



community & customers

Pinnacle West in the Community

At Pinnacle West, we believe the development of communities is one of the cornerstones of civilization. We believe it is also a principle that underlies the success of our company.

As a good corporate neighbor, we understand we play a role that goes beyond simply providing reliable electricity and excellent service. We embrace the role of collaborator and partner with the communities we live in and serve — not only because it is the right thing to do — but because we realize that the strength of our company parallels the strength of our state, its economy, its communities and its residents.

At APS and Pinnacle West, giving back to the community means more than simply writing checks to support organizations. Instead, we choose to take a more proactive approach. We have for the past 120 years, chosen to be an integral part of what goes on around us, and that commitment will never change.

As you'll find throughout this report, our family of companies are inextricably tied to the communities we serve. From our programs for supporting children and education; to our commitment to helping small and minority-owned businesses; to our patronage of the arts and culture; to our encouragement of economic development, APS sees itself as an active participant in the continued well-being of our entire state.

But while our various programs are the vehicles we use to give back, our dedication to the community is showcased best through the sweat equity of employees who represent our company each day. Our employees serve on the boards of some of the most important organizations in the state and spend thousands of hours volunteering at events and on organizations that make an impact on the lives of many of our neighbors.

Each year, our employees distinguish themselves and our company through their support of the United Way and other charitable organizations. Each year our employees and corporation donated millions of dollars in community support; dollars that are channeled directly into the hands of social service organizations that are making a difference each day.

We will always consider community involvement an integral

part of our company's culture and place it at the head of our sustainability efforts.

Community Support

Pinnacle West and its family of companies share a partnership with the communities they serve. Community involvement is an integral part of our company's culture and we encourage each employee, from the newly-hired to our officers, to actively participate in community events and issues. From corporate giving to volunteering to public safety programs, the company participates in the community on many levels. As you'll see in this section, the company is proud to be a good neighbor and partner and is inextricably tied to the health and vitality of this state and its communities.

Charitable Giving

APS Volunteer Matching Gifts Program

One only need look at projects like the APS Volunteer Matching Gifts program as a benchmark of the company's spirit of giving. The APS Volunteer Matching Gifts program encourages and recognizes the generosity of employees, retirees and company board members who volunteer their time and talents to educational, cultural, environmental, health and human services and community-development organizations dedicated to enhancing our quality of life.

In 2006, the Volunteer Matching Gifts program yielded more than \$30,000 for non-profit organizations in addition to the hundreds of volunteer hours put in by employees. The program provides \$125 grants to qualified non-profit agencies getting at least 25 volunteer hours from APS employees. It also matches any financial gift from an employee to a qualified non-profit organization by providing 50 cents to every employee dollar, up to \$1,000.

Charitable Giving

Through its Corporate Giving program, the company cherishes a leadership position in corporate citizenship in Arizona. We support non-profit organizations with a 501(c)(3) Internal Revenue Service tax exempt status through cash and/or in kind services. We support our communities in five strategic areas: health and human services, community development, education, arts and culture and the environment.

2006 Community Giving

Arts & Culture	\$640,384
Community Development	\$1,554,483
Education	\$978,382
Environment	\$50,142
Health & Human Services	\$1,696,216

***\$4,919,607**

2006 APS Foundation Giving \$1,448,000

2006 Total Giving \$6,367,607

**Total includes APS and SunCor charitable giving, but does not include in-kind giving or volunteer hours. The above cash donations are from the company and do not include any donations made by our employees.*

APS Corporate Giving does not fund individual requests, charter or private schools, religious, political, fraternal, legislative or lobbying efforts or organizations, travel related or hotel expenses, private or family foundations, private non-profit organizations, salaries and/or debt reduction. APS prefers to give directly to recipient organizations/agencies.

PNW reported a net income of \$327,255,000 in 2006. Therefore the percentage of net income donated to charity is approximately 1.95%.

In-Kind Giving

In addition to cash donations and employee volunteerism, Pinnacle West provides a high level of support to community organizations through in-kind giving, especially printing services. In 2006, the company produced 258 in-kind printing projects to community organizations, with an estimated total market value of \$407,535.

Volunteerism

The APS Volunteer Program is active in the more than 200 cities and towns in Arizona served by APS as well as northwestern New Mexico, where APS is a major employer. All it takes for a community, school or other non-profit organization to benefit from the APS Volunteer Program is the presence of a single employee or retiree who wants to contribute his or her time and talents to help others. APS employees, friends and family donated nearly 170,000 hours in 2006. The APS Volunteer Program sponsors and supports efforts ranging from non-profit organizations supported by small, loosely organized teams to projects that involve hundreds of employees, retirees and their families in dozens of communities.

Volunteer projects may be initiated by employees anywhere in the company, regardless of their job classification, work location or time with the company. APS also has a full-time Volunteer Program Coordinator whose job includes identifying and organizing volunteer projects and partnerships.

APS employees volunteer activities range from helping at clothing and food drives and Special Olympics to mentoring in schools, coaching amateur athletics, serving on boards of directors and as members and docents for hospitals and museums. APS also sponsors one-time projects such as parks trail building, neighborhood cleanups and community fund-raisers.

Sponsored activities must meet APS' general standards for social responsibility, wise use of resources and positive impact on APS customers or employees. Optimally, APS prefers to direct its resources to service efforts and organizations in health and human services, youth and education, arts and culture, the environment and community development.

Below, we've included a list of only a handful of the many projects and hours invested by APS volunteers. In many instances, these charitable projects span more than a decade, bringing annual support to non-profits. Frequently, APS volunteers are leaders setting the course for these events. Among the most notable are the chambers of commerce, United Way, the Boys and Girls Club and the Fiesta Bowl. But the list, which isn't comprehensive, doesn't begin to describe the hard work of our volunteers:

- American Cancer Society – In February 2006, 11 APS teams totaling 500 APS employees, friends and family members participated in the Climb to Conquer Cancer at Phoenix's South Mountain Park. In August, 75 APS employees, friends and family members made the 7-mile trek up the Arizona Snowbowl near Flagstaff. Through these events, participants raised more than \$55,000 for the American Cancer Society. APS has participated for more than 20 years.
- American Diabetes Association – APS volunteers have been instrumental in the planning and implementation of the ADA's key fundraising events – America's Walk for Diabetes, Tour de Cure and Team Diabetes. Jack Davis, APS CEO, served as Walk chairman in 2004 and 2005. The Power Peddlers, APS bicycle team help plan and participate in the Tour de Cure, and other APS employees served on planning committees. Team APS has contributed more than \$60,000 in donations and in-kind services.
- American Heart Association – in 2006, more than 40 Team APS members participated in the Heart Walk, collecting nearly \$12,000. These funds supported research, education and community outreach by the AHA.
- Back-to-School Clothing Drive Association – APS volunteers impacted the lives of more than 4,300 low-income children through this organization by distributing clothes, shoes and a back-pack filled with personal hygiene items. APS has participated for more than 10 years, and APS employees serve on the board.

- Black Heritage Celebration – Drawing a large attendance, APS volunteers supported this event, which funds two \$1,000 scholarships for Phoenix-area students. The celebration began in 1999.
- Day for Downtown – APS volunteers joined a city-wide effort to beautify downtown Phoenix producing 2,600 community service hours to 19 non-profit organizations and schools. APS employees did interior painting at KEYS Community Center, a non-profit agency that offers pre-school, after-school, youth development and GED programs.
- Holiday Food Drive – APS employees and retirees collected more than \$16,200 and 3,000 cans of food to benefit St. Mary's/Westside Food Bank Alliance. Our employee's generous donations helped provide more than 113,484 meals to families in need.
- Junior Achievement – APS volunteers are directly involved in the education process by being in the classroom and teaching students about topics such as entrepreneurship, personal finance, career exploration and economics. Volunteers also participated in the Hula Bowl, an annual bowl-a-thon, in which APS employees raised \$6,100 in 2006, plus an additional \$615 in company-paid registration fees to send nearly 200 Arizona children to Junior Achievement, a non-profit economic education program.
- Pappas School – Thirty APS volunteers brightened the lives of the 750 homeless children in grades K-6 attending Thomas J. Pappas School by coordinating a Fall Festival, complete with games and face painting by the APS Clown Troupe. In addition, volunteers donated items to stuff goodie bags with healthy treats and hygiene items for each of the kids.
- Ronald McDonald House – For years, APS volunteers have cooked meals for the resident families at Ronald McDonald House. For families with children in the hospital, this is just one way APS Volunteers can make their lives a little less stressful. By providing dinner to the families three times a month, APS Volunteers are helping to feed over 3,000 families per year.
- The Salvation Army – volunteers provided donated items, supported holiday activities such as the Turkey Drive and Christmas Angel project and provided bell ringers. APS employees also serve on the board.
- Santa Letters – More than 90 APS volunteers, also known as Santa's elves, answered more than 700 letters in December from boys and girls of all ages.
- Smoke Alarm Awareness Project – Armed with screwdrivers and fresh batteries, APS volunteers, along with City of Phoenix firefighters, worked to install 340 smoke alarms in one day during the Smoke Alarm Awareness Project. The project was created to install new smoke alarms in homes without alarms and test and change batteries of existing alarms.
- Special Olympics – In 2006, about 60 APS Volunteers helped to coordinate the Special Olympics Indoor Athletics for over 75 special athletes. APS volunteers have participated in this event for more than 20 years, and employees serve on the board.
- St. Mary's/Westside Food Bank Steak Fry – In 2006, 94 APS employees, friends and family cooked, served, and bused tables to fight hunger. Volunteers served 867 people, earning \$15,100 for the non-profit. APS volunteers have worked the steak fry for more than 16 years.
- Susan G. Komen Race for the Cure – Team APS, with more than 170 employees, their family and friends, joined more than 38,000 other participants in downtown Phoenix at the 14th annual Race for the Cure. The event raises money to fund breast cancer treatment and research. Team APS raised more than \$4,000 for the event.

APS Volunteer Clown Troupe

The APS Volunteer Clown Troupe consists of more than 125 employees and family members who each perform a minimum of 50 hours of community service activities annually throughout Arizona and northwest New Mexico.

An outgrowth of APS' volunteer program, the clown troupe was established in 1989 by a group of employees who, through their involvement in volunteer activities, identified the need for a group of creative, positive individuals who could entertain at fundraisers and special events for the elderly, disabled, disadvantaged, children, hospitals and non-profit organizations. The Troupe entertains thousands each year and is widely known in the Valley for its performances in the APS Fiesta of Light Parade, Fiesta Bowl Parade and Parada del Sol.

Corporate Citizenship

Pinnacle West enjoys a tradition of supporting employees who hold elected office in their communities and who serve on the boards of non-profit organizations across the state.

Company representatives work to strengthen business alliances throughout the Phoenix metropolitan area, including membership in the Greater Phoenix Economic Council (GPEC), Greater Phoenix Leadership (GPL), WESTMARC and the East Valley Partnership. In addition, APS is involved in the Valley Business Council, which consists of representatives from all the Phoenix-area chambers of commerce.

The Pinnacle West Government and Federal Affairs department gives APS and Pinnacle West a voice in the law-making process at all levels, focusing on areas such as air quality, education, energy and transportation. Pinnacle West is active in alliances with governors, legislative leaders, trade groups and associations in the West, which focus on western-specific issues. Examples include West Connect, West Associates, Western Business Roundtable and the Western Regional Air Partnership.

The company also funds and supports civic organizations and sponsors events in a number of areas, including the arts and culture, community and economic development, education, the environment, and health and human services. Corporate grants in these areas for 2006 totaled over \$4.2 million. In addition, APS In-Kind donations totaled over \$450,000 in 2006.

Some of the significant company initiatives that address community needs throughout Arizona include:

- The Character Education Initiative, a program that fortifies the lives of America's young people with consensus ethical values called the "Six Pillars of Character" – trustworthiness, respect, responsibility, fairness, caring and citizenship
- The APS Power Players program, an APS program aimed at character-building education, sports-field building and sports-related opportunities for kids. Power Players is a historic partnership between APS, Phoenix Suns and Phoenix Mercury, Arizona Diamondbacks and the Arizona Character Education Foundation
- Statewide crime prevention initiatives such as National Night Out and GAIN (Getting Arizona Involved in Neighborhoods)
- APS' Healthy Students/Healthy Schools Partnership – a cooperative effort among APS, Arizona school districts and hospitals that brings primary healthcare and disease prevention to students in need
- The APS/Phoenix Suns Education Mini-Grants Program. In 2005, the program gave away more than \$10,000 to Arizona students
- The Partners Advancing Student Success© program through which APS, Motorola and Communities in Schools have created a public/private/nonprofit partnership designed to bring business and education together and give students the skills they need to succeed in today's business world
- Diversity activities including the annual Black Heritage Celebration, which is organized and produced by APS employees, as well as partnerships throughout the state with organizations like Chicanos Por La Causa, the Phoenix Urban League, the National Association for the Advancement of Colored People (NAACP), the Chinese Cultural Community, Native American Connections, Valle Del Sol, Friendly House, the National Center for American Business Development and the Opportunity Industrialization Center
- The Challenger Space Center, which fosters science and math literacy and helps students develop the higher-level critical thinking skills. The company also sponsors the Arizona Science Center, teacher memberships, and related field trips and events
- APS Generation's Summer Teachers' Workshop, which provides new and exciting ways to teach about energy while providing real-world experiences about the electric industry from people who work in it every day

Assisting Our Customers

At APS, we have a long history of supporting the communities where we live and work. And we take our role as a corporate citizen very seriously. Through various programs such as Project SHARE, the Energy Support Program and our Low-Income Weatherization Program, we help customers who are in financial need afford much-needed energy services.

Project SHARE (Service to Help Arizonans with Relief on Energy) is an emergency fund created to help those who find themselves in a financial emergency and are unable to pay their energy bills. It is for those families who face unexpected financial hardships such as unemployment, a death in the family or unexpected medical expenses, and who have exhausted other potential sources of assistance and received a disconnect notice.

Managed by The Salvation Army, Project SHARE is a unique community-assistance program with no administrative or pass-through costs. One hundred percent of the funds collected are used to help those in need. The Salvation Army selects the recipients and disburses the funds after they assess a family's needs. APS' participation in Project SHARE is funded by employees, retirees, shareholders and customers of APS. APS matches employee payroll contributions to the plan dollar for dollar.

APS' E-3 and E-4 Energy Support Program offers a discount of up to 40 percent off the cost of electricity for customers that meet certain income guidelines. The income guidelines are based on 150 percent of the federal poverty guidelines as determined by the Department of Economic Security (DES). DES is responsible for processing the application and determining the eligibility of the applicant.

E-3 customers get a discount based on the number of kilowatt hours (kWh) used each month. The discount varies depending on how much electricity is used each month. Additionally, customers on E-3 are insulated from Power Supply Adjuster (PSA) charges, which is a commonly used mechanism that allows utilities to recover from customers the actual and reasonable costs of power supplies. The PSA is adjusted annually – up or down – based on the prior year's actual fuel and purchased power costs. E-4 customers must have electrically operated medical equipment, such as oxygen generators, and the discounts are applied to a larger number of kWh. The discounts range from 13 percent to 40 percent. E-4 customers also are exempt from the PSA charge and surcharge.

The APS Energy Wise Low-Income Weatherization Program, which began in 1996, has contributed nearly \$4 million toward making 3,000 homes more energy efficient. Some funds have and can be used to assist customers in paying past-due electric bills when the customer is in a crisis situation. Participants must be an APS customer and have a household income of less than 150 percent of the federal poverty guideline. APS works through several Community Action Agencies that identify needy customers, assess their homes for potential energy-efficiency improvements, and install the measures that save energy. APS funds are used in combination with several other funding sources from the federal government and other utilities. Community Action Agencies determine who is qualified to receive assistance.

Measures that typically are installed include insulation, duct repairs, window and door replacement, and evaporative cooler and air conditioner repair and replacement.

Customer Satisfaction

Customer satisfaction is at the essence of everything we do, and because of that focus, we continue to get high marks from our customers. In the most recent J.D. Power and Associates business and residential customer satisfaction surveys, APS ranked second among investor-owned utilities in the West, in overall customer satisfaction.

The company also conducts its own surveys to gauge customer satisfaction. APS' Customer Satisfaction Tracking Survey measures the satisfaction levels of residential, small-to-midsize and large business customers regardless of whether they have had any recent company contact.

Additionally, the company conducts Customer Contact Tracking surveys among its residential and business customers who recently made a transaction through the company's call center, in a business office, or on-line at aps.com. This ongoing customer satisfaction research is used to assess and continuously improve customers' experiences with APS.

Customer service is an area of emphasis in our 2005-2010 APS Business Plan, which states:

We will strengthen our relationships with our customers by providing continued excellent service and responsive products and services. These efforts will allow us to evolve beyond customer satisfaction to true customer loyalty. Customer loyalty becomes critical especially in light of our high growth, when customers must act as references for activities such as franchise elections, rate cases, and substation and line sitings. Satisfied customers are pleased with the service we provide them; loyal customers are willing to make a personal investment in APS by supporting our efforts

The Challenge: Our customer base continues to grow at a rate three times the national average. This growth, coupled with ever greater customer expectations, increases the demand on each employee to create sustained value by providing safe, reliable, fairly priced energy; friendly and knowledgeable service; and community involvement. We will measure our progress through customer satisfaction tracking surveys. The rapid growth within our service territory provides both opportunities and challenges

An important part of a sustainable energy future is an educated public. APS provides a variety of information and support services to help our customers become better informed users of electricity. Much of this information is available to the public on our APS Web site (www.aps.com), including:

- Online management of customer accounts
- Residential and Business Energy Survey
- Energy Saving Ideas
- Using Energy Wisely
- Home Energy Test (online)
- Energy Use History
- Low Income Rate Plans
- Resources for Realtors

Suppliers

Supplier Code of Conduct

In 2006, Pinnacle West created a new pamphlet called "Doing the Right Thing-Contractors," which communicates our expectations of our contractors with regard to our Ethics Program and Standards of Business Practices. One section of the pamphlet states that our contractors are responsible to help protect the environment by complying with all Company environmental rules and practices, as well as all federal, state, county and municipal environmental laws and regulations. The pamphlet is distributed to key contractors in partnership with the company's contract labor vendors. This pamphlet is available for viewing by the public on our corporate Web site (click on the link above).

Vendor Audits

Pinnacle West and APS perform audits of all vendors that provide waste disposal or recycling activities and services to company facilities. This is discussed in the vendor audits of the Waste section of this report.

Pinnacle West Supplier Diversity Program

Supplier Diversity is a significant part of APS' business strategy locally, regionally and globally. As a major purchaser of goods and services, APS has a significant opportunity to facilitate diverse business growth and to strengthen the state and local economies in all our customer service areas. APS' success depends on our ability to understand our diverse consumers' needs and to work effectively with customers and suppliers.

We have a strong commitment towards supporting the development of Minority and Women Owned Business Enterprises (MWBE). This includes educating and informing APS employees with purchasing authority, setting specific MWBE targets, and providing mentoring and other assistance to MWBE suppliers. While every department has responsibility to help meet our MWBE goals, we have also established an internal department, the Supplier Diversity & Development (SDD) Team, which is committed to facilitating and expanding competitive business opportunities with Minority, Women, Veteran, Service-Disabled Veterans and HUBZone Enterprises primarily in Arizona and the Southwest.

Our efforts are driven by the diversity of the communities, in which we live and serve. We work with these diverse suppliers to provide greater value, innovative thinking and improve the availability of competitive goods and services to Pinnacle West. Our success is attributed to strategic relationships built on direct, honest and equitable communications.

Visit the Pinnacle West Supplier Diversity and Development Program online to learn more.

2006 PNW MWBE Targets and Results

As shown in the chart below, PNW set an aggressive MWBE spending target in 2006, and exceeded that target by over \$5 million dollars. PNW's MWBE program is a major driver for MWBE business development in Arizona.

	Direct	Indirect	Total 2nd Tier Spend
1ST QTR	\$ 703,132	\$ 12,726,873	\$ 13,430,005
2ND QTR	\$ 718,021	\$ 12,346,754	\$ 13,064,775
3RD QTR	\$ 896,874	\$ 13,346,734	\$ 14,043,608
4TH QTR	\$ 699,984	\$ 11,184,464	\$ 11,884,428
Totals	\$ 2,817,991	\$ 49,604,825	\$ 52,422,816

	2005 Totals	Corporate Minimum Target	Corporate Stretch Target	Year End 2006
Palo Verde	\$7,746,328	\$7,950,000	\$8,125,000	\$10,763,182
Cholla	\$325,323	\$695,000	\$787,000	\$387,552
Four Corners	\$5,124,418	\$6,275,000	\$6,645,000	\$5,574,561
Redhawk		\$295,000	\$320,000	\$1,069,316
Saguaro		\$82,000	\$88,000	\$72,688
Yucca		\$52,000	\$58,000	\$29,198
West Phoenix		\$308,000	\$340,000	\$702,170
Ocotillo		\$157,000	\$175,000	\$352,357
Sundance		\$69,200	\$95,000	\$135,114
Gen Engineering (Meyer)		\$448,000	\$500,000	\$405,188
Gen Other	\$1,055,323			
CO 75 PWED	\$1,834,692			
TOTAL GENERATION	\$16,116,064	\$16,331,200	\$17,135,000	\$19,501,770
DELIVERY	\$12,264,378	\$10,440,000	\$11,175,000	\$15,781,711
CO 20 PWR MARKETING	\$1,983,043	\$2,835,000	\$3,010,000	\$32,055
Finance	\$1,732,421	\$1,699,000	\$1,740,000	\$2,745,982
Corporate Business Services	\$11,658,461	\$8,275,000	\$10,004,000	\$10,364,991
Finance and Planning	\$10,962	\$9,800	\$11,000	\$30,651
Law and Business Practices	\$321,397	\$255,000	\$275,000	\$308,329
TOTAL SHARED SERVICES	\$12,812,975	\$10,238,800	\$12,030,000	\$13,342,669
CO 80 APSES	\$360,816	\$595,000	\$650,000	\$625,537
MWBE SPEND TOTALS	\$43,646,933	\$40,500,000	\$44,000,000	\$49,301,996

2006 Subcontractor Utilization

APS assures that the clause entitled: "Utilization of Small Business Concerns" will be included in all subcontracts that offer further subcontracting opportunities, and all subcontractors (except small business concerns) who receive subcontracts in excess of \$500,000 (\$1,000,000 for construction of any public facility) will be required to adopt a plan that complies with the requirements of this plan. We urge our prime contractors and major suppliers to support supplier diversity by providing opportunities to small business subcontractors and suppliers to the greatest extent possible.

2006 Second-Tier Spending

APS encourages our major suppliers to incorporate the strategic advantage of utilizing MWBE's by offering subcontracting opportunities both directly and indirectly for products and services. APS also directs them to utilize whenever possible qualified and certified MWBE's from available existing resources. We also request that our suppliers and contractors submit quarterly reports on their MWBE utilization activities in Second Tier reports to APS.

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APS Academy for the Advancement of Minority and Women-owned Enterprises (AAAME)

Since 1997, APS has solely funded, designed and administered an innovative and successful business mentoring program that has assisted more than 100 small, minority and/or women owned business to grow in Arizona. The APS Academy for the Advancement of Small, Minority and Women Owned Enterprises, also known as AAAME is offered at no charge to its participants. The AAAME program was developed on the idea that APS could 'do more'; that APS could lead the community in providing innovative ways to assist minority and women owned business in addition to its successful Supplier Diversity Program.

AAAME is an integrated and focused business mentoring program combining business skill training, one on one mentoring, group projects, peer to peer networking and support with individualized goal setting and action plans. It utilizes many resources from the community as presenters, advisors and curriculum collaborators to provide implement able solutions and guidance to the AAAME CEOs. AAAME participants attend group meetings twice a month and advisor meetings at least once a month during their two year commitment to AAAME. As a result, many AAAME companies have experienced growth in gross revenues and net profit, an increase in employees, the ability to lease or purchase additional commercial space and many other significant goals. They have been honored through out the community for their business success and are seen as the new leaders of our community.

Public Safety

The safety of our customers and the general public is our top priority. We staff a Public Safety department to ensure the public is safe and informed about any possible dangers of electricity.

Both our Customer Service and Public Safety departments work to ensure our customers have access to accurate information on the proper use and handling of electricity. In an effort to educate and protect children, our Public Safety employees target students throughout Arizona through an outreach program aimed at safety and awareness. The department also has reached hundreds of maintenance workers, city employees, firefighters and arborists with targeted electrical safety presentations.

The Energy Delivery organization maintains three electrical safety trailers that provide live demonstrations of the potential danger of electrical conductors and the dramatic impact of electrical current on living tissue to audiences across Arizona..

Emergency Response

At Pinnacle West and APS, we train our employees and continually improve and test our systems in order to be ready for emergencies.

APS employs and trains fire and emergency response teams at the Palo Verde Nuclear Generating Station plant and the Four Corners and Cholla coal plants. Emergency response plans at each facility detail the roles of APS employees in responding to emergencies. We actively participate in local emergency planning committees and provide emergency planning and on-site chemical storage and hazard information to state and local agencies through SARA (Superfund Reauthorization Act of 1986) Tier I and Tier II reports.

The Palo Verde Nuclear Generating Station annually provides neighbors with information on plant operations, emergency planning zone maps, emergency classifications, important telephone numbers, procedures, locations of care centers and suggested protective actions. Palo Verde also conducts joint emergency planning drills with local, state and federal emergency response agencies at least twice per year.

The APS Energy Delivery and Sales division also maintains an emergency response plan that helps the organization quickly respond to disasters, both natural and man-made. Periodic reviews and drills help the division improve its emergency response procedures for use during potentially dangerous emergency outages.

PNW and APS also cooperate with local fire and police departments, and state and federal emergency response agencies in homeland security planning, and participates in periodic drills with various agencies, particularly with respect to electric utility system security issues.