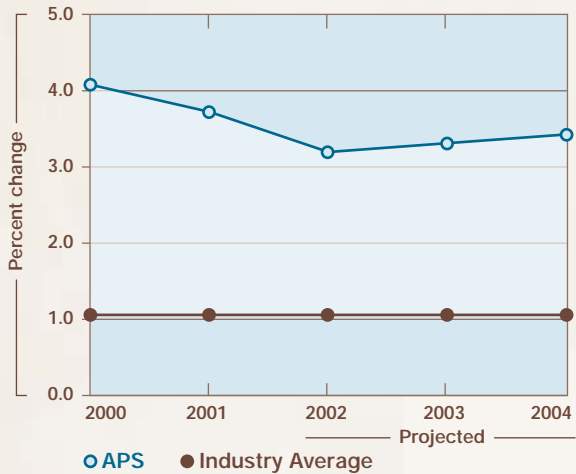


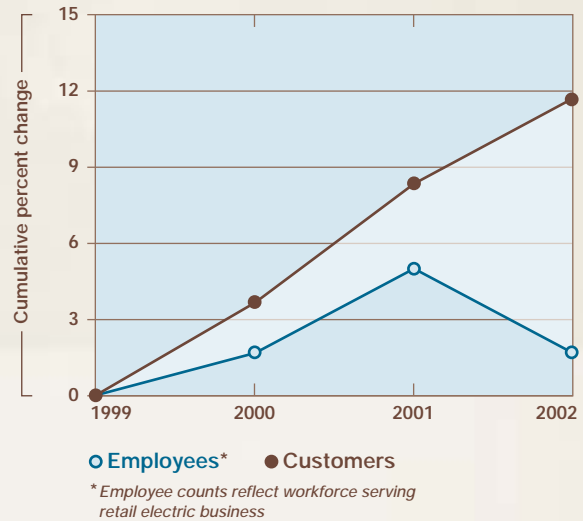
We continue to experience unique customer growth – about three times the industry average...

APS CUSTOMER GROWTH



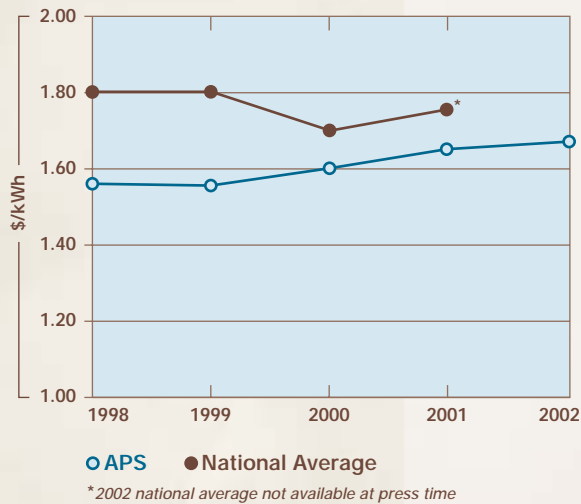
Though we're rapidly adding customers, increasingly efficient operations have helped keep workforce increases minimal...

CUMULATIVE PERCENT INCREASE OF CUSTOMERS AND EMPLOYEES SINCE 1999



These efficiencies have also allowed us to keep power plant production costs below national averages...

COAL AND NUCLEAR PRODUCTION COST



And our customer satisfaction scores continue to improve, ranking at or near the top of the western region.

CUSTOMER SATISFACTION RANKING

