

ED3

Electrical District No. 3



www.ed3online.org

AUGUST 2016

FUTURE POWER LINE



You may recognize the sign pictured above.

ED3 personnel installed these "Future Power Line" signs along the north side of Bowlin Road. They are for the route of a new 69 KV power line along Bowlin Road from Fuqua Road east to 1/2 mile east of Hartman Road. This new line will be a delivery point to a future substation site that is expected to be

energized by the summer of 2017. This line will also improve system reliability to the communities we serve. ED3 is committed to providing a safe distribution system, which makes projects like this important to the community. If you have any additional questions, please feel free to contact a Customer Service Representative today at (520) 424-9021.

NEED TO CONTACT ED3?

CUSTOMER SERVICE CENTER

19756 N. John Wayne Parkway #101
Maricopa, AZ 85139
Tel: 520-424-9021
Fax: 520-494-7053
customerservice@ed-3.org
Office hours: Mon.-Fri. 7:30a.m.-6:00p.m.

ED3 ADMINISTRATION OFFICE

41630 W. Louis Johnson Drive
Maricopa, AZ 85138
Tel: 520-424-9311
Fax: 520-423-4949

Meter Change Outs

In an effort to keep within ED3 District Standards of plus or minus 2% for residential meter accuracy, ED3 Meter Technicians will be changing out meters on an as needed basis at certain locations. Please do not be alarmed, this is a part of ED3's Standard Operating Procedure. Per ANSI C12.1 meters should be checked and/or changed every seven years. If you have any questions or concerns feel free to contact a Customer Service Representative today at (520) 424-9021.



HELPFUL INFORMATION

After Hours Emergency Outage Service Only:
520-424-9021



CUSTOMER SERVICE HOURS

24/7 by telephone:
520-424-9021

MONSOON SEASON



DID YOU KNOW?

Monsoon improvements to help season keep our customers informed. You can now off on June 15, visit our website, www.ed3online.org, to view left is a picture of a series an up-to-date outage of distribution poles that map. This map reflects were pushed over in a any residents affected monsoon storm on July by an outage. Simply 1, 2015 on White & select "Outage Map" Parker Road. Although from the main menu and ED3 crews work quickly then zoom in to your to restore power and selected area. There keep residents within is a legend displayed our District safe, ED3 to show the number of is always making services affected.

Visit www.ed3online.org for helpful energy saving tips for the summer! Look for "Energy Saving Tips" on the main menu.

SAVE TIME AND PAPER



Receive your bills via e-mail each month instead of standard mail. Call or e-mail the ED3 Customer Service Center to sign up for the **FREE** ED3 E-Bill option.

SAVE MONEY



Save yourself time and money by signing up for **ED3 Auto-Pay**. The only way to ensure you do not pay late fees or disconnection charges is to pay your bill by the due date each month. Benefits of Auto-Pay:

- Available online, which gives the customer full access to modify as needed.
- You are completely in control.
- You select the draft date of your choice (ED3 advises selecting a date prior to your due date to avoid late penalties).
- Pay by credit card or e-check.
- Option to enter a "max draft" amount that the draft will not exceed.

You can sign up for this **FREE** option online at www.ed3online.org, select the "Payments" tab then choose "Auto-Pay."

PRE-PAID METERING PROGRAM

ED3 is now offering the **Pre-Paid Metering Program (PPM)** to our customers. The PPM Program offers ED3 customers an opportunity to pay in advance for their electricity while offering daily energy usage information to assist customers who wish to conserve energy. Customers will pre-pay for their electricity and receive daily texts or email notifications of the amount used and the amount remaining on their account.

Be IN CONTROL with an ED3 Pre-Pay Account:

- Put your deposit to work for you immediately or avoid a deposit altogether.
- No more billing surprises, receive daily information about your power usage.
- Immediately get daily text and email alerts about your pre-pay account.
- Payment options available all day, every day.
- Studies have shown that pre-pay accounts help customers use less electricity, saving them money.

Most ED3 customers can elect at any time to have a pre-paid meter installed. Terms and Conditions do apply. For more information or to sign up, please contact a Customer Service Representative at (520) 424-9021.

