



July 13, 2021

PLANNED POWER OUTAGE SCHEDULED FOR YOUR AREA

Dear Valued APS Customer:

As part of our ongoing efforts to provide reliable service in your area, APS and our contractors will be completing upgrades to the electrical facilities in your area.

While it is always our goal to minimize service interruptions, safely completing this work requires a 2-hour planned outage. Please be aware that outage start and end times depend upon weather and other construction-related issues; we make every effort to adhere to these schedules.

Start Date and Time	End Date and Time
Tuesday, July 20, 2021 at 11:00 PM	Wednesday, July 21, 2021 at 1:00 AM

We recommend the following actions during the outage:

- Keep refrigerators and freezers closed as much as possible;
- Remove your vehicle from garages or shops equipped with power doors;
- Before the scheduled start of the outage, turn off or unplug sensitive electronic equipment such as computers, audio/visual equipment, etc.
- Notify your security monitoring system if you have one; and
- Make appropriate arrangements if you have special conditions that may be affected by an electrical outage.

While the majority of work is completed without disruption to customers, the system improvements we are performing require us to temporarily turn power off to ensure crews can complete the work safely. We apologize for this necessary disruption and want to assure you we will take all steps necessary to complete the work in a timely manner.

If you have any questions, please contact the APS Customer Care Center at 602-371-7171. Customers outside of the metropolitan Phoenix area may call APS toll free at 1-800-253-9405. Please reference TOA # 073885.

You can also view information about outages throughout the APS service area and receive text and/or email alerts about estimated restoration times. These notifications will be sent to you at the beginning of the outage, when key information is updated and when power is restored. To sign up for this free service, visit aps.com and follow the easy, step-by-step instructions. Or download the aps.com mobile application on your smart phone or mobile device.