

BUSINESS CONTACT

JULY 2009

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SRP BEGINS PUBLIC PRICING PROCESS ON JULY 13

As mentioned in the June *Business Contact*, SRP is beginning a public process in mid-July to review a management pricing proposal that seeks an overall increase in prices effective with the November 2009 billing month.

This increase request is necessary for SRP to continue providing the level of reliability and service you have come to expect, and to make investments

in new technology to produce cleaner power and promote energy efficiency.

Customers will receive a public process notice by mail beginning July 13, which contains more details about the process, the price proposal and the effect of the proposed increase on customers.

YOU'RE INVITED TO PARTICIPATE: On and after July 13, you also can review the proposal in our information center at SRP's main administrative offices, 1521 N. Project Dr., Tempe, or at www.srpnet.com/priceinfo. In addition, you can learn more about managing your energy use, or discuss the pricing

proposal at a series of five informational meetings that will be conducted at different Valley locations.

After considering management's recommendations, comments from the Board's consultant and any public input, we anticipate that on Oct. 1, 2009, SRP's Board will determine what action, if any, to take on the price proposal.

HELPING YOU SAVE MONEY: To limit the impact of electricity bills on your business, SRP PowerWise™ Business Solutions offers a portfolio of rebate programs that provide a wide range of energy-efficiency opportunities. Visit our Web site at www.srpnet.com/powerwisebiz or call the program hotline, **(602) 236-3054**, for details.

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SUMMER PEAK PRICES BEGIN WITH JULY BILLS

Summer peak prices will be in effect for July and August bills. Summer and summer peak prices are based on more expensive generating resources, which are needed to meet the higher demand for electricity. Please visit www.srpnet.com/prices for details about commercial price plans.

MY ACCOUNT OFFERS CONVENIENT ONLINE ACCOUNT SERVICES

With SRP's My Account most customers served by the E-36 and E-32 general service business price plans are able to manage, update and customize their electric accounts anytime, anywhere online with a few clicks. It's safe, easy and convenient.

Through My Account you can benefit from online services offered through e-Notification. You can receive an e-mail on bill availability, amount and due date, plus customize your account with **any or all** of the following electronic services:

- ◆ **e-Bill** – manage your account online
- ◆ **e-Weather** (see related article)
- ◆ **e-Alert** – for urgent electric system information
- ◆ **PowerWise Business Solutions** – electronic newsletter
- ◆ **Courtesy due-date reminder**
- ◆ **Past-due notification**
- ◆ **Payment confirmation**
- ◆ **Disconnect notification**

To register, visit srpnet.com/myaccount and login or follow the enrollment process as a new user. For more information, call (602) 236-9632.

TAMING ENERGY APPETITES OF CIVIC FACILITIES

Museums and libraries, with their open spaces and high traffic, can consume energy voraciously. Innovation, a good energy audit and common sense can bring these civic facilities in line with prudent energy-management standards.

State-of-the-art sensors can be used effectively to affect a number of energy-related operations, including lighting and heating,

venting and air conditioning (HVAC) systems.

For example, with carbon dioxide sensors and computerized controls, an HVAC system automatically adjusts to accommodate the number of visitors in each space at any given time. Because air exhaled by human beings contains carbon dioxide (CO₂), the level of CO₂ in a room rises when more people are present. When this happens,

sensors signal the HVAC system to circulate more air. Conversely, when there are fewer visitors, the HVAC system will slow, reducing energy costs.

Occupancy sensors that detect the presence of body heat or motion can be used to control lights in offices, classrooms, janitor closets and restrooms. Timers in low-use areas also can ensure savings in off-hours/after-hours.

Daylight sensors can be used to regulate the amount of artificial lighting needed at any given time. Photoelectric cells dim indoor lights when there is an abundance of natural light and brighten electric lighting at night or in cloudy weather.

For more energy-saving strategies, visit www.srpnet.com/biz, or call us, (602) 236-9632.

E-WEATHER UPDATES YOU ABOUT POTENTIAL STORMS

Arizona's monsoon brings high winds, blowing dust, lightning and heavy rain. All can affect our electric system and your operations. SRP's e-Weather is an electronic weather alert that can keep you informed about hazardous weather conditions.

SRP uses data collected at Sky Harbor International Airport in

Phoenix by the National Oceanic and Atmospheric Administration for our e-Weather to provide advance weather news and periodic updates so you can plan for



possible power interruptions.

You'll get timely information sent to you when the day's weather has the potential to affect our power supply and delivery system.

We offer this to most customers served by our two general service business price plans, E-36 and E-32. Enroll today for our free e-Weather service or find more information on other electronic services at www.srpnet.com/eweather. You also may call us at **(602) 236-8833**.

CALL SRP TO REPORT OUTAGES, DOWNED LINES

Because the weather in metropolitan Phoenix is stable for much of the year, strong summer monsoon storms can take us by surprise. If you need

to report a power outage, call **(602) 236-8833**. To report any downed power lines, call **(602) 236-8811**. For all other storm-related emergencies,

call **911**. Visit www.srpnet.com/storms for more on storm safety.



CHECK WEB SITES FOR AVAILABILITY OF STIMULUS FUNDS

The American Recovery and Reinvestment Act of 2009 offers financial resources in the form of "stimulus funds" for a variety of applications, including businesses, organizations and government entities. Explanation of federal resources can be found at

www.recovery.gov while state-channeled funding is discussed at www.azrecovery.gov. The U.S. Department of Energy offers several Web resources, including <https://recoveryclearinghouse.energy.gov/>.

TEACHERS GET A LESSON ON GLOBAL CLIMATE CHANGE

The topic of global climate change can prompt more questions than answers, as well as a wide variety of opinions.

To help teachers prepare their students to deal with this complex issue, SRP and the Arizona Foundation for Resource Education (AFRE) hosted the *Second Annual Global Climate*

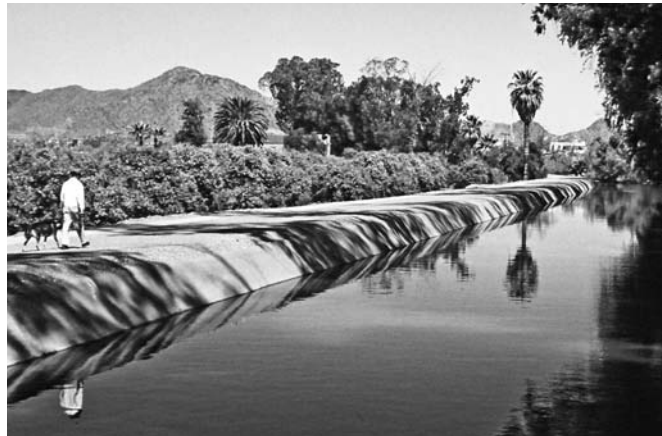
Change in the Southwest: An Academy for Educators.

The unique four-day workshop included tours of SRP's landfill gas, solar and hydroelectric facilities. Sessions provided 56 educators from elementary, junior high and high schools Valleywide with tools and knowledge that will help them teach students about global climate change and renewable energy.

Helping students and teachers understand the delicate balance between delivering power and water and environmental stewardship is part of SRP's commitment to the community. Visit us at www.srpnet.com/education to learn more about SRP educational initiatives and resources.

CANALS: THE VALLEY'S PATHWAYS TO PROGRESS

SRP has been the largest water supplier to metropolitan Phoenix for more than a century. The nine canals that comprise SRP's Valley canal system were developed over the past 130 years. Each canal has a unique history; visit our Web pages at www.srpnet.com/canals for information about these time-honored waterways.



CALL ON US

If you have a question or need assistance, please call on us.

BUSINESS CENTER
(602) 236-8833
7 a.m. to 5 p.m., Mon.–Fri.
e-mail: bizcenter@srpnet.com

ELECTRICITY EMERGENCIES
(602) 236-8811

BLUE STAKE CENTER
(602) 263-1100
(For locating underground lines)
7:30 a.m. to 4 p.m., Mon.–Fri.

BUSINESS EXPRESS LINE
(602) 236-5555

CORRESPONDENCE
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Phoenix, AZ 85072-2025

**SRP'S HOME PAGE
ON THE INTERNET:**
www.srpnet.com

CUSTOMER ASSURANCE
You will continue to receive the same reliable, responsible delivery of electricity from SRP regardless of whether you purchase energy or any other product or service from another provider.

BUSINESS CONTACT
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