



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 (Therms) - Your average daily energy usage in therms.
- Total Usage (Therms) - Your total amount of energy usage, in therms.

Natural Gas Safety

Learn how to recognize the signs of a gas leak and who to contact in case of an emergency.



PO Box 80073
Prescott AZ 86304-8073

#BWNMMXC

CUSTOMER EXAMPLE
1234 E MAIN ST
FLAGSTAFF, AZ 86000

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

1234 E MAIN ST, FLAGSTAFF, AZ 86000 R-10 Residential Gas Service (Service No. 1234567890) 7/28/17 to 8/28/17
Current Charges \$60.58

NATURAL GAS SAFETY

Be prepared to recognize the signs of a natural gas leak using your senses of sight, smell, and sound.



Smell: A sulfur-like odor similar to rotten eggs is added to natural gas to make leaks more noticeable.



Sound: A hissing, whistling, or roaring noise.



Sight: Look for dirt blowing from the ground or unusual bubbling from a puddle, creek, or pond.

If you suspect a gas leak, do not use a phone, smoke, flip electrical switches, or strike a match in that area. If you're at home, quickly check to see if a pilot light has gone out or if a burner valve is partially turned on. If you cannot readily locate the source of gas, leave the house immediately.

Once you've reached a safe location, call 911 and UES' 24-hour emergency line (877) 837-4968.

CUSTOMER EXAMPLE
1234 E MAIN ST
FLAGSTAFF, AZ 86000

UNS GAS, INC
PO BOX 80078
PRESCOTT AZ 86304-8078



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

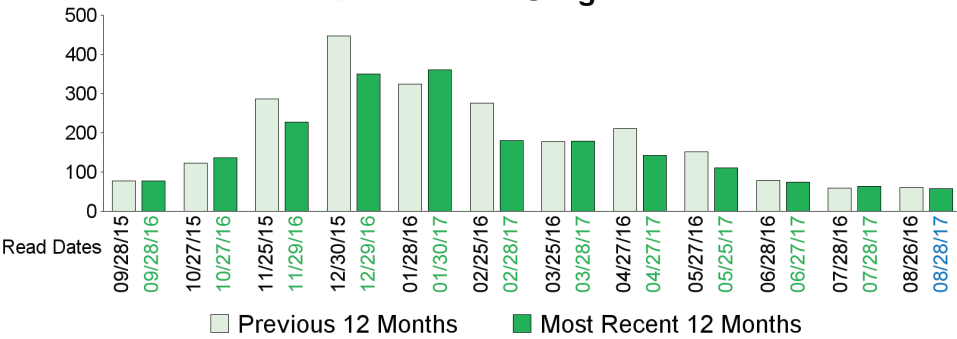
Your UES Gas Bill

Account	1234567890
Bill Date	8/29/2017
Previous Amount Due	\$65.79
Payments Received - Thank You!	-\$65.79
Warm Spirit Contributions	\$0.00
Total Current Charges	\$60.58
Adjustments (Corrections, Refunds & Fees)	\$0.00

Total Amount Due 9/12/17 \$60.58

Additional Financially Responsible: CUSTOMER EXAMPLE

Billed Therm Usage



Billing Period Comparison

	Current	Previous	Last Year
Avg High Temperature	76°F	81°F	75°F
Avg Low Temperature	51°F	53°F	51°F
Billing Days	31	31	29
Avg Daily Usage (Therms)	1.87	2.06	2.10
Total Usage (Therms)	58.00	64.00	61.00

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*
\$1.95



Warm Spirit contribution

Add a one-time amount or...

Visit uesaz.com for monthly enrollment details.

N 03 1234567890 000006579 D 000006058 D 5

New Title

Your UES Gas Bill

Total Amount Due

This amount now will be in white against a green 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 blue 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.

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 green for emphasis and ease of skimming.

Regulatory Information

Regulatory and rate-specific messages will be highlighted in blue above the Meter Information section.

Meter Information

The Meter Information section will appear underneath the Charges section. From left to right:

- Meter - Your meter number.
- Read Date - The date your meter was read.
- Reading - The reading from your meter.
- Metered CCF Used - The amount of natural gas used, in hundreds of cubic feet.
- Billing Factor - Used to convert the metered CCF into therms, the unit of measurement for your billed usage.
- Billed Usage - Measured consumption during the billing period in therms.

Please read the enclosed GAS SAFETY NOTIFICATION for important safety information.

CHARGES

DELIVERY SERVICES

Basic Service and Meter Charge	\$10.00
Delivery Charge 58.00 Therms @ \$0.3434	\$19.92

GAS SUPPLY CHARGES

Cost of Natural Gas Charge 58.00 Therms @ \$0.4574	\$26.53
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ENERGY EFFICIENCY CHARGE

LFCR 0.0855% of \$56.45	\$0.05
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TAXES AND ASSESSMENTS

ACC Assessment	\$0.16
RUCO Assessment	\$0.02
State Sales Tax	\$3.17
County Sales Tax	\$0.73

TOTAL CURRENT CHARGES - Gas Service	\$60.58
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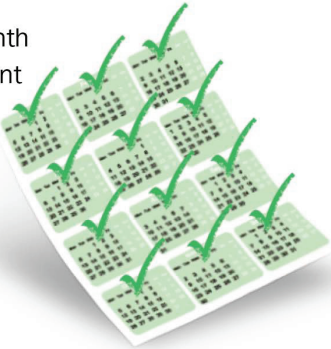
UNSG - Effective July 1, 2017, the Lost Fixed Cost Recovery (LFCR) Surcharge will be 0.0855 percent for Energy Efficiency. To learn more, visit uesaz.com/news/updates/LFCR.

METER INFORMATION

Meter	Read Date	Reading	Metered CCF Used	Billing Factor	Billed Usage
123456A (Prior)	8/28/2017 7/28/2017	8794 8723	71	0.8155	58

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 natural gas usage into 12 equal payments.



To enroll, visit uesaz.com

ACCOUNT DETAILS

Budget Billing: Available

Auto Pay: Available

Warm Spirit: Available

e-bill: Enrolled

To review this month's bill inserts, visit <http://www.uesaz.com/inserts>
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 GAS, INC
PO BOX 80078 Prescott, AZ 86304-8078

By Phone

Call (800) 284-9730 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 green 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.