

SUMMARY OF UTILITY SERVICES

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

	 Tucson Electric Power	 UniSourceEnergy SERVICES
CONTACT INFORMATION		
Phone number (Spanish or bilingual*)	(520) 623-7711 Customer Care (520) 623-3451 (emergency/report outages) • 24/7 access to online Account Manager	1-877-837-4968 Customer Care/emergency/report outages • 24/7 access to online Account Manager
Website	tep.com	uesaz.com
BILL DISCOUNTS/ASSISTANCE		
Bill discount for limited-income households • Sign up year-round • Up to 150% of federal poverty guidelines • Account in applicant's name • Primary residents only	Customer Assistance Program: Lifeline • \$15.00 monthly discount, year-round • Income documentation may be required • Application available online, or pamphlet can be mailed	Customer Assistance Program: CARES • Electric: Flat \$16.00; \$18 for Medical Life-Support • Gas: 15 cent-per-therm discount, up to 100 therms, November through April • Discounted customer charge (gas only) • Income documentation may be required • Application available online, or pamphlet can be mailed
Specific medical life support equipment used in the home • Sign up year-round • Doctor's verification required • Application available online	• Customer receives priority notification during lengthy/planned service outages	• Customer receives priority notification during lengthy/planned service outages or gas emergencies
BILL PAYMENT OPTIONS		
Pay same/similar amount monthly • Distribute utility bills over a 12-month period • Enroll online • Join any month	Budget Billing • Preferred minimum 6-months of customer's usage at the particular premise • Equal monthly payments • Semi-annual review	Budget Billing • Preferred minimum 6-months of customer's usage at the particular premise • Equal monthly payments • Semi-annual review
Automatic payment • Monthly payment comes out of checking or savings account • Enroll online	AutoPay • Automatic withdrawal from bank account on due date	AutoPay • Automatic withdrawal from bank account on due date
MANAGING ACCOUNT ONLINE		
Electronic notifications	• Online Outage Map • Mobile App - coming soon • Like us on Facebook! • Twitter: follow @TEPEnergy	• Online Outage Map • Mobile App • Like us on Facebook! • Twitter: follow @UESGas and @UESElectric
My Account • View and pay bill online free of charge using bank account • Compare and monitor your energy use and bills • Sign up for programs online • Sign up for paperless bills • Review payment history • View at least 24 months of energy history • Update customer profile information, such as email, phone number and mailing address • Schedule free online payments	Account Manager • Receive, view and pay your bill online • Access up to 24 months of your billing history • Start, stop and transfer your service • Graph usage and payment history • Enroll in Budget Billing • Enroll in Auto Pay • View and update account details, and more	Account Manager • Receive, view and pay your bill online • Access up to 24 months of your billing history • Start, stop and transfer your service • Graph usage and payment history • Enroll in Budget Billing • Enroll in Auto Pay • View and update account details, and more
Home Energy Analysis • Complete an online home energy analysis to see where there are opportunities to save money	tep.com options under "Energy Efficiency"	uesaz.com options under "Energy Efficiency"
Turn on, transfer or turn off	Available - self service at tep.com	Available - self service at uesaz.com
REFERRALS FOR ASSISTANCE		
Customer referral	• Refer customers to Agencies who then contact our Agency Desk for balance inquiries, placing guarantees, reconnecting service • Details at: www.tep.com/short-term-assistance	• Refer customers to Agencies who then contact our Agency Desk for balance inquiries, placing guarantees, reconnecting service • Details at: www.uesaz.com/short-term-assistance
Customer Donations to Assistance Fund	HEERO • Help with Emergency Energy Relief Operation • Customer donations are distributed to the Salvation Army	Warm Spirit • Customer donations are distributed to the Arizona Community Action Association (ACAA)
ELECTRIC PRICE PLAN OPTIONS		
Time-of-Day • Different plans to best fit lifestyle and save money • Programmable thermostat and timers can manage usage • Enroll online	Time-of-Use Plans • Various TOU/Demand plans are available • Save by minimizing your usage during higher-cost hours • Enrollment is free	Time-of-Use Plans • Various TOU/Demand plans are available • Save by minimizing your usage during higher-cost hours • Enrollment is free
ENERGY-SAVING PROGRAMS		
Weatherization Assistance Program	Low-Income Weatherization Program • Up to 200% of federal poverty guidelines • \$3,000 maximum benefit per home Energy Ease program • Up to 200% of federal poverty guidelines • In collaboration with TUL and Pima County • Details at: www.tep.com/weatherization-assistance/	Low-Income Weatherization Program • Up to 200% of federal poverty guidelines • \$3,000 (UNS Electric) and \$2,000 (UNS Gas) maximum benefit per home, or \$5,000 maximum benefit per home with combined UNS Electric and UNS Gas funding
Energy-efficiency programs • For rebates and other energy-saving options, contact your utility	tep.com/efficiency	uesaz.com/efficiency