

WE'RE AVAILABLE 24/7 AT APS.COM
 Available by phone 7a.m. to 7p.m. M-F
 (602) 371-6767 (metro Phoenix)
 (800) 253-9407 (other areas)

TO REPORT OR LEARN ABOUT OUTAGES:
 Visit aps.com/outages
 Call 855-OUTAGES (855-688-2437)

 facebook.com/apsFYI  @apsFYI

GO GREEN FOR EARTH DAY

On April 22, more than 1 billion people around the world will celebrate Earth Day, an annual event that inspires awareness and appreciation for the environment. Your business can join the celebration by taking some simple, environmentally-friendly actions:

- Decrease paper use by setting printer defaults to print on both sides
- Provide all employees with recycling containers
- Encourage telecommuting and carpooling
- Use a water cooler rather than individual water bottles
- Activate power-saving modes on computers
- Switch to LED lighting

You can also take our quick online energy audit at aps.com/betterbottomline to get customized energy-saving recommendations.

4 WAYS TO VIEW AND PAY YOUR BILL



It's always good to have choices when running your business. We offer a variety of billing and payment options to make it as easy as possible for you to do business with us.

- 1** Enroll in AutoPay—Have your payment automatically deducted from your bank account each month
- 2** Pay online—Make your monthly payments at aps.com using an electronic check at no charge
- 3** Pay by phone—Call our 24/7 APS Payment Line at (602) 371-6555 or (866) 776-0445 to pay with an electronic check at no charge
- 4** Use your debit or credit card—Pay at aps.com/creditcard or call our APS Payment Line (*service fee applies*)

Payments made online or by phone post to your account immediately. **Please visit aps.com/payprograms to learn more.**



ENERGY YOUR BUSINESS CAN RELY ON

We know how important reliable electric power is to your business. And we make reliability a constant priority.

If an outage occurs, it's our goal to keep you connected. Signing up for outage alerts at our online Outage Center is a great way to stay informed. Outage alerts, by email or text message, provide timely updates about important information, including:

- When a power outage happens in your area
- Estimated time that power will be restored
- Confirmation when power is restored

Visit aps.com/outagecenter to sign up for outage alerts. At the Outage Center, you can also report an outage and view our interactive outage map.

AT YOUR SERVICE

Earth Day is an ideal time for your business to make green choices that support sustainability and a healthy environment. Our paperless billing option makes it easy for your business to go green throughout the year by reducing paper waste. And it's absolutely free.

When your business makes the switch to paperless billing, you'll receive an email notifying you that your bill is ready. By going paperless you can:

- Eliminate the hassle of writing and mailing checks
- Manage your password-protected account securely online, 24/7
- Receive monthly email reminders when your bill is due
- Save your bills to your computer for easy future access
- Schedule payments
- Reduce the risk of mail fraud and theft
- Monitor your energy usage history online

To take an eco-friendly step that helps your business reduce its carbon footprint year-round, enroll in paperless billing at aps.com/payprograms.

Sincerely,



Stacy

Stacy Derstine
VP Customer Service and
Chief Customer Officer

APS Has a Rebate for That

Get a free energy assessment with recommended money-saving upgrades and you could qualify for rebates covering up to 90% of the costs. Visit aps.com/express.

BETTER BOTTOM LINE



For healthcare facilities, new medical technologies continue to improve patient care, but they often increase energy use. Our energy efficiency program, Solutions for Business, offers a variety of ways to help offset these additional energy costs including rebates toward upgrading essential equipment such as lighting, HVAC, pumps and fan motors. These savings can be reinvested in higher-quality patient care.

New energy-efficient lights produce high-quality and balanced lighting, improving safety in the facilities. Plus, the modern ventilation in the rooms improves the air quality. All of this can result in better patient outcomes.

Visit aps.com/betterbiz to see the success stories of businesses that have benefitted from our rebate programs, including Banner Health, Fry Laboratories and LifeStream Independent Senior Living. And stop by aps.com/betterbottomline for more energy-saving tips.

WHO KNEW?

Our free Business Energy Analyzer tool will help you understand how your business uses energy and provide you custom recommendations on ways to lower your operating costs. In just 10 minutes, you can learn which rebates from our Solutions for Business program will save you the most. Try it today at aps.com/bea.

SAFETY FIRST

If you're ready to tackle some DIY projects at your business, please take a few precautions:

- Don't use light-duty extension cords for commercial work
- Make sure breakers are open before performing any indoor electrical work
- Stay 10 feet away from power lines when building anything outside