

# ED3



**OCTOBER 2018**

## NEW SERVICE HOURS

In case you missed the announcement in the August Newsletter, just a reminder that effective immediately, ED3 has **new billing inquiry hours available**. Should you have questions regarding your bill, call during these hours:

**ED3 Customer Service  
Billing Inquiry Hours  
(520) 424-9021**

**Monday to Friday**

6:00 a.m. to 8:00 p.m.

**Saturday and Sunday**

6:00 a.m. to 5:00 p.m.

### Outages and Emergencies

24 Hours/7 Days a week at

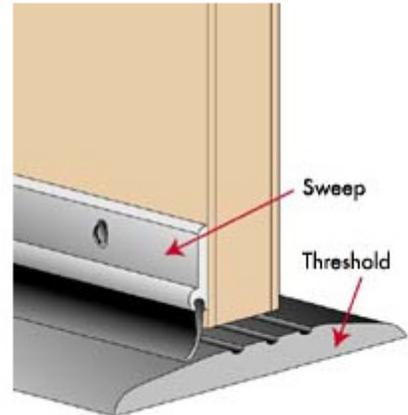
(520) 424-9021



## Fall Do-It-Yourself Energy Saving!

Doors and windows are a common source of air leaks for many energy consumers. Weatherstripping is an easy and cost-effective way to help save energy and money. This will also help keep warm air inside the home during the winter. To winterize your home, seal cracks around your door with weatherstripping.

**Doors require two kinds of weatherstripping:** door sweeps for the bottom and foam tape for the top and sides.



1. Clean the stop moulding with soapy water and allow it to dry completely.
2. Cut foam tape to fit each side and top of the door.
3. Peel the back from the foam and press it into the inside of the stop moulding.
4. Cut the sweep to fit the door.
5. With the door closed, screw the sweep to the door so that its bottom is in contact with the floor.

October is the perfect time to think about steps to take to winterize your home!

*Source: "Weather Strip your Doors" - Lowes.com*

## 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. 8:30 a.m.-5:30 p.m.

### ED3 ADMINISTRATION OFFICE

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



### CUSTOMER SERVICE HOURS

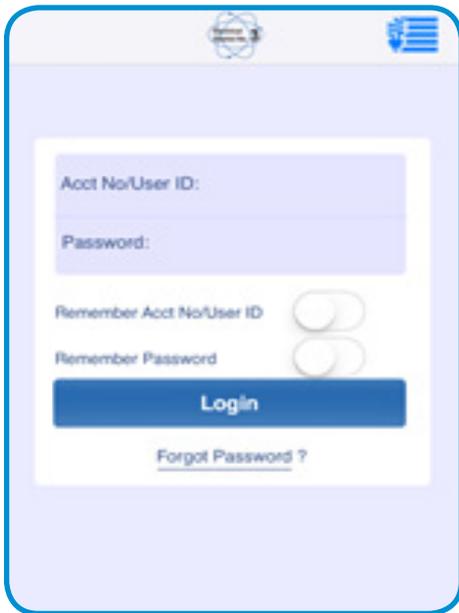
24/7 by telephone:  
(520) 424-9021

# NEW FEATURE ON ED3 MOBILE APP



ED3 is always striving for ways to improve the customer experience. ED3 is happy to announce that a new feature has been added on the ED3 Mobile App that enables a customer to report an outage. Eliminate being on hold at a time where call volumes can be extremely high and cut the wait altogether. For fast, convenient outage reporting, download the **FREE ED3 Mobile App** and follow the four easy steps below!

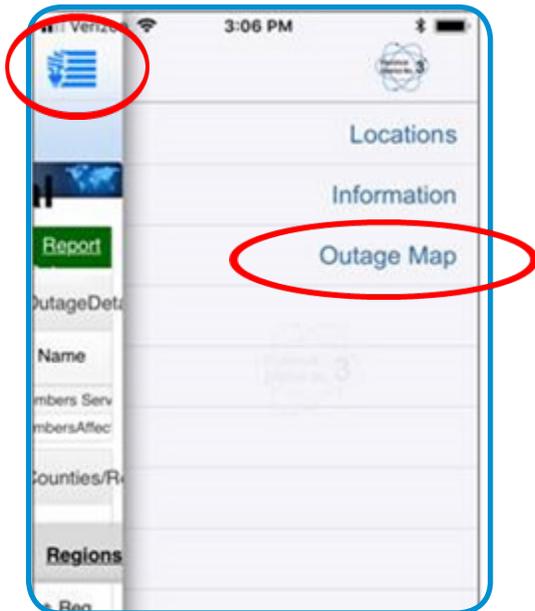
- 1 Open ED3 Mobile App and log into your account.



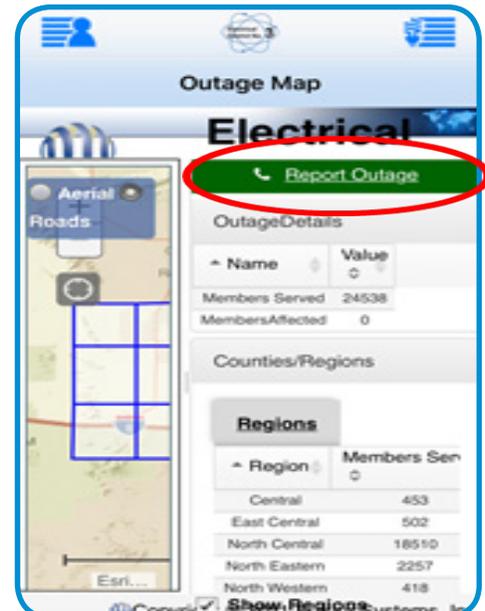
- 2 Select the account from the list to report the outage to.



- 3 From the menu located on the right hand side, select "Outage Map."



- 4 Select "Report Outage" and enter contact information when prompted.



**\*Please note:** The view of the screen can vary depending on the type of mobile device you are using.