

Covering The Cost Of Reliable Service

UniSource's electric rates took effect in February 2024 with approval of the Arizona Corporation Commission. Here are a few key points to know:

Our previous rates were seven years out of date. UniSource's previous rates took effect in August 2016 and were based on costs from 2014.

Reliable service takes investment. Since 2014, UniSource has invested more than \$330 million to expand and upgrade our generation, transmission and distribution systems.

Rising costs affect everyone. The prices UniSource pays for equipment, parts, construction materials and other necessities have increased significantly over the past decade. These costs are passed along to customers through our rates.

Higher usage results in higher bills. Because Lake Havasu City is hotter than other areas we serve, summer bills here were higher than the average projected costs across our entire service territory. The average, year-round impact of our new rates has been consistent with our original projections, though of course customers who use more energy will see higher impacts.

We are working to keep costs down. We know affordability is critical for our customers. Our operating and maintenance costs increased just 2.01 percent annually, on average, between 2015 and 2021 despite average annual inflation of 2.5 percent during that period.

Help is available. For more information about assistance programs, visit uesaz.com/payment-assistance or call us at 877-837-4968.

For more information: uesaz.com/new-rates

