



WAYS TO PAY

- **Online at tep.com** Log in to My Account and sign up for free payment options (with a checking or savings account) using Auto Pay and/or TEP e-bill
- **Pay-by-Phone*** (800) 650-9138 (VISA, MasterCard, Discover, debit card or electronic check)
- **Mail** to Tucson Electric Power, P.O. Box 80077, Prescott, AZ 86304-8077
- **In Person*** at Walmart, Basha's, Safeway or Fry's
- **Drop off** your payment (check or money order only) at select Fry's locations
- **For more information** visit tep.com/customer

*A fee will be charged for this service.



CONTACT US

- **Online at tep.com** Find quick answers to common questions or submit a contact form at tep.com/contact
- **Phone** Tucson: (520) 623-7711
Toll Free from Other Areas: (800) 328-8853
TTY for the Hearing Impaired: (800) 367-8939
Para Asistencia in Espanol: (520) 623-7711
Fax: (520) 770-2004
- **Customer Service Phone Hours** Monday to Friday, 7 a.m. to 6 p.m.
- **Automated Phone System** 24 hours a day, 7 days a week

REPORT AN OUTAGE

- Call (520) 623-3451 or log in to My Account at tep.com to submit a report online



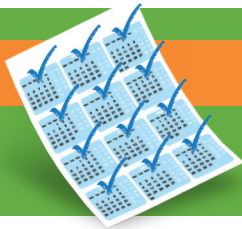
TEP.COM

Manage My Account

- Start, stop or transfer service
- View and pay your bill online
- Request a payment extension

Programs & More

- Sign up to go solar with TEP
- Review energy saving tips and programs
- Get discounts for limited-income customers
- Learn how to stay safe around electricity
- Get live updates on power outages
- Learn about terms listed on your bill



Equal Monthly Payments

Pay the same amount each month with Budget Billing – a convenient payment option that helps make your monthly bills more manageable. To enroll, visit tep.com.

IMPORTANT BILLING INFORMATION

Payment is due no later than 10 days from the date of the bill. Any payment not received within 25 days from the date of the bill will be subject to a late payment charge of 1.5% and will be subject to the provisions of the company's collection and/or power shut-off procedures.

When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic funds transfer from your account or to process the payment as a check transaction.

When we use information from your check to make an electronic funds transfer, funds may be withdrawn from your account as soon as the same day we receive your payment and you will not receive your check back from your financial institution.

A processing fee will be added (or charged) to your account for all payments rejected by your financial institution.

If an account is referred to a collection agency, the customer is responsible for paying all associated fees. If your power is shut off for non-payment, you must pay your delinquent bill and a reconnect fee before the power is restored. A deposit or an additional deposit also may be required.

TEP cannot guarantee your power will be reconnected the same day you pay.

To determine if service has been restored, the main breaker must be in the on position.

OTHER INFORMATION

If your power is disconnected at a location other than your meter for issues such as meter tampering, unsafe access, or you have refused TEP access to our meter and equipment, a \$150 fee will be charged to reconnect your service.

If you would like to disconnect your service, please call TEP at least five (5) business days in advance of the date you wish to have service disconnected. If TEP is not notified, service will continue to be billed to the customer of record.

REGULATORY AGENCY

TEP's electricity rates and regulations are approved by: Arizona Corporation Commission • 400 W. Congress St. Tucson, AZ 85701-1347 • Tucson: (520) 628-6550 Other Areas: (800) 535-0148 • azcc.gov



UPDATE MY INFORMATION

Log in at tep.com or use this form.

Please change mailing address to:

Email: _____

Sign me up for Plugged In, TEP's free monthly email newsletter.

New telephone number:

Home: (_____) _____

Business: (_____) _____

Cell: (_____) _____

PLUGGED IN™
News You Can Use From Tucson Electric Power

Visit tep.com/pluggedin to sign up for our free monthly email newsletter. Each issue includes information that can help you reduce your energy usage.