



CONTACT INFORMATION		
Phone number (Spanish or bilingual*)	(520) 623-7711 Customer Care (520) 623-3451 (emergency/report outages) 24/7 access to on-line Account Manager	1-877-837-4968 Customer Care/emergency/report outages 24/7 access to on-line Account Manager
Website	www.tep.com	www.uesaz.com
BILL DISCOUNTS/ASSISTANCE		
Bill discount for limited-income households <ul style="list-style-type: none">• Sign up year-round• Up to 200% of federal poverty guidelines• Account in applicant's name• Primary residents only	Customer Assistance Program: Lifeline <ul style="list-style-type: none">• \$20.00 monthly discount, year-round• Income documentation may be required• Application available on-line, or pamphlet can be mailed	Customer Assistance Program: CARES <ul style="list-style-type: none">• Electric: Flat \$16.00; \$18.00 for Medical Life-Support• Gas: 15 cent-per-therm discount, up to 100 therms, November through April. Up to \$18• Discounted customer charge (gas only)• Income documentation may be required• Application available on-line, or pamphlet can be mailed
Specific medical life support equipment used in the home <ul style="list-style-type: none">• Sign up year-round• Doctor's verification required• Application available on-line	<ul style="list-style-type: none">• Customer receives priority notification during lengthy/planned service outages	<ul style="list-style-type: none">• Customer receives priority notification during lengthy/planned service outages or gas emergencies
BILL PAYMENT OPTIONS		
Pay same/similar amount monthly <ul style="list-style-type: none">• Distribute utility bills over a 12-month period• Enroll on-line or by phone• Join any month	Budget Billing <ul style="list-style-type: none">• Preferred minimum 6-months of customer's usage at the current premise• Equal monthly payments• Annual review	Budget Billing <ul style="list-style-type: none">• Preferred minimum 6-months of customer's usage at the current premise• Equal monthly payments• Annual review
Automatic payment <ul style="list-style-type: none">• Monthly payment comes out of checking or savings account• Enroll on-line or by phone	AutoPay <ul style="list-style-type: none">• Automatic withdrawal from bank account on due date or date requested	AutoPay <ul style="list-style-type: none">• Automatic withdrawal from bank account on due date or date requested
MANAGING ACCOUNT ONLINE		
Electronic notifications	<ul style="list-style-type: none">• On-line Outage Map• Mobile App• Connect with us: 	<ul style="list-style-type: none">• On-line Outage Map• Mobile App• Connect with us: 
My Account <ul style="list-style-type: none">• View and pay bill on-line free of charge using bank account• Compare and monitor your energy use and bills• Sign up for programs on-line• 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 on-line payments	Account Manager <ul style="list-style-type: none">• Receive, view and pay your bill on-line• 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• Rate Comparison Tool• Usage and Demand Tool	Account Manager <ul style="list-style-type: none">• Receive, view and pay your bill on-line• 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• Rate Comparison Tool• Usage and Demand Tool
Efficient Home Program <ul style="list-style-type: none">• Complete a free virtual home assessment via Franklin Energy	www.tep.com/efficient-home-program/	www.uesaz.com/efficient-home-program/
Turn on, transfer or turn off	Available - self service at www.tep.com	Available - self service at www.uesaz.com
REFERRALS FOR ASSISTANCE		
Customer referral	<ul style="list-style-type: none">• Refer customers to Agencies who to who then contact our Agency Desk for balance inquiries, placing guarantees, reconnecting service• Details at: www.tep.com/short-term-assistance	<ul style="list-style-type: none">• Refer customers to Agencies who to 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 <ul style="list-style-type: none">• Help with Emergency Energy Relief Operation• Customer donations are distributed to the Salvation Army	Warm Spirit <ul style="list-style-type: none">• Customer donations are distributed to the Homeowner Energy Assistance Fund (HEAF)
ELECTRIC PRICE PLAN OPTIONS		
Time-of-Day <ul style="list-style-type: none">• Different plans to best fit lifestyle and save money• Programmable thermostat and timers can manage usage• Enroll on-line or by phone	Time-of-Use Plans <ul style="list-style-type: none">• Various TOU/Demand plans are available• Save by minimizing your usage during higher-cost hours• Enrollment is free	Time-of-Use Plans <ul style="list-style-type: none">• 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 <ul style="list-style-type: none">• 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 <ul style="list-style-type: none">• 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 <ul style="list-style-type: none">• For rebates and other energy-saving options, contact your utility	www.tep.com/efficiency	www.uesaz.com/efficiency