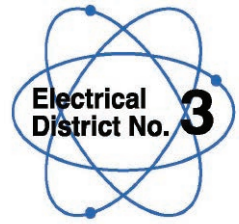


ED3



OCTOBER 2019

INTRODUCING NEW WEB CHAT FEATURE

In the ED3 survey customers asked and ED3 listened. That is why ED3 is excited to announce the **NEW Live Web Chat** feature is now available on the ED3 website!

- Chat live with an ED3 Customer Service Representative (CSR) during ED3 billing inquiry hours listed below.
- Log into your ED3 account via the ED3 website to utilize this new feature.
- Enter your information and begin the chat session **FREE** of charge!
- Helpful feature allows customers to print a record of the conversation.

Visit www.ed3online.org to get started!

Electrical District No. 3 - Live Support

Thank you for choosing the ED3 chat support. A representative will be responding shortly.

Account Number:

*Customer Name:

*Telephone:

Email Address:

Comments:



NEW ADDRESS FOR CITY OFFICE

The City of Maricopa has changed and retired addresses in the area of the overpass project. This is a result of redevelopment of the N. John Wayne Parkway (SR 347) alignment into N. Maricopa Road. N. Maricopa Road is still under construction, but there are accommodations for business access. **Effective immediately** the address for the ED3 Customer Service Center has changed.

New Address for Customer Service Center:

**19756 N. Maricopa Road
Suite 101
Maricopa, AZ 85139**

Mailing Address Remains Unchanged:

**41630 W. Louis Johnson Drive
Maricopa, AZ 85138**

Should you have any questions, please contact a Customer Service Representative during the billing inquiry hours.

UPCOMING HOLIDAYS

ED3 offices will be closed in observance of the following holidays.
Please plan accordingly.

November 11, 2019 - Veteran's Day
November 28-29, 2019 - Thanksgiving

NEED TO CONTACT ED3?

WE'RE AVAILABLE 24/7 AT WWW.ED3ONLINE.ORG

ED3 Billing Inquiry Hours (520) 424-9021

Monday to Friday from 6:00 a.m. to 8:00 p.m.

Saturday and Sunday from 6:00 a.m. to 5:00 p.m.

After Hours - ONLY Emergency Outage Service

Email: customerservice@ed-3.org

TO REPORT AN OUTAGE 24/7:

Visit the Outage Center at
www.ed3online.org

Use the Mobile App

Call (520) 424-9021



Fall / Winter Energy Saving Tips

As the days become cooler and the sun sets earlier, Arizonans are ready for crisp autumn days! Keep these helpful fall and winter energy saving tips in mind this season.

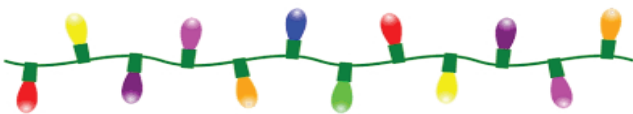
1. Open curtains on your south-facing windows during the day to allow sunlight to naturally heat your home.
2. Replace air filters once a month.
3. Clean warm air registers as needed.
4. When you are home or awake, set your thermostat as low as is comfortable. ED3 recommends 68°F for the winter.
5. Use a programmable thermostat.
6. Schedule service for your heating system.



7. Caulk and weatherstrip leaky doors and windows.
8. Turn down the temperature of your water heater to the warm setting (120°F).
9. Turn the ceiling fan switch to rotate clockwise to push warm air down.

THE HOLIDAY SEASON IS UPON US!

While some are sorting through pumpkins and fall leaves, others are preparing for Christmas trees and holiday greetings! As you prepare for the upcoming holiday season, select light-emitting diode (aka LED) holiday light strings to reduce the cost of decorating your home.



COST TO LIGHT SIX-FOOT TREE



TYPE OF LIGHT	COST
Incandescent C-9 lights	\$10.00
LED C-9 lights	\$0.27
Incandescent Mini-lights	\$2.74
LED Mini-lights	\$0.82

**Costs based on lighting tree for 12 hours a day for 40 days*

Source: energy.gov

RAFFLE WINNER ANNOUNCED

ED3 introduced a survey to hear valuable customer feedback. The survey was released on June 1, 2019 and was available through July 31, 2019.

Each fully completed survey submission was entered into the ED3 raffle for a \$500.00 billing credit. Yes, you read correctly - a \$500.00 winner was selected!

ED3 would like to thank all customers who took the time to complete the survey. ED3 appreciates your valuable feedback!



Visit us online at www.ed3online.org!