



# Have a Question?

## Find the answer on your new TEP bill.

We've redesigned your energy bill with more color and more helpful information, including new details about your energy use to help you save money.



### **Colorful**

Clear, simple graphics provide a quick overview.



### **Comprehensive**

Your frequently asked questions, answered.



### **Personalized**

Learn the average daily cost of your energy – and more.



Take a look around.

Billing Period Comparison

A new chart compares information from this billing period to the previous billing period as well as to the corresponding billing period from the previous year:

- Average High Temperature - Weather information based on your zip code.
- Average Low Temperature - Weather information based on your zip code.
- Billing Days - The number of days in your billing cycle.
- Average Daily Usage (kWh) - Your average daily energy usage in kilowatt-hours.
- Total kWh Usage - Your total amount of energy usage, in kilowatt-hours.
- Demand (kW) | *For Information Only* - Your demand, or highest hourly usage during on-peak hours, in kilowatts. This line will begin displaying in summer 2018. The readings are for information only. You will continue to be billed based on your current pricing plan.

2 Ways to Save

A colorful graphic will provide information about time-of-use and demand-based pricing plans, including the current time-of-use hours, to customers not currently on those plans.

Customers on those plans will see related usage information.



PO Box 80073  
Prescott AZ 86304-8073

#BWNDCCF

CUSTOMER EXAMPLE  
1234 W MAIN  
TUCSON AZ 85700

Your TEP Energy Bill

Account	1234567890
Bill Date	9/27/2017
Previous Amount Due	\$0.00
Payments Received	\$0.00
HEERO Contributions	\$0.00
Total Current Charges	\$88.73
Adjustments (Corrections, Refunds & Fees)	\$0.00

Total Amount Due 10/11/2017 \$88.73

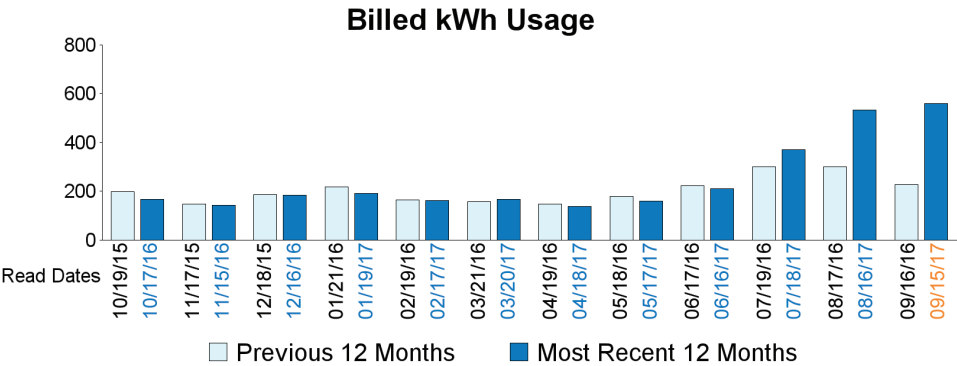
See the Account Details section for information about your participation in programs such as Auto Pay, e-bill and Budget Billing.

1234 W MAIN, TUCSON, AZ 85700 Residential Service (Service No. 1234567890) 8/16/17 to 9/15/17  
Current Charges \$88.73

2 WAYS TO SAVE

- Shift to Off-Peak Hours**  
Our **Time-of-Use** and **Demand Time-of-Use** pricing plans charge less for usage during most of each weekday and all day on weekends and major holidays.
- Level Out Your Load**  
Choose **Peak Demand** or **Demand Time-of-Use** and save money when you reduce your highest level of hourly usage during on-peak time periods.

TIME-OF-USE HOURS
Summer: May-September 3-7 p.m. off on off Monday - Friday
off-peak Weekends and Major Holidays



Billing Period Comparison

	Current	Previous	Last Year
Avg High Temperature	99°F	99°F	95°F
Avg Low Temperature	74°F	72°F	70°F
Billing Days	30	29	30
Avg Daily Usage (kWh)	18.67	18.38	7.57
Total kWh Usage	560.00	533.00	227.00
Demand (kW) <i>For Information Only</i>	1.66	1.72	-

View more details at [tep.com/myaccount](http://tep.com/myaccount) or use the TEP mobile app.  
\*Average Daily Cost reflects current charges divided by billing days.

Average  
Daily Cost\*  
\$2.96

CUSTOMER EXAMPLE  
1234 W MAIN  
TUCSON AZ 85700

Mail stub with payment to:

TUCSON ELECTRIC POWER COMPANY  
PO BOX 80077  
PRESCOTT AZ 86304-8077



Account	Due Date	Total Amount Due	+ Contribution =	Amount Paid
1234567890	10/11/2017	\$88.73		

HEERO\* contribution  
\* Help with Emergency Energy Relief Operation  
Add a one-time amount or visit [tep.com](http://tep.com) for monthly enrollment details.

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Para asistencia en español, el número de teléfono se encuentra al reverso de esta página.

New Title

Your TEP Energy Bill

Total Amount Due

This amount now will be in white against a blue bar so that it stands out more prominently.

History Graph

View up to 24 months of history in a graph that compares your previous 12 months of usage with your most recent 12 months of usage.

On the old bill, just the previous 12 months were displayed.

Average Daily Cost

Your average daily energy cost is highlighted in this orange circle.

This figure is based on your current charges divided by the number of days in the billing cycle.

Use this new feature to compare your energy costs to other daily expenses.

SECOND PAGE:

Continuing Messages

Bill messages that did not fit on the front page will appear at the top of the second page.

Colored Subheads

Subheads under Charges will appear in blue for emphasis and ease of skimming.

Usage Information

Beginning in summer 2018, all customers will begin seeing their on- and off-peak usage in kilowatt-hours (KWH) and their on- and off-peak demand in kilowatts (KW).

From left to right:

- Meter - Your meter number.
- Unit of Measure - KWH refers to kilowatt-hours, and KW refers to kilowatts.
- Next Read Date - Your next meter reading date.
- Read Date - The date on which your meter was read.
- Usage - Measured consumption during the billing period.

Shade trees are available at a discounted price of \$5.00 per tree. For more information visit [tep.com/trees-for-you](http://tep.com/trees-for-you).

CHARGES

DELIVERY SERVICES

Basic Service Charge	\$13.00
Delivery - 1st 500 kWh 500.00 @ \$0.066152	\$33.08
Delivery - 501-1,000 kWh 60.00 @ \$0.081152	\$4.87

POWER SUPPLY CHARGES

Summer - kWh 560.00 @ \$0.035861	\$20.08
PPFAC - kWh 560.00 @ \$-0.001956	\$1.10 CR

SURCHARGES

Renewable Energy Standard Tariff	\$5.10
DSM Surcharge - kWh 560.00 @ \$0.001916	\$1.07
ECA Surcharge - kWh 560.00 @ \$0.000335	\$0.19
LFCR EE 1.8071% of \$69.93	\$1.26
LFCR DG 0.7363% of \$69.93	\$0.51

TAXES AND ASSESSMENTS

ACC Assessment	\$0.19
RUCO Assessment	\$0.02
City Franchise Fee	\$1.76
State Sales Tax	\$4.58
Regional Transportation Authority Tax	\$0.41
City Sales Tax	\$1.95
Public Utility Tax	\$1.76

TOTAL CURRENT CHARGES - Electric Service

\$88.73

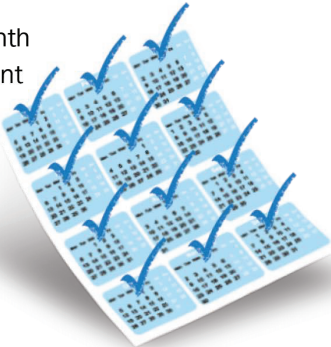
The following table provides details about your electric usage and demand during on and off-peak hours. This information will help you choose the best pricing plan for your lifestyle. For more information, visit [tep.com/rates](http://tep.com/rates).

USAGE INFORMATION

Meter	Unit of Measure	Next Read Date	Read Date	Usage
AMRS-123456	KWH ON	10/16/2017	9/15/2017	160.00
AMRS-123456	KW ON	10/16/2017	9/15/2017	1.66
AMRS-123456	KWH OFF	10/16/2017	9/15/2017	400.00
AMRS-123456	KW OFF	10/16/2017	9/15/2017	1.93

No surprise Budget Billing

Pay the same amount each month with Budget Billing – a convenient payment option that helps make your monthly bills more manageable. We'll divide the cost of your annual estimated electricity usage into 12 equal payments.



To enroll, visit [tep.com](http://tep.com)

ACCOUNT DETAILS

Budget Billing: Available  
Auto Pay: Available  
HEERO: Available  
e-bill: Available  
Bright Tucson Community Solar: Available  
Visit [tep.com](http://tep.com) for details about rates and programs.

CONTACT US

Online at [tep.com](http://tep.com)  
Find quick answers or submit a request at [tep.com/contact](http://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 en Español: (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

REGULATORY AGENCY

Arizona Corporation Commission  
400 W. Congress St. Tucson, AZ 85701-1347  
Tucson: (520) 628-6550 Other Areas: (800) 535-0148  
[azcc.gov](http://azcc.gov)

REPORT AN OUTAGE

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

WAYS TO PAY

Online at [tep.com](http://tep.com)  
Log in to My Account and sign up for free payment options.  
TEP Mobile App  
Download our free mobile app for iOS or Android devices from the App Store or Google Play.  
By Mail  
Send payment to TUCSON ELECTRIC POWER  
PO BOX 80077 Prescott, AZ 86304-8077  
By Phone  
Call (800) 650-9138 to pay by VISA, MasterCard, Discover, debit card, or electronic check. A fee will be charged for this service.  
In Person  
Payments are accepted at Walmart. For additional locations, visit [tep.com](http://tep.com). A fee will be charged for this service.  
For more information about payment options visit [tep.com/pay-my-bill](http://tep.com/pay-my-bill).

Account Details

In a blue box in the upper right corner, Account Details will provide information about program enrollment. The word “Available” will appear if you are not participating in a program but could enroll.

Contact Us and Ways to Pay

Under the Account Details box, you will find:

- Contact Us – Phone numbers and Customer Care hours.
- Regulatory Agency – Address, phone number and website address for the Arizona Corporation Commission.
- Report an Outage – Report an outage by phone, online and with the TEP mobile app.
- Ways to Pay – Pay online, with the mobile app, by mail, by phone and in person.

Program Promotions

The new design will allow us to promote awareness of programs and services that may interest you.