

PERFORMANCE SUMMARY CHART

2013- 2018

| | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 |
|---|-------------|-------------|--------------|--------------|-------------|--------------|
| EMPLOYEES | | | | | | |
| OSHA Recordable Injuries | 36 | 44 | 43 | 32 | 33 | 36 |
| Employee Engagement Score ¹ | NA | 78% | NA | 81% | NA | NA |
| OPERATIONAL EXCELLENCE | | | | | | |
| SAIFI ² | 0.78 | 0.78 | 0.82 | 0.86 | 0.75 | 0.84 |
| Total Renewable Energy (MWh) ³ | 1,913,285 | 2,710,644 | 2,835,779 | 2,873,099 | 2,905,708 | 2,992,274 |
| Energy Efficiency Savings (MWh) ⁴ | 538,841 | 495,410 | 552,424 | 572,189 | 628,539 | 392,022 |
| Total Energy Sources (MWh) ⁵ | 33,511,000 | 34,447,000 | 35,274,000 | 33,433,000 | 32,762,000 | 32,646,000 |
| ENVIRONMENT | | | | | | |
| Reportable Environmental Incidents ⁶ | 8 | 5 | 4 | 6 | 8 | 3 |
| Environmental Notices of Violation ⁷ | 2 | 3 | 0 | 1 | 3 | 0 |
| Carbon Avoidance (million metric tons) ⁸ | NA | NA | 3.8 | 4.7 | 5.1 | 4.5 |
| Total Water for generation (acre-foot) ⁹ | 116,366 | 112,022 | 110,369 | 101,915 | 107,579 | 106,067.89 |
| CUSTOMERS & COMMUNITIES | | | | | | |
| Total Giving | \$9,606,186 | \$9,930,397 | \$10,684,068 | \$10,000,000 | \$9,800,000 | \$10,800,000 |
| Volunteer Hours | 130,000 | 147,000 | 127,000 | 120,000 | 110,000 | 121,000 |
| SHAREHOLDER VALUE | | | | | | |
| Total Shareholder Returns | 7.9% | 34.5% | -2.0% | 25.3% | 12.7% | 3.6% |
| PNW Earnings Per Share | \$3.66 | \$3.58 | \$3.92 | \$3.95 | \$4.35 | \$4.54 |

1 Employee Engagement Score: Reflects the percentage of employees that feel connected to their own success, success of their teams and the organization as measured by a standardized survey. Surveys are conducted every two to three years.

2 SAIFI (System Average Interruption Frequency Index): Indicates average number of interruptions a customer experiences in a given year.

3 Total Renewable Energy: Includes APS-owned solar, purchase power agreements (solar, wind, geothermal, biogas) and distributed energy.

4 Energy Efficiency Savings: Includes savings generated from customer demand side management programs.

5 Total Energy Sources: Includes total generation production and purchased power.

6 Reportable Environmental Incidents: The number of reports or notices required to be submitted to a regulatory agency due to a violation of an environmental law, regulation, permit or as a result of a spill, release or any unauthorized discharge.

7 Environmental Notices of Violation: A notice received from a regulatory agency that a violation of an environmental law, regulation, or permit has occurred.

8 Carbon Avoidance: Reflects carbon savings from renewable energy, energy efficiency, closing coal units, facility efficiencies and fleet electrification.

9 Total Water: Includes groundwater, surface water and effluent.

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