

NEW DISCONNECT NOTICE PROCESS

UniSource Energy Services is updating its disconnect notice process this month to more clearly communicate amounts due, due dates and potential service termination dates. The streamlined process will result in fewer mailings to you, adding more clarity and convenience to your bill-payment process.

Historically, UES disconnect notices have been mailed separately from monthly bills. With the new process, notices will be included with the monthly bill.

Additionally, disconnect notices will no longer be mailed to UES e-bill customers. Instead, such notices will be delivered online with customers' bills. However, customers who pay their UES bills online through a bank or other third-party provider will receive printed disconnect notices and bills by mail.

To access and manage your UES account online, visit uesaz.com/customer/

For more information about UES' new notification process, visit uesaz.com/notice



SAMPLE NOTICE

Beginning this month, UES will notify customers of potential disconnection with revised notices that resemble the example below.

PO Box 80079
Prescott AZ 86304-8079

Account: 0000000000
Notice Date: 00/00/2016
Customer Name: JOHN SMITH

JOHN SMITH
1234 W ANY STREET
TOWNSVILLE AZ 85000-0000

TERMINATION DATE	DELINQUENT AMOUNT
00/00/2016	\$54.21

Disconnect Notice

This bill includes a delinquent balance. A minimum of \$54.21 must be paid prior to 00/00/2016. If this amount already has been paid, thank you. If payment is not received before that date, your electric service will be subject to disconnection at any time, with no further notice. Please refer to the accompanying bill for the address(es) subject to disconnection. If you participate in Budget Billing, you would be removed from that program if your service is disconnected.

Please refer to the back of this bill for bill payment options. To determine if this account qualifies for a payment extension, log into My Account at uesaz.com. If you do not already have an account, you can create one using information shown on this bill.

You also can call (877-4YOU-41-877-837-4968) and select "Billing & Payments" and then "Payment Extension" from the interactive voice response (IVR) system to request an extension. Please note that our customer service representatives cannot override payment extension requests denied via the web or the IVR.

If an extension is currently active on the account, the difference between the delinquent balance and extension amount must be paid to avoid disconnection.

If your power is shut off for non-payment, you must pay your delinquent bill, a reconnect fee, and a deposit up to the maximum allowed before your power is restored. There is no guarantee service will be restored the same day you pay.

Para asistencia en Español, el número de teléfono se encuentra al reverso de esta página.

JOHN SMITH
1234 W ANY STREET
TOWNSVILLE AZ 85000-0000

Account	Termination Date	Delinquent Amount
0000000000	00/00/2016	\$ 54.21

Mail stub with payment to:

UNS ELECTRIC, INC
PO BOX 80077
PRESCOTT AZ 86304-8077

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