

APS- Frequently Asked Questions^{(Rate Plans,}

Time-of-Use, Demand, Adjustors, Rebates and Cost Savings Tips) Rate Plans

What rate plans does APS offer?

We have three [residential rate or service plans](#):

- [Fixed Energy Charge Plan](#): This is a plan where the price of energy is the same no matter the time of day or day of the week. For some customers, this type of plan may cost a little more in return for the convenience of a fixed rate all day versus the time-of-use plans that offer lower-cost off-peak hours. Customers on the Fixed Energy Charge Plan can save money by reducing overall energy use each month.
- [Time-of-Use 3pm-8pm Weekdays](#): This is a plan where the price of energy is based on the time of day and day of the week. Weekdays are divided into off-peak and on-peak hours, for purposes of these plans. During off-peak hours, the price for energy is lower than the standard plans; it is higher during on-peak hours. You can save money on a time-of-use plan by using less energy during the higher-cost hours. (See [“On-Peak and Off-Peak Hours”](#) for more details)
- [Time-of-Use 3pm-8pm Weekdays with Demand Charge](#): This is a plan where the price of energy is based on the time of day, day of the week and includes a charge for your highest one hour of use between 3-8pm weekdays within the one-month billing period. These plans have the lowest pricing for energy per kilowatt-hour but the added cost of a demand charge. The price you pay for electricity in any billing period will vary depending on your demand charge for that period as well as how much energy you use in on-peak and off-peak hours. You can save money on a time-of-use with demand plan by using less energy during the higher-cost hours and staggering or delaying the use of major appliances (e.g., washer, dryer, dishwasher, oven) and heating and cooling across higher-cost hours. (See [“Demand”](#) for more details)

How can I determine which plan is best for me?

Some customers will choose a plan based on their needs or preferences. For example, some customers may choose the Fixed Energy Charge Plan if they cannot or do not want to adjust their energy usage for on-peak and off-peak hours. Customer can [review the plans](#) and choose the one that best fits their lifestyle. Change plans anytime by logging in [aps.com](#) or by calling our customer care center at 602-371-7171 in metro Phoenix (800-253-9405 other areas).

How does the Fixed Energy Charge Plan work?

On this rate plan, your monthly energy charge is based on the amount of energy used for the month, no matter the time of day or day of week it's used. This rate plan has the same rates year-round. Your usage tier is based on your average monthly energy use throughout the year. Initially, your tier will be determined based on your past annual energy use. We will review your usage annually to determine if you are on the right tier. If you're reassigned to a different tier, your first affected bill will be the January bill. You are eligible for a one-time waiver to maintain your current usage tier if you wish.

Tier 1: 600 kWh or less – 11.298¢/kWh

Tier 2: 601-999 kWh – 12.282¢/kWh

Tier 3: 1,000 kWh or more – 13.478¢/kWh

On-Peak and Off-Peak Hours

What is a time-of-use plan?

A time-of-use plan is a rate plan where your monthly energy charge is based on the time of day and/or day of week when you use energy. Rates are higher during on-peak hours, 3pm-8pm weekdays, but lower all other off-peak hours. Some of these plans also offer even lower, super off-peak rates from 10am-3pm weekdays during winter months (Nov-Apr bills). On-peak hours are between 3pm and 8pm because more energy is used at that time. As a result, more energy needs to be produced so energy costs more, while during off-peak hours less energy is used and it costs less.

Note: Later in 2022, the on-peak window for time-of-use (TOU) plans will shift from five hours to three hours. Customers will receive communications about this change before it occurs.

What are the on-peak and off-peak hours?

The higher-cost hours (called on-peak hours) are from 3-8pm weekdays, other than 12 designated holidays throughout the year. Get lower rates at all other times (called off-peak hours): before 3pm and after 8pm weekdays, all day on weekends and all day on the 12 holidays.

The holidays are New Year's Eve, New Year's Day, Martin Luther King Jr. Day, Presidents Day, Cesar Chavez Day, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving Day, Christmas Eve and Christmas Day.

With the exception of Christmas Eve and New Year's Eve, if these holidays fall on a Saturday, the preceding Friday will be off-peak. If they fall on a Sunday, the following Monday will be off-peak. Christmas Eve and New Year's Eve are off-peak holidays only when they fall on a weekday. (Weekends are always off-peak.)

What are super off-peak hours?

The Time-of-Use 3pm-8pm Weekdays plan and Time-of-Use 3pm-8pm Weekdays with Demand Charge plan have super off-peak hours in the winter months – your November through April bills. Super off-peak hours have the lowest off-peak energy rates from 10am-3pm on weekdays (excluding holidays). This is a great time to use energy at a lower cost.

How do you save money on a time-of-use plan?

You can save money on this rate plan by shifting use of some major appliances like the washer and dryer, dishwasher and oven to lower-cost off-peak hours, using less energy during the higher-cost on-peak hours, between 3-8pm weekdays. Avoid using some major appliances during higher-cost hours. For example, run your dishwasher after 8 pm, do laundry before 3 pm or on weekends and use a programmable or smart thermostat to pre-cool or pre-heat your home during off-peak hours.

Which plans are your time-of-use plans?

[Time-of-Use 3pm-8pm Weekdays](#) is the available residential time-of-use plan. The Time-of-Use 3pm-8pm Weekdays with Demand Charge is also a time-of-use plan that includes a demand charge. (See ["Demand"](#) for more details)

Demand

What is demand?

Demand is your highest hour of energy use during on-peak hours, 3pm-8pm weekdays within the one-month billing period. It is measured in kilowatts (kW).

What is a demand charge?

A demand charge is displayed as a separate line item on your bill. It is your demand (your highest hour of energy use during on-peak hours, measured in kilowatts or kW), multiplied by a charge per kilowatt. The charge per kilowatt varies by season. For example, in summer the demand charge is \$16.870 per kilowatt on our Time-of-Use 3pm-8pm with Demand Charge plan.

What is a demand rate or demand plan?

This is a rate plan where your monthly energy charge is based on the time of day/or day of week when energy is used, plus a monthly demand charge for the highest full hour of usage during on-peak hours, 3pm-8pm weekdays. This plan offers our lowest electricity prices per kilowatt-hour but adds the cost of the demand charge. Some of these plans also offer even lower super off-peak rates during winter months (Nov-Apr bills), 10am-3pm weekdays. Customers have the potential to save the most on this plan, by using less energy during the higher-cost hours and minimizing the demand charge by staggering or delaying the use of major appliances, heating or cooling so they don't all run at the same time during higher-cost hours.

How does demand impact my bill?

On a demand rate, the demand charge is one of the most important components on your bill. The lower you can keep your demand, the lower the demand charge. For example, on the Time-of-Use 3pm-8pm with Demand Charge plan in summer, the demand charge is \$16.870 per kilowatt. If you use 5 kW during your highest-use on-peak hour in a month, your demand is 5 kW and your demand charge would be \$84.35 (5 X \$16.870). If you lowered your demand to 4 kW by shifting energy use to off-peak hours and/or staggering the appliances used across on-peak hours, the demand charge would be \$67.48 (4 X \$16.870).

How can you save on a demand rate?

Customers who select a time-of-use with [demand plan](#) are willing to shift more energy

use to lower-cost off-peak hours and stagger the use of major appliances like the washer, dryer, dishwasher and oven during the higher-cost on-peak hours, between 3pm-8pm weekdays. Manage cooling and heating and avoid using some major appliances during higher-cost on-peak hours. If you do use some of these appliances during on-peak hours, try not to run them at the same time. You can use [this chart](#) to see how different appliances affect demand. Because demand is set by your highest hour of on-peak usage in the month, you can keep your demand lower by shifting electricity use to off-peak hours, spreading out usage during on-peak hours, and not using a lot of electricity in the same hour.

What plans have a demand charge?

The two residential time-of-use with demand rate plans are Time-of-Use 3pm-8pm with Demand Charge and [Saver Choice Plus](#) (customers on this plan can stay on the plan but it is not available to new users).

Where can I see my demand on aps.com or the app?

Log in to your account on aps.com or on the APS app. On aps.com, from the [dashboard](#) you can click “View usage details” and it will show the time and date of your max on-peak hour and the number of kilowatts you used during that hour. This number determines your demand charge for the current billing period. You can also find the link in the menu under “Account” then click My account summary. On the app, click “Usage” in the lower menu and then “Your detailed energy usage.” You can also find your demand on your monthly bill, on page 3 under “Your billed on-peak demand in kW.”

Adjustors

What are adjustors?

Adjustors are a part of the overall cost of energy but noted as separate line items on your bill. Unlike base rates that change every few years, the adjustors can change annually – going up or down – pending approval by the Arizona Corporation Commission. Examples include the Power Supply Adjustment, which covers costs or savings for fuel and purchased power, and the Renewable Energy Adjustment Charge, which funds renewable energy projects.

How do adjustors impact my bill?

An adjustor is a charge, or a credit, based on the number of kilowatt-hours used in a month or in some cases the maximum on-peak kilowatts (demand). The bill increase or decrease based on this charge will vary depending on your energy usage.

Rebates and General Cost Saving Tips

Where can I find rebates for energy efficiency upgrades?

Information about rebates for upgrades like AC installation, smart thermostats, duct repair and more is available at aps.com/rebates. Or visit [APS Marketplace](#) for information and special offers on energy-efficient products.

What are other ways I can conserve energy or lower my bill?

Get savings tips and tools, like our Energy Analyzer survey, which will provide customized tips for greater energy efficiency in your home, at aps.com/save.

Where can I get help to pay my bill?

If you or someone you know is struggling to pay the energy bill, we're here to help. We offer assistance programs and resources to reduce your monthly payment or pay down the bill. Visit aps.com/assistance to learn more.