASFS). The scholarship represents approximately 85–90% of the total costs to attend.

ASFS works with Arizona State Fire Training Committee (ASFTC) by offering high-quality training. With more than 30 life-safety classes, rural firefighters learn things from vehicle extraction techniques—to how to provide emergency response while on a tight budget.

Randy Redmond, Foundation Manager of ASFTC, said, “Our goal is to find a way to provide life-safety education to all of the Arizona rural firefighters.”

Alongside our support for ASFS, we donated approximately $400,000 to other first responder causes in 2016.

We would like to thank all of our first responders for their commitment to protecting our employees, customers and communities across Arizona.

A payment arrangement can provide additional time to pay a past-due amount on your bill.

It’s easy to make a payment arrangement. Just visit aps.com/arrangement or call our APS Payment Line at (602) 371-6555 (metro Phoenix) or (866) 776-0445 (other areas).

Join in the festivities, safely. If you plan on decorating for Halloween, be sure to use appropriate lighting for indoor and outdoor decorations. Also make sure to keep any flammable decorations away from electrical cords or outlets. Always remember to have a safe day; visit aps.com/safety for more tips.

Programs funded by APS customers and approved by the Arizona Corporation Commission. CS#1707016