



# SUMMARY OF UTILITY SERVICES

Utilities offer services to help their customers manage their energy use and reduce their bills.

		
<b>Contact Information</b>		
Phone Number	520-424-9021	866-940-1102
Spanish/Bilingual	520-424-9021 Note: 24/7 Access to Automated Payments & CSR Support	866-940-1102 Note: 24/7 Access to Automated Payments and Support
Address (Corporate Office)	41630 W. Louis Johnson Dr. Maricopa, AZ 85138	21410 N. 19 <sup>th</sup> Ave., Ste. 220 Phoenix, AZ 85027
Address (Local Office)	19756 N. John Wayne Pkwy, Suite 101 Maricopa, AZ 85139	22590 N. Powers Pkwy. Maricopa, AZ 85138
Website	<a href="http://www.ed3online.org">www.ed3online.org</a> Note: 24/7 Access to Automated Payments, Online Acct Info	<a href="http://www.gwresources.com">www.gwresources.com</a> Note: 24/7 Access to Automated Payments, Online Acct Info
<b>Bill Payment Options</b>		
Customer Selects Bill Due Date	Pick a Due Date: By speaking to a CSR over the phone, customers can choose a date that will work the best for them.	
Pay Same Amount Month Form for Sign Up is Online (Oct – Feb Best Months to Sign Up)	Level Payment Plan – Acct history of 12 months is used to receive an averaged bill monthly.	
	Budget Payment – Acct is set up on a monthly average amount, customer pays the same amount monthly with quarterly and yearly audits.	
Automatic Payments	Set up by Customer Online Can Do a Draft (Recurring) Payment, an auto (chosen date) payment, or a one time payment.	Can be set up online, in person or over the phone to have payments directly drafted (recurring) payments or choose a one-time payment.
IVR	Customer can call 520-424-9021 at any time to make an auto payment through the District IVR Phone System.	Customer can call 866-940-1102 at any time to make an auto payment through the IVR Phone System.
<b>Managing Account Online</b>		
Electronic Notifications	<ul style="list-style-type: none"> <li>• Due Date Reminder</li> <li>• Past Due Date Reminder</li> <li>• Account Profile Change</li> <li>• Returned Check Alert</li> <li>• Payment Confirmation</li> <li>• Outage Declared/Restored</li> </ul>	<ul style="list-style-type: none"> <li>• Bill Notification</li> <li>• Past Due Reminder</li> <li>• Outage Declared/Restored</li> </ul>

My Account	<ul style="list-style-type: none"> <li>• View &amp; Monitor Energy Usage</li> <li>• View and Pay Bill Online Free of Charge</li> <li>• Sign Up for Programs Online</li> <li>• Sign Up for Electronic Notifications</li> <li>• Review Payment &amp; Billing History</li> <li>• Update Customer Profile Information</li> <li>• Schedule Free Online Payments</li> </ul>	<ul style="list-style-type: none"> <li>• View and Monitor Water Usage</li> <li>• View and Pay Bill Online</li> <li>• Review Payment and Billing History</li> <li>• Report any Water Related Concerns</li> <li>• Sign up for Autopay</li> <li>• Sign up for Electronic Notifications</li> <li>• Schedule Online Payments</li> <li>• View Water Saving Tips</li> </ul>
Home Energy Audit	Information Available Online OR by Contacting an ED3 CSR	
Turn On, Turn Off or Transfer Service	Available by emailing: customerservice@ed-3.org	Can be completed over the phone or in person at the local office.
Street Light Repair	Available Online to Report Issues	
<b>Referrals for Assistance</b>		
Customer Referral	<ul style="list-style-type: none"> <li>• CAHRA</li> <li>• Salvation Army</li> <li>• St. Vincent Du Paul</li> <li>• 2-1-1 Arizona</li> </ul>	<ul style="list-style-type: none"> <li>• CAHRA</li> <li>• Salvation Army</li> <li>• BOSS (Tonopah Area)</li> </ul>
Personal Acct Review	CSR's suggest most economical price plan option and/or programs to reduce energy costs and suggestions on managing bills.	Account assistance provided for leak detection and conservation efforts.
<b>Electric Price Plan Options</b>		
Pre-Pay Program (PPM)	<ul style="list-style-type: none"> <li>• No deposit or No Late Fees</li> <li>• No Establishment Fees</li> <li>• Customer Manages Daily Usage</li> <li>• Better Daily Energy Conservation</li> <li>• Customer Chooses How Much to Pay and When to Pay</li> <li>• Customer Receives Daily Alerts with Acct Balances</li> <li>• Customer Can Enroll Online</li> </ul>	
Time of Use Program (TOU) On Peak Rates Higher than Off Peak Rates	<ul style="list-style-type: none"> <li>• Customers can shift energy consumption to off peak time frames to save on energy costs.</li> <li>• Customers Can Sign Up Online</li> </ul>	
Different Plans to Best Fit Different Lifestyles  Different Rates for Summer and Winter	Two Plans Available: 9-9 Plan: Monday – Friday 9:00 a.m. to 9:00 p.m. On Peak, All Other Times is Off Peak 12-7 Plan: Monday – Friday 12:00 p.m. to 7:00 p.m. On Peak, All Other Times is Off Peak	