

BUSINESS CONTACT

AUGUST 2009

MORE NEWS, ADVICE AND OFFERS AT WWW.SRPNET.COM



UPDATED CREDIT POLICY MAILED

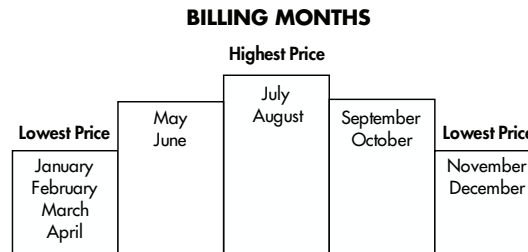
With your bill this month, we've included the updated SRP Business Credit Policy, published to inform you of SRP's terms and conditions of sale and to help you protect your credit rating.

It also is intended to reduce the financial risk to SRP of bill nonpayments, and thereby, to keep prices reasonable for all

customers. While fees, deposits and disconnection of service are sensitive topics, they are important to understand.

You may visit www.srpnet.com/service/business/creditpolicy.aspx to view the policy online.

SUMMER PEAK PRICES BEGAN WITH JULY BILLS



Summer peak prices are 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.

PUBLIC PROCESS EXAMINES PRICING ISSUES

During July, SRP announced a price increase proposal and an accompanying public process. As part of the process, customers can submit comments in person at a special meeting of the SRP Board of Directors on Sept. 10 or in writing by mail, e-mail or hand delivery until Sept. 22. Go to www.srpnet.com/priceinfo for more details about the process and public meetings.

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ELIMINATE GUESSWORK WITH BUSINESS PLUS!

With SRP Business Plus! you can streamline the monthly routine of budgeting and paying your electric bill. First, we total your annual energy costs and divide by 12; then we use current electric prices plus any debit balances on your account to calculate your monthly payment.

Next, you choose the date you want to pay your bill – one that's convenient for you. Last, your monthly payment will be withdrawn automatically from the financial account you specify.

To sign up online and for more details, visit www.srpnet.com/businessplus. You also may call (602) 236-8833.

SRP PLUS![™]
MANAGING YOUR BILL
HAS NEVER BEEN EASIER.



USE OUR RESOURCES TO HELP YOUR BUSINESS

SRP has an award-winning Business Contact Center team specially trained to serve you at your convenience. Visit our Web page, www.srpnet.com/biz, or call us, (602) 236-9632.

From our Web site you can access your account details and apply for programs offering billing and payment solutions such as SurePay or e-Bill. You also can learn about price

plans, related options and discounts, energy-efficiency solutions, and new offers.

Our economic development resources offer news about

our business partnerships, links to chambers of commerce and testimonials about how we've helped other business customers.

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, including <https://recoveryclearinghouse.energy.gov/>.

SRP SEEKS APPROVAL FOR EAST VALLEY TRANSMISSION PROJECT

SRP has submitted an application for a certificate of environmental compatibility with the Arizona Corporation Commission (ACC) for the Abel – Moody Transmission Line Project. The project comprises a new 230-kilovolt transmission line connecting two planned SRP substations as well as a proposed substation in the

Queen Creek area.

Planned to be in service by the summer of 2012, the Abel – Moody Project would improve SRP's ability to keep pace with current



and future electrical demands in southeastern Maricopa County and northern Pinal County. The proposed routes for the transmission line were selected after an extensive public process that included a

series of open houses in Queen Creek and locations in northern Pinal County.

The ACC's Power Plant and Transmission Line Siting Committee will review the application at public hearings beginning this month. For details, visit www.azpower.org/abelmoody.

TAKE PRECAUTIONS DURING POWER OUTAGES

Power outages can cause problems for office equipment; surge protectors for your computer and electronic equipment provide an extra safeguard. If you experience a complete or partial power outage during a storm or for any reason, take the following steps:

- ◆ Turn off all major equipment, including the air conditioner, computers and copy machines. This will help SRP restore power more quickly while protecting your equipment from voltage fluctuations, and help avoid circuit overloads when power returns.
- ◆ Be sure to wait at least one minute after the power has been restored before turning on your equipment to help avoid power fluctuations.

- ◆ Ensure your office equipment is properly grounded. Power disturbances can affect computers and other microprocessor-based equipment that depend on a constant voltage supply. An improper ground can cause your equipment to malfunction or fail.
 - ◆ For all emergencies, call **911**; call SRP's 24-hour number **(602) 236-8811** to report an outage, downed power lines or damage to SRP facilities.
- Visit www.srpnet.com/storms for more storm and outage tips.

LEADERSHIP PROGRAMS NURTURE CIVIC HEALTH

Leadership is a vital component of social and economic growth. Part of SRP's stewardship activities is supporting leadership programs that provide a source of trained civic leaders within the community. Societies with strong civic engagement and local leadership identify, encourage, educate and challenge potential leaders to take an active role in strengthening and transforming their communities.

SRP champions programs

and events that promote our diverse communities while also supporting forums that address emerging, quality of life issues and strategic planning. Through this support communities are also afforded opportunities to identify and train local residents and SRP employees to serve in leadership positions.

A variety of organizations provide the curriculum and opportunity to develop an individual's awareness of community needs and

organizations, improve leadership skills and grow a sphere of influence. Some of the programs SRP supports include:

- ◆ Chandler Leadership
- ◆ Gilbert Leadership
- ◆ Hispanic Leadership Institute
- ◆ Leadership West
- ◆ Mesa Leadership
- ◆ Project CENTRL
- ◆ Scottsdale Leadership
- ◆ Tempe Leadership
- ◆ Valley Leadership

DON'T BE LEFT HIGH AND DRY – USE EPA'S WATERSENSE

WaterSense, a partnership program sponsored by the U.S. Environmental Protection Agency, makes it easy to save water and protect the environment. Look for the WaterSense label to choose quality, water-efficient products.

In 2008, Arizona surpassed 20 other states to win the WaterSense State Challenge

by recruiting Arizona utilities to join WaterSense and increasing the population served by WaterSense utility partners.

More than 60% of the state's population is served by municipalities and water companies that are WaterSense partners. Through these efforts, Arizonans learn about the importance of using WaterSense

labeled products and incorporating water efficiency into everyday life, helping to preserve water for future generations.

For more about WaterSense, see www.epa.gov/watersense/index.htm. Visit www.srpnet.com/drought to learn about drought and SRP water stewardship efforts.

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
SRP Correspondence
P.O. Box 52025, ISB 231
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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SRP Business Contact Editor
P.O. Box 52025, PAB 340
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