

SUSTAINABLE

**CORPORATE
RESPONSIBILITY
HIGHLIGHTS**



VISION

Creating a Sustainable Energy Future for Arizona

This brochure contains forward-looking statements based on current expectations. Learn more at **PinnacleWest.com** under Corporate Responsibility.

DEFINING SUSTAINABILITY

*At Pinnacle West and
our primary subsidiary,
Arizona Public Service,
we define sustainability
as working to meet
business needs with
practices that balance
a **healthy environment**,
a **vibrant economy**
and **strong communities**
for future generations.*



*"We see incredible things ahead for Arizona and are
excited to power our state's future with electricity that
is 100 percent clean and carbon free by 2050."*

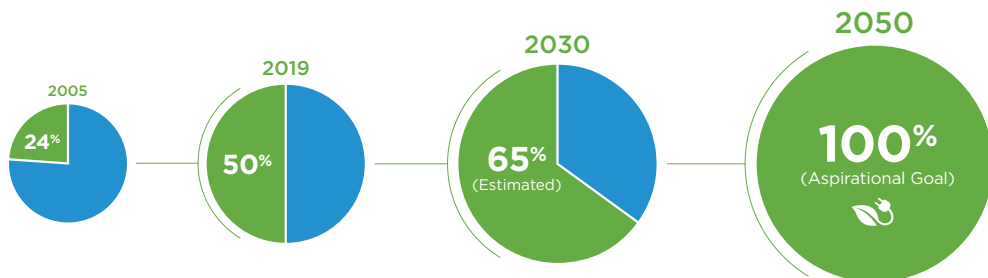
JEFF GULDNER

Chairman, President & Chief Executive Officer
Pinnacle West Capital Corporation

CLEAN ENERGY

We've set a bold goal to provide **100% clean, carbon-free electricity by 2050**

OUR CLEAN ENERGY COMMITMENT



Clean resources will make up **65% of our energy mix by 2030**, with 45% of our generation portfolio coming from renewable energy



We will **end our use of coal-fired generation by 2031**, seven years sooner than previously planned

Visit aps.com/cleanenergy to learn more



Palo Verde Generating Station, the nation's **largest clean energy resource**, will continue to be a foundational part of our energy mix

We **reduced groundwater** use by 22% compared to 2014

We reduced nitrogen oxide emissions at the Four Corners Power Plant by 88% since installing **new emission controls** in 2018

We are one of only 10 U.S. companies and the only electric utility in North America on climate research provider **CDP's A Lists** for both climate change and water security

Energy Intelligence named us one of the world's **Top 100 Green Utilities**

CUSTOMERS & COMMUNITY

Our customers count on us for **clean, reliable** and **affordable** energy

\$11.68
↓

Since January 2018, **average monthly bills are down \$11.68**
(a 7.8% decrease)



Customers benefit from **strong reliability**—consistently in the top 25% of utilities nationwide



Our resiliency efforts include an aggressive **fire mitigation program** to clear vegetation around high-risk poles

18,000+

Cool Rewards smart thermostats help customers maximize savings and soak up solar energy at midday



We offer a 25% **discount for limited-income customers** and allocated \$2.75 million in crisis bill assistance in 2019

Arizona is our home and giving back is an important part of our culture



\$9.8 million contributed to **teachers and charitable organizations** in 2019, including \$2.3 million to partners that provide basic needs such as food and shelter



An estimated **90,000 hours volunteered** by our employees to causes important to them, including Habitat for Humanity and St. Mary's Food Bank



\$2.4 million **donated by employees** to community nonprofits through our Community Services Fund



Maricopa County NAACP **Corporation of the Year** in recognition of our corporate citizenship and work promoting equality

VIBRANT ECONOMY

*We're ready to support
a **growing Arizona** now
and into the future*



**We expect to serve
an additional 400,000**
residential customers
by 2035



Phoenix is the **fastest-growing
city** and Maricopa County
the fastest-growing county
in the country



Numerous data centers,
including 3 world-class
facilities from Microsoft,
are choosing to locate
in the West Valley



In 2019, we helped attract
35 companies to our
service territory, creating
an estimated **4,125 new jobs**

Our skilled workforce drives **high performance** to better serve our customers



6,200

dedicated employees power our company, with an average employee tenure of 12.5 years



We signed the UNITY Pledge in support of **full inclusion and equality for all Arizonans**, including gay and transgender people

44% 

of our external hires in 2019 are ethnically or racially diverse



The Department of Labor's HIRE Vets Platinum Medallion recognizes our **commitment to promoting veteran employment**

WHAT'S NEXT

We're **developing innovative** solutions
to meet the changing needs of our customers



Palo Verde is exploring the use of **hydrogen for energy storage** in partnership with Idaho National Laboratory



By pairing energy storage with solar plants, we can deliver **solar energy after sunset**, when customer energy use is peaking



Our **Solar Communities Program** brings the benefits of solar energy to limited-income customers



The Take Charge AZ program is increasing **access to electric vehicle charging** equipment across Arizona

