

# CONTACT

OCTOBER 2011

NEWS, ADVICE AND OFFERS



## FREE GADGET FINDS ENERGY VAMPIRES

Your appliances may be using more energy than you think. Thanks to SRP's Energy Analyzer program, you can find out how much.

Borrow a free Kill A Watt™ meter at a participating library to get a reading on the amount of electricity your appliances and electronics use every day. Armed with this information, you can take action to reduce your household energy consumption and lower your monthly bills.

For a list of participating libraries or to learn more about the Energy Analyzer program, go to [savewithsrp.com](http://savewithsrp.com).

## AN EASY WAY TO SUPPORT SOLAR POWER

The new SRP Community Solar program is an easy, affordable way to make Arizona's abundant sunshine work for you.

Instead of installing panels on your home, you can "adopt" solar. Anyone can participate — including renters and condo owners.

Customers who don't mind paying a little more can help accelerate the growth of solar energy in the region and state. The average net cost is only about \$4 more per month per block on your SRP bill.

SRP Community Solar power comes from Copper Crossing Solar Ranch in Florence. The power from Copper Crossing will help to reduce greenhouse gas emissions by an annual amount equivalent to taking about 4,500\* vehicles off the road for the next 25 years.

When you join Community Solar, you can:

- See solar energy offsets on your monthly bill
- Participate in tours, events and an online solar social network
- Access online plant data, such as the environmental benefits
- Receive a quarterly environmental e-newsletter

For more details, go to [srpcommunitysolar.com](http://srpcommunitysolar.com) or call (602) 236-4448.

\*Source: U.S. Environmental Protection Agency

## OFFERS FOR YOU


RECEIVE A DISCOUNT ON CFL BULBS



CHOOSE THE RIGHT PRICE PLAN



RECYCLE YOUR FRIDGE OR FREEZER AND EARN \$30



[SAVEWITHSRP.COM](http://SAVEWITHSRP.COM)



## LIGHT UP HOLIDAYS FOR LESS

Decorative LED lights add a special glow to the holiday season and cost less to operate than traditional incandescent sets. That's because ENERGY STAR® qualified decorative light strings with LED technology use 90% less energy.

In addition to energy efficiency, LEDs:

- ◆ Can last up to 10 times longer than incandescent strands
- ◆ Rarely require bulb replacement or maintenance
- ◆ Generate little heat and use a small amount of energy, so they reduce fire risks and are less likely to overload household electrical circuits

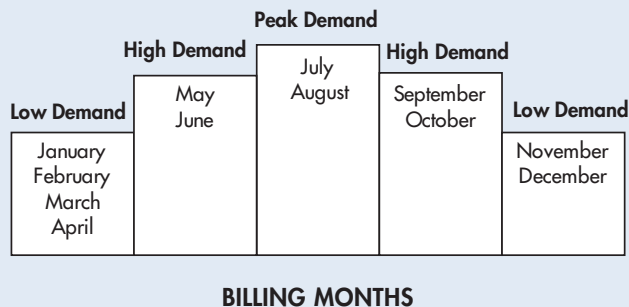
To make LED holiday lights even more attractive, SRP is offering a special discount. For details, go to [savewithsrp.com](http://savewithsrp.com).



## PRICE BY BILLING MONTHS

The price you pay per kilowatt-hour rises and falls with the seasonal demand for electricity. The price is higher during the six warmer billing months and lower in the six cooler billing months. Prices are highest in July and August, when customer demand peaks.

Lower prices begin with November bills. The billing month is listed in the middle of the left column on your bill, and a message in the "Notes" section will alert you one month prior to seasonal price changes.



## OFF-PEAK PRICE ON THANKSGIVING DAY



If you participate in one of our Time-of-Day Price Plans (SRP

Time-of-Use™ or SRP EZ-3™), all hours Thursday, Nov. 24, will be off-peak (lower-priced) in observance of Thanksgiving Day. Regular on-peak and off-peak hours will resume Friday, Nov. 25.

## REPORT OUTAGES WITH YOUR SMARTPHONE

Customers can now use their smartphones to report power outages at their homes.

If your power goes out, sign on to SRP My Account™ and select "Report an outage."

The form confirms your address and enables you to request a call back once power is restored.



Not a My Account customer? Just create a user ID and password at [srpnet.com/myaccount](http://srpnet.com/myaccount).

Remember to check out the outage map feature too. Sign in to My Account. Then select "Outages" for a map of your address.

## TRY THE NEW HOME ENERGY MANAGER

With only a few clicks, SRP's Home Energy Manager will provide an easy-to-read breakdown of your energy costs, including cooling, lighting, appliances and even the TV.

Start saving today by entering basic information about your home into the new, interactive calculator. It uses your past consumption history, and in minutes you'll see how you can reduce energy use and costs in your home without sacrificing comfort or convenience.

It's free and available 24/7. Log in to [srpnet.com/myaccount](http://srpnet.com/myaccount) and select the Home Energy Manager link to start saving.

## SMART METERS HELP YOU SAVE

More than 700,000 SRP customers now have smart meters. We expect all customers, excluding those on our prepayment plan, will have smart meters by summer 2012.

Smart meters provide detailed information customers can use to help them reduce energy use and ultimately lower their bills. Customers can even check their daily consumption online at [srpnet.com/myaccount](http://srpnet.com/myaccount) (log on and click "Smart meter daily usage").

The new meters also enable more customers to participate in our Time-of-Day Price Plans. The plans offer savings

to customers who can shift when they use electricity to lower-priced times.

With smart meters in place, SRP collects readings, starts and stops billing, and changes price plans remotely. This ability has eliminated half a million trips per year, saving 210,000 gallons of fuel annually and lowering vehicle emissions.

Smart meters do not record usage by appliance, control appliances or determine how customers are using energy. Energy-use information is strictly confidential and carefully guarded.

To learn more about the innovative devices, go to [srpnet.com/smartmeters](http://srpnet.com/smartmeters).



## FIND YOUR WATER VALVE BEFORE AN EMERGENCY

Make sure you know where your home's master water shut-off valve is located. Taking this simple step now could prevent damage to your home and wasting large amounts of water if a pipe bursts.

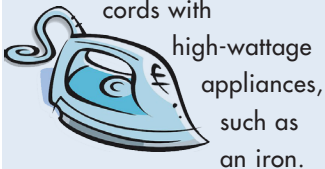
As the largest water provider in the Phoenix metropolitan area for more than 100 years, SRP carefully manages our limited supply so we'll have enough for today and tomorrow. Find out what you can do and pledge to save water at [togetherweconserve.com](http://togetherweconserve.com).



## SAFETY TIPS FOR APPLIANCE USE

To stay safe around electricity, SRP Safety Connection™ urges you to follow this advice:

- ◆ Do not use appliances with frayed, damaged or patched cords.
- ◆ Immediately turn off and disconnect an appliance that sparks or stalls.
- ◆ Don't operate electrical appliances in or near water.
- ◆ Always disconnect appliances before cleaning or servicing.
- ◆ Do not use extension



For more safety information, visit [srpnet.com/safety](http://srpnet.com/safety).

## CELEBRATE HISPANIC CULTURE AT THE HEARD MUSEUM

Enjoy music, dance and artwork by Hispanic artists at the Heard Museum's 10th annual Spanish Market on Nov. 12–13. The festive marketplace, the largest of its kind in Arizona, marks the end of the two-month celebration of Latin American culture in the Valley.

The Spanish Market will feature a wide selection of pottery, embroidery, furniture, painting, printmaking, silver and tinwork.

We are proud to be a sponsor of this annual event. SRP's history is intertwined with the Valley of the Sun. Our support of the Heard Museum reflects our commitment to the culture and vitality of the communities we serve.

Admission to the Spanish Market is included with paid admission to the Heard Museum. For more event information, visit [heard.org/spanishmarket](http://heard.org/spanishmarket) or call (602) 252-8848.

## NOW PLAYING ON

See how Channel 5 news anchor Catherine Anaya used the SRP Home Performance with ENERGY STAR® program to identify ways to make her house more energy efficient.

If you have a smartphone, watch the video right now by scanning this code with your phone's QR code reader:



Don't have a smartphone? No problem. You can watch this and other SRP videos online at [youtube.com/srpconnect](http://youtube.com/srpconnect).

## CALL ON US

RESIDENTIAL ELECTRIC SERVICE  
(602) 236-8888

7 a.m. to 7 p.m. Mon.–Fri.  
For fastest service,  
please call between  
10 a.m. and 3 p.m. Tue.–Fri.

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