

## What is the disconnect policy?

Disconnection will not occur unless customers have been notified. Accounts not paid by the past due date are subject to disconnection. Additional processing fees, an added deposit, plus the past due and current bills will all have to be paid before services will be turned back on. Failure to receive mail by the customer will not be recognized as a valid reason for failure to pay bills when due. Customers can elect to receive an e-bill so that monthly bills are received.

## What is the reconnection policy?

Before services are reconnected, all accounts must be paid in full, including any processing fees, penalties, reconnection fees, additional deposits, past due and current bill on account. Cash, money order or credit card will be required.

## How will I know if my bill is past due?

- Customers will ALWAYS receive a disconnection notice with a Final Pay Date on their monthly billing statements.
- Customers will ALWAYS receive a courtesy call.
- Customers can also receive text and email alerts that can be set up on the customer's account.

## What does my bill look like when I am past due?

The red box on the bill indicates the disconnection notice on the billing statement.

DETAIL OF CURRENT CHARGES	
Energy Calculation	
500 KWH X 0.0938000	\$46.90
83 KWH X 0.1144000	\$9.50
Purchase Power Cost Adjustor \$0.018380/KWH	\$10.72
Customer Charge	\$20.00
Penalty	\$4.00
Commitment To Community	\$0.29
State & County Tax	\$5.86
City Tax	\$1.75
<b>Total Current Charges</b>	<b>\$99.02</b>

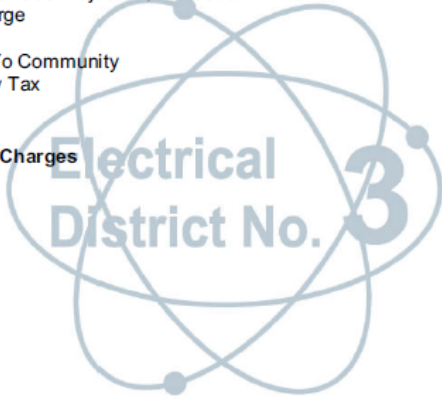
ACCOUNT SUMMARY	
Payment(s) Received	-\$1.48
Balance Forward	\$106.08
Penalty Charged	\$4.00
Total Current Charges	\$99.02
<b>Total Amount Due</b>	<b>\$205.10</b>




COMPARE YOUR USAGE HISTORY					
Period	Avg. Temp	Days Service	Tot. kWh	Avg. kWh/Day	Cost Per Day
Current	67.7	29	583	20	\$3.00
Previous	64.2	30	670	22	\$3.29
Last Year	63.7	31	507	16	\$2.41

IMPORTANT DISCONNECTION NOTICE
If the previous unpaid balance of \$106.08 is not paid by 5:00pm on 04/15/25, the electric service to this account will be disconnected without further notice. No further extensions will be granted. See disconnection policy on back.



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## How do I get reconnected?

The customer who is on the account must call in to speak to an ED3 Customer Service Representative. Before services will be reconnected during business hours (Monday – Friday, 7:00 a.m. to 7:00 p.m.), all accounts must be paid in full, including any processing fees, penalties, reconnection fees, additional deposits, past due and current bill on account.

## How long does it take to get reconnected?

Once the payment is made, reconnection will occur immediately if payment has been made within ED3 normal business hours through ED3's automated meters.

If a disconnection has been completed due to non-payment and payment is made outside of normal business hours of (Monday through Friday, 7:00 a.m. to 7:00 p.m.), reconnection will occur on the next business day. Please note outage calls can be called and reported anytime (24/7) to 520-424-9021.


If a customer is on the Pre-Paid Program and gets disconnected, payment can be made at any time and will be automatically reconnected 24/7.

## What are ways to prevent disconnection or get caught up on past due bills?

- Pre-Paid Metering – Customers are in control of their own account (Debt Management Opportunities & Daily Conservation)
- Level Bill Pay/Budget Bill Pay – 12 month average paid per month
- Time of Use Plans – Pay less for energy during off peak periods
- Payment Arrangements Available
- Customer Account Alerts
- Customer Conservation (Daily/Monthly) – ED3 has an Energy Conservation Program & Energy Services Representative
- Customer Rebates – Household upgrades can save money

## Will I get disconnected when it is really hot out?

- ED3 Will NOT disconnect on High Heat Advisory Days or Freezing Temperatures – Per Communication from the National Weather Service (NWS)
- NWS will send the necessary High Heat Advisory Days as per the chart below. ED3 will not disconnect on any Major (Red) or Extreme (Purple)



**National Weather Service**  
National Oceanic and Atmospheric Administration

Weather Forecast Office  
 Phoenix, AZ  
 Monday, Aug 4, 2025

**Extreme Heat with Record Highs Likely This Week**

**KEY POINTS**

- Above normal temperatures with widespread Moderate HeatRisk into early next week for the rest of the area.
- Extreme Heat Warnings currently in effect for much of south-central AZ before expanding area-wide by midweek. Peak of the heat event (Wednesday/Thursday) is likely to result in highs of 113-118°F for much of the lower deserts.
- Limited shower and thunderstorm chances focused mostly over the AZ higher terrain going into the latter half of the week. Little to no impacts expected.

**WEATHER RISK OUTLOOK**


Risk levels incorporate potential impacts from weather hazards and likelihood of occurrence for a reasonable worst case scenario.

	Mon 8/4	Tue 8/5	Wed 8/6	Thu 8/7	Fri 8/8
<b>Phoenix Metro</b> <small>Including Maricopa and NW Pinal Counties</small>	Heat	Heat	Heat Isolated T-storms	Heat Isolated T-storms	Heat Isolated T-storms
<b>Higher Terrain SC AZ</b> <small>S. Gila County and Tonto NF Foothills in NE Maricopa County</small>	Heat	Heat	Heat Isolated T-storms	Heat Isolated T-storms	Heat Isolated T-storms
<b>Southwest AZ</b> <small>Including La Paz and Yuma Counties</small>	Heat	Heat	Heat	Heat	Heat
<b>Southeast CA</b> <small>Including Imperial and Eastern Riverside Counties</small>	Heat	Heat	Heat	Heat	Heat
<b>Joshua Tree National Park</b>	Heat	Heat	Heat	Heat	Heat

**Risk Levels** Little to None Minor Moderate Major Extreme

**DETAILS**

**Phoenix Metro**



**Impacts:**  
Extreme Risk for heat-related illnesses for entire population, pets, and livestock due to long duration heat, with little to no relief overnight.

**Timing:**  
High-end Moderate: Monday; Major to Extreme: Tuesday-Friday

**Details:**

- Extreme Heat Warning in effect through Friday with highs 109-114°F through early next week, increasing to 113-118°F mid to late next week.
- Widespread Major to Extreme HeatRisk expected Wednesday-Friday.
- Overnight lows in Phoenix between 90-95°F Wednesday-Friday.

- Between the months of June – September – ED3 does not disconnect for balances below \$300
- Between the months of October – May – ED3 does not disconnect for balances below \$75

### **What alerts and reminders can I set up?**

Customers can add several reminders to the account, using either text, email or both.

- Due Date Reminder
- Past Due Date Reminder
- Returned Check Alert
- Payment Confirmation

### **What if I use medical equipment?**

Customers with Medical Needs: <https://www.ed3online.org/resources/life-support-information>

- Most power outages are caused by unpredictable events such as lightning, wind, accidents or wildlife. We encourage our customers to install a battery back up system for electric-powered life support devices, monitors, and other systems. Please make arrangements in preparation for unpredictable power outages. Occasionally we may schedule power outages to perform system maintenance and repairs.
- A medical form on file does not guarantee service will not be disconnected for any unpaid electric bills and medical accounts are subject to the same bill payment terms as other residential accounts. Before disconnection of services occurs, please contact us as a payment arrangement may be available. Special coordination and consideration will be given on a case-by-case basis with documented medical forms.
- If you experience a medical emergency, you should call 911.
- A medical form is available for all customers that have medical equipment in the house that it is essential to sustain life. *The Medical Status Form must be completed by the customer as well as the customer's physician.*