



WAYS TO PAY

- **Online at uesaz.com** Log in to My Account and sign up for free payment options (with a checking or savings account) using Auto Pay and/or UES e-bill
- **Pay-by-Phone*** Gas customers call (800) 284-9730; Electric customers call (800) 285-4960 (VISA, MasterCard, Discover, debit card or electronic check)
- **Mail** Gas customers: UNS Gas, P.O. Box 80078, Prescott AZ 86304-8078; Electric customers: UNS Electric, P.O. Box 80079, Prescott, AZ 86304-8079
- **In Person*** at any Walmart, Walmart Supercenter or Walmart Neighborhood Market
- **For more information** visit uesaz.com/customer

*A fee will be charged for this service.



CONTACT US

- **Online at uesaz.com** Find quick answers to common questions or submit a contact form at uesaz.com/contact
- **Phone** (877) 837-4968
TTY for the Hearing Impaired: (800) 842-4681
Para Asistencia in Espanol: (877) 837-4968
Fax: (866) 666-3041
- **Customer Service Phone Hours** Monday to Friday, 7 a.m. to 6 p.m.
- **Automated Phone System** 24 hours a day, 7 days a week

REPORT AN OUTAGE

- Call UES at (877) 837-4968. To report a natural gas leak or emergency, call 911 and UES.



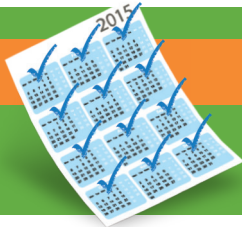
UESAZ.COM

Manage My Account

- Start, stop or transfer service
- View and pay your bill online
- Request a payment extension

Programs & More

- Sign up to go solar with UES
- Review energy saving tips and programs
- Learn how to stay safe around electricity and natural gas
- Get discounts for limited-income customers
- Learn about terms listed on your bill



Equal Monthly Payments

Pay the same amount each month with Budget Billing – a convenient payment option that helps make your monthly bills more manageable. To enroll, visit uesaz.com.

IMPORTANT BILLING INFORMATION

Payment is due no later than 10 days from the date of the bill. Any payment not received within 25 days from the date of the bill will be subject to a late payment charge of 1.5% and will be subject to the provisions of the company's collection and/or electric or natural gas shut-off procedures.

When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic funds transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic funds transfer, funds may be withdrawn from your account as soon as the same day we receive your payment and you will not receive your check back from your financial institution.

A processing fee will be added (or charged) to your account for all payments rejected by your financial institution.

If an account is referred to a collection agency, the customer is responsible for paying all associated fees.

If your electric or natural gas service is shut off for non-payment, you must pay your delinquent bill and a reconnect fee before your service is restored. A deposit or an additional deposit also may be required.

UES cannot guarantee that your electric or natural gas service will be restored the same day you pay.

To determine if electric service has been restored, the main breaker must be in the on position.

OTHER INFORMATION

If your electric service is disconnected at a location other than your meter for issues such as meter tampering, unsafe access, or you have refused UES access to our meter and equipment, a \$150 fee will be charged to reconnect your service.

If you would like to disconnect your service, please call UES at least five (5) business days in advance of the date you wish to have service disconnected. If UES is not notified, service will continue to be billed to the customer of record.

REGULATORY AGENCY

UES' electricity and natural gas rates and regulations are approved by: Arizona Corporation Commission
1200 W. Washington • Phoenix AZ 85007-2996
(800) 222-7000 • azcc.gov



UPDATE MY INFORMATION

Log in at uesaz.com or use this form.

Please change mailing address to:

Email: _____

Sign me up for Plugged In, UES' free quarterly email newsletter.

New telephone number:

Home: (_____) _____

Business: (_____) _____

Cell: (_____) _____

PLUGGED IN™
News You Can Use From UniSource Energy Services

Visit uesaz.com/pluggedin to sign up for our free quarterly email newsletter. Each issue includes information that can help you reduce your energy usage.