

ED3

Electrical District No. 3



www.ed3online.org

OCTOBER 2016

FALL IS THE PERFECT TIME TO ENROLL!



Fall brings cooler temperatures at this time of year and is a nice reminder of why living in Arizona is so great!

Cooler temperatures also mean lower electricity bills, but with cooler weather there are still many ways that you can conserve and better budget your usage and bill.

Did you know ED3 offers a Program called the [Level Payment Plan \(LPP\)](#)?

The Program is a **no-fee** option that averages the most recent twelve (12) months of account energy usage history and calculates an estimated monthly payment amount based on the current rates. Customers remain responsible for actual usage, but the Program will spread these costs throughout the year to help avoid having higher summer bills and lower winter bills.



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

[HERE'S HOW IT WORKS:](#)

- Once your average monthly cost is calculated, your account is audited to keep it in line with your actual usage, which may cause your bill to vary slightly from month to month.
- Any changes in rates will be reflected in your monthly payment amount.
- Your account will continue to be charged for the actual amount of energy used.
- Monthly statements will continue to be sent to you to ensure that you can monitor your energy usage and stay informed!

Visit our website at www.ed3online.org to learn more about eligibility requirements and for the LPP Program Application form.

Still have questions? Contact a Customer Service Representative today at (520) 424-9021.



HELPFUL INFORMATION

After Hours Emergency Outage Service Only:

520-424-9021

Also, visit www.ed3online.org to view the Outage Map.



CUSTOMER SERVICE HOURS

24/7 by telephone:
520-424-9021

www.ed3online.org



FALL AND WINTER ENERGY SAVING TIPS

1. Open curtains on your south-facing windows during the day to allow sunlight to naturally heat your home, and close them at night to reduce the chill you may feel from cold windows.
2. Install tight-fitting, insulating drapes or shades on windows that feel drafty after weatherizing.
3. When you are home and awake, set your thermostat as low as is comfortable.
4. Seal the air leaks around utility cut throughs for pipes, gaps around chimneys and recessed lights in insulated ceilings, and unfinished spaces behind cupboards and closets.
5. Add caulk or weatherstripping to seal air leaks around leaky doors and windows.
6. Schedule service for your heating system.
7. Keep your fireplace damper closed unless a fire is burning.
8. Replace your furnace filter once a month or as needed.
9. Turn the temperature of your water heater to the warm setting (120°F).
10. Conduct an energy audit OR take advantage of ED3's discounted Home Performance with ENERGY STAR® Home Energy Audit for \$99.00 (typically a \$400 value).

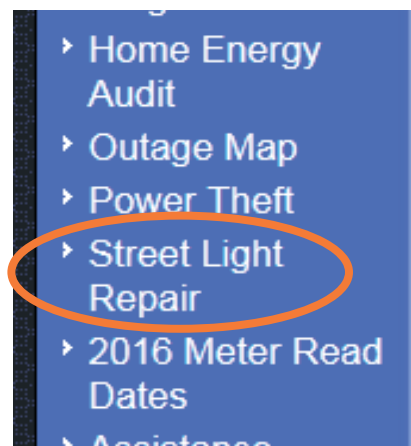
Source: Energy.gov



HOW TO REPORT STREET LIGHT REPAIRS

Save yourself time and hassle by reporting street light repairs online!

1. Please visit www.ed3online.org.
2. From the Main Menu select "Street Light Repair."



3. Complete Street Light Repair Form and hit "Send."

The screenshot shows the ED3 website header with navigation links like 'Home Energy Audit', 'Outage Map', 'Power Theft', 'Street Light Repair' (highlighted), '2016 Meter Read Dates', and 'Assistance'. Below the header is a banner for 'Electrical District No. 3'. The main content area is titled 'STREET LIGHT REPAIR' and includes instructions: 'Providing the light number from the side of the pole will assist ED3 in locating the light. Please complete the "red" portion below for faster and more accurate service. Thank you for your help.' It then says 'Please complete the following form to report a Street Light that needs to be repaired:' and lists fields: Name, E-mail address, Address, City, State (dropdown), Zip, Phone Number, Account Number, Street Light Number (marked with a red asterisk and '***Complete***'), and Location. There is also a 'Questions or Concerns' text area and 'Send' and 'Reset' buttons at the bottom.

When reporting a street light for repair, it is important to provide the street light number from the side of the pole along with cross streets of where the pole is located. This will better assist ED3 in troubleshooting the light.

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.