



## Greetings and Welcome to ED3,

We are a local public power utility consisting of 384 square miles that includes the City of Maricopa, town of Stanfield, and surrounding areas. This letter provides a brief overview of the District and contains important information.

ED3 is a political subdivision of the State of Arizona formed in 1926 as a Special District by the Pinal County Board of Supervisor. ED3 is a cost-based (not-for-profit) utility with a seven (7) member Board of Directors and its purpose is to provide power at the lowest possible cost within sound business principles and affordable irrigation pumping to agricultural customers. View our full history on our website ([www.ed3online.org](http://www.ed3online.org)).

Customers can contact us by phone at (520) 424-9021. Our Customer Service and Billing Inquiry hours are 7:00 a.m. to 7:00 p.m., Monday through Friday.

## Office Locations & Hours

### Customer Service Center

41664 W. Smith Enke Rd., Ste. 100  
Maricopa, AZ 85138

#### Office Hours:

Monday to Friday - 8:00 a.m. to 5:00 p.m.

### Administration Office

41630 W. Louis Johnson Dr.  
Maricopa, AZ 85138

#### Office Hours:

Monday to Friday - 8:00 a.m. to 5:00 p.m.

## Power Outages

In the event of an outage, it can be reported multiple ways:

- Visiting the Outage Center at [www.ed3online.org](http://www.ed3online.org)
- Use our free SmartHub mobile app (available on Google Play and the App Store)
- Call us at (520) 424-9021 — available 24/7 for emergencies — through our automated system or by speaking with a customer service representative.

## Holiday Office Closures

We observe the following federal holidays. When a holiday falls on a Saturday, we will be closed the preceding Friday. If a holiday falls on a Sunday, the offices will be closed on the preceding Monday.

- |                              |                                    |
|------------------------------|------------------------------------|
| • New Year's Day             | • Labor Day                        |
| • Martin Luther King Jr. Day | • Veteran's Day                    |
| • Memorial Day               | • Thanksgiving (Thursday & Friday) |
| • Independence Day           | • Christmas Day                    |

## Plans and Programs

We offer a variety of convenient plans, programs, and information designed to help our customers save energy and money. For more detailed information visit [www.ed3online.org](http://www.ed3online.org).

- Pre-Paid Metering Program (PPM)
- Time-of-Use Program (TOU)
- Variable Payment Plan (VPP)
- Fixed Payment Plan (FPP)
- Discounted Home Energy Audit
- Rebate Programs
- Free Home Energy Series
- Paperless Billing

## Bill Pay Options

We understand that everyone has a different schedule and we offer a variety of convenient payment options. Find the payment method that works best for you and your household.

- Online at [www.ed3online.org](http://www.ed3online.org)
- Free SmartHub App or Web Portal
- U.S. Mail to 41630 W. Louis Johnson Dr., Maricopa, AZ 85138
- ED3 Offices (In-person or drop box)  
Kiosk Coming Soon at Smith-Enke Location
- Local Maricopa Walmart or Fry's\*
- Vanilla Direct with CVS, Walgreens, Dollar General and Family Dollar\*
- Automated Phone System

\*Vendor fees may apply to these payment methods. \*You will find the required QR code on the back of your bill.

Sincerely,

*Electrical District No. 3 Customer Service*

41630 W. Louis Johnson Dr., Maricopa, AZ 85138  
(520) 424-9021 | [www.ed3online.org](http://www.ed3online.org) | [customerservice@ed-3.org](mailto:customerservice@ed-3.org)

Visit our website and follow us on social media for conservation tips, programs, and the latest updates! Simply scan the QR codes below using your phone's camera.

