A New Look for Your Bill.  
A New Account Number.

The Same Safe, 
Reliable Gas Service.  
See inside for an explanation of your new UES bill.

Here’s Why We’re Changing Your UES Bill:

In the effort to keep your gas rates as low as possible, we’re always looking for ways to improve our productivity and control our costs. So we are pleased to announce that we have upgraded our computer system for billing and customer information, helping us to improve our customer service capabilities and enhance efficiency.

As a result of this upgrade, your bill format has changed, and you have been assigned a new account number.

And that’s not all that’s changing. See the back of this brochure for information about our powerful new Web site.

Para obtener información en español, por favor visite uesaz.com o llame al 1-877-UES-4YOU.


Along with the upgrade of our billing and customer information computer system, we have enhanced our UES Web site. Register for “Account Manager” at uesaz.com and you’ll be able to:

> enroll in UES e-bill (receive, view and pay your UES bill online from anywhere, anytime);
> access your most recent 12 months of online bills;
> request a duplicate bill;
> connect, disconnect or transfer gas service;
> update your account information (such as name, phone number and mailing address);
> and more!
Take a Tour of Your New Gas Bill

New and Old Account Numbers — All of the information associated with your old account number will automatically transfer to your new account number. For a limited time, we will display on your bill both your old account number and the new account number that is now in effect. Please use your new account number for all matters pertaining to your UES gas service account, such as correspondence, payments and electronic banking information.

Detailed Listing of Charges — These are the items that make up your bill total, including charges from UES as well as assessments and taxes from various governmental entities.

Meter Reading Information — Here you will find information from your most recent meter reading. If you would like to learn how to read your gas meter, visit uesaz.com.

Payment Processing — Whether you use the U.S. Postal Service or a UES drop box, your check/money order payments are now processed right here in Arizona.

Account Status Bar — This area lists your previous balance, payments, current charges and current balance. It also includes your payment due date and the amount of your bill. What’s more, this section will display information regarding any special programs that you participate in.

Important Account Information — Always check this section to learn about important updates to your account and new services available to you.

Historical Usage Graph — View a 13-month history of your therm usage.

Payment Stub — Please include this stub with your check or money order payment through the U.S. Postal Service or in one of our convenient drop boxes. If you prefer to pay with cash, bring this stub with you. If you are a SNAP automatic payment customer, or pay your UES bill online or via telephone, this payment stub is for information purposes only.

Warm Spirit — You can voluntarily contribute on your bill to assist eligible low-income neighbors with energy emergencies.

Get to Know the Back of Your Bill

Customer Care Contact Information — Here are the Web site address, phone numbers and mailing addresses to get what you need from UES.

Payment Options — UES has a variety of convenient ways for you to pay your gas bill. For a complete listing of courtesy drop box and cash payment agent locations, visit uesaz.com.

Statement Information — This section provides definitions of the most common terms found in the listing of charges.

Billing and Collection Procedures — UES handles delinquent payments, collections, disputes and nonpayment shut-offs according to the rules and regulations that have been approved by the Arizona Corporation Commission. Refer to this section for details.

Change of Mailing Address or Phone Number — Make sure to fill out this section (which appears on the back of your payment stub) if your contact information has changed. If you pay your bill with SNAP, the Web or via telephone, you can change your contact information at uesaz.com or by calling 877-UES-4YOU (877-837-4968).

Receive, view and pay your UES bill online at the new uesaz.com Web site!