



Have a Question?

Find the answer on your new UES bill.

We've redesigned your energy bill with more color and more helpful information, including new details about your energy use to help you save money.



Colorful

Clear, simple graphics provide a quick overview.



Comprehensive

Your frequently asked questions, answered.



Personalized

Learn the average daily cost of your energy – and more.



Take a look around.

Billing Period Comparison

A new chart compares information from this billing period to the previous billing period as well as to the corresponding billing period from the previous year:

- Average High Temperature - Weather information based on your zip code.
- Average Low Temperature - Weather information based on your zip code.
- Billing Days - The number of days in your billing cycle.
- Average Daily Usage (kWh) - Your average daily energy usage in kilowatt-hours.
- Total kWh Usage - Your total amount of energy usage, in kilowatt-hours.
- Demand (kW) | *For Information Only* - Your demand, or highest hourly usage during on-peak hours, in kilowatts. This line will begin displaying in summer 2018. The readings are for information only. You will continue to be billed based on your current pricing plan.

2 Ways to Save

A colorful graphic will provide information about time-of-use and demand-based pricing plans, including the current time-of-use hours, to customers not currently on those plans.

Customers on those plans will see related usage information.



PO Box 80073
Prescott AZ 86304-8073

#BWNMMYZ

CUSTOMER EXAMPLE
1234 N MAIN ST
NOGALES AZ 85600

See the Account Details section for information about your participation in programs such as Auto Pay, e-bill and Budget Billing.

1234 N MAIN ST, NOGALES, AZ 85600 Residential Service (Service No. 1234567890) 2/17/17 to 3/17/17 Current Charges \$41.47

2 WAYS TO SAVE

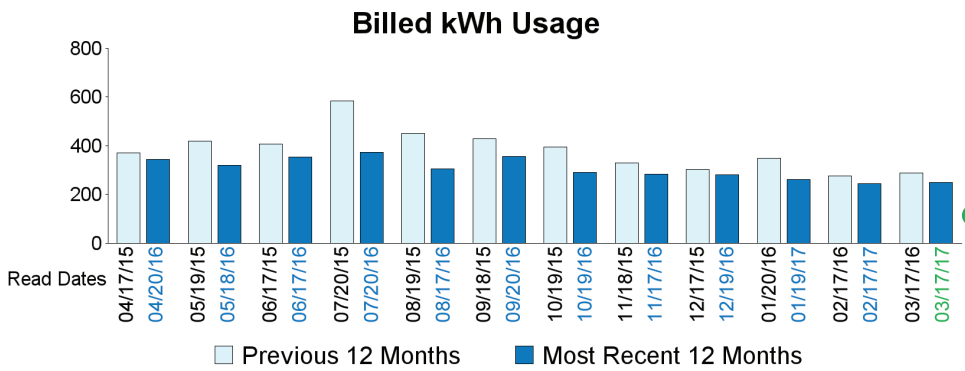
1.

Shift to Off-Peak Hours
Our **Time-of-Use** and **Demand Time-of-Use** pricing plans charge less for usage during most of each weekday and all day on weekends and major holidays.

2.

Level Out Your Load
Choose **Peak Demand** or **Demand Time-of-Use** and save money when you reduce your highest level of hourly usage during on-peak time periods.

TIME-OF-USE HOURS	
Winter: November-April	
6-9 a.m.	6-9 p.m.
off	on
off	on
off	on
Monday - Friday	
off-peak	
Weekends and Major Holidays	



Billing Period Comparison

	Current	Previous	Last Year
Avg High Temperature	75°F	67°F	77°F
Avg Low Temperature	41°F	36°F	40°F
Billing Days	28	29	29
Avg Daily Usage (kWh)	8.93	8.45	9.93
Total kWh Usage	250.00	245.00	288.00
Demand (kW) <i>For Information Only</i>	1.35	1.10	-

View more details at uesaz.com/myaccount or use the UES mobile app.

**Average Daily Cost reflects current charges divided by billing days*

Average Daily Cost*
\$1.48

CUSTOMER EXAMPLE
1234 N MAIN ST
NOGALES AZ 85600

Mail stub with payment to:

UNS ELECTRIC, INC
PO BOX 80079
PRESCOTT AZ 86304-8079



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

Your UES Electric Bill

Account	1234567890
Bill Date	3/20/2017
Previous Amount Due	\$41.06
Payments Received - Thank You!	\$-41.06
Warm Spirit Contributions	\$0.00
Total Current Charges	\$41.47
Adjustments (Corrections, Refunds & Fees)	\$0.00
Total Amount Due 4/3/2017	\$41.47

New Title
Your UES Electric Bill

Total Amount Due
This amount now will be in white against a blue bar so that it stands out more prominently.

History Graph
View up to 24 months of history in a graph that compares your previous 12 months of usage with your most recent 12 months of usage.

On the old bill, just the previous 12 months were displayed.

Average Daily Cost
Your average daily energy cost is highlighted in this green circle.

This figure is based on your current charges divided by the number of days in the billing cycle.

Use this new feature to compare your energy costs to other daily expenses.

Account	Due Date	Total Amount Due	+ Contribution =	Amount Paid
1234567890	4/3/2017	\$41.47		

Warm Spirit contribution
Add a one-time amount or...
Visit uesaz.com for monthly enrollment details.

N 02 1234567890 000004106 D 000004147 D 5

SECOND PAGE:

Continuing Messages

Bill messages that did not fit on the front page will appear at the top of the second page.

Colored Subheads

Subheads under Charges will appear in blue for emphasis and ease of skimming.

Usage Information

Beginning in summer 2018, all customers will begin seeing their on- and off-peak usage in kilowatt-hours (KWH) and their on- and off-peak demand in kilowatts (KW).

From left to right:

- Meter - Your meter number.
- Unit of Measure - KWH refers to kilowatt-hours, and KW refers to kilowatts.
- Next Read Date - Your next meter reading date.
- Read Date - The date on which your meter was read.
- Usage - Measured consumption during the billing period.

Receive a rebate for planting qualified shade trees around your home or business. For more information, visit uesaz.com/trees-for-you.

CHARGES

DELIVERY SERVICES

Basic Service Charge	\$15.00
Basic Service Charge Acquisition Credit	\$1.15 CR
Delivery Charge - 1st 400 kWhs 250.00 @ \$0.03001	\$7.50
Transmission Cost Adjustor- kWh 250.00 @ \$0.00019	\$0.05

POWER SUPPLY CHARGES

Base Power Supply Charge kWh 250.00 @ \$0.05582	\$13.96
PPFAC - kWh 250.00 @ \$-0.002619	\$0.65 CR

SURCHARGES

Renewable Energy Standard Tariff	\$1.75
DSM Surcharge - kWh 250.00 @ \$0.0015	\$0.38
LFCR EE 0.9394% of \$34.71	\$0.33
LFCR DG 0.2424% of \$34.71	\$0.08

TAXES AND ASSESSMENTS

ACC Assessment	\$0.08
RUCO Assessment	\$0.01
City Franchise Fee	\$0.84
State Sales Tax	\$2.14
County Sales Tax	\$0.38
City Sales Tax	\$0.77

TOTAL CURRENT CHARGES - Electric Service \$41.47

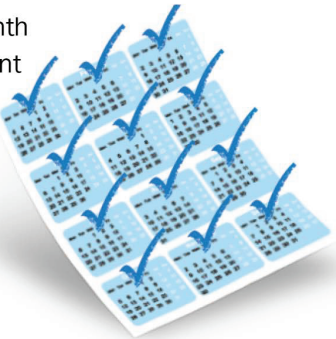
The following table provides details about your electric usage and demand during on and off-peak hours. This information will help you choose the best pricing plan for your lifestyle. For more information, visit uesaz.com/rates.

USAGE INFORMATION

Meter	Unit of Measure	Next Read Date	Read Date	Usage
AMRS-123456	KWH ON	4/19/2017	3/17/2017	60.00
AMRS-123456	KW ON	4/19/2017	3/17/2017	1.35
AMRS-123456	KWH OFF	4/19/2017	3/17/2017	190.00
AMRS-123456	KW OFF	4/19/2017	3/17/2017	1.53

No surprise Budget Billing

Pay the same amount each month with Budget Billing – a convenient payment option that helps make your monthly bills more manageable. We'll divide the cost of your annual estimated electricity usage into 12 equal payments.



To enroll, visit uesaz.com

ACCOUNT DETAILS

Budget Billing: Available
Auto Pay: Available
Warm Spirit: Available
e-bill: Available
Bright Arizona Community Solar: Available
Visit uesaz.com for details about rates and programs.

CONTACT US

Online at uesaz.com
Find quick answers or submit a request at uesaz.com/contact
Phone
(877) 837-4968
TTY for the Hearing Impaired: (800) 842-4681
Para Asistencia en Español: (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

REGULATORY AGENCY

Arizona Corporation Commission
1200 W. Washington Phoenix, AZ 85007-2996
(800) 222-7000 azcc.gov

REPORT AN OUTAGE

Call (877) 837-4968 or log in to My Account at uesaz.com to submit a report online.

WAYS TO PAY

Online at uesaz.com
Log in to My Account and sign up for free payment options.
UES Mobile App
Download our free mobile app for iOS or Android devices from the App Store or Google Play.
By Mail
Send payment to UNS ELECTRIC, INC
PO BOX 80079 Prescott, AZ 86304-8079
By Phone
Call (800) 285-4960 to pay by VISA, MasterCard, Discover, debit card, or electronic check. A fee will be charged for this service.
In Person
Payments are accepted at Walmart. For additional locations, visit uesaz.com. A fee will be charged for this service.
For more information about payment options visit uesaz.com/pay-my-bill.

Account Details

In a blue box in the upper right corner, Account Details will provide information about program enrollment. The word “Available” will appear if you are not participating in a program but could enroll.

Contact Us and Ways to Pay

Under the Account Details box, you will find:

- Contact Us – Phone numbers and Customer Care hours.
- Regulatory Agency – Address, phone number and website address for the Arizona Corporation Commission.
- Report an Outage – Report an outage by phone, online and with the UES mobile app.
- Ways to Pay – Pay online, with the mobile app, by mail, by phone and in person.

Program Promotions

The new design will allow us to promote awareness of programs and services that may interest you.