

CONTACT

JANUARY 2010

NEWS, ADVICE AND OFFERS



Typical monthly impact less than \$6

SRP BOARD TO CONSIDER SMALLER INCREASE

SRP opened a public process on Dec. 28 to address an overall price-increase request of 4.9% that would go into effect with May bills. Customers were sent a separate mailing at the end of December regarding this proposal.

If the request is approved by the SRP Board of Directors, the bill for a typical residential customer on the Basic Plan using 1,216 kilowatt-hours would increase by approximately \$5.95 per month. This figure varies by price plan and customer energy usage.

In September 2009, SRP delayed a proposed 8.8% price increase. Since that time, we have made additional cost cuts, which total more than \$1 billion over the next two-and-a-half years, to lower the increase request.

WHY AN INCREASE IS NEEDED

SRP needs to increase prices to pay for a \$1 billion power plant in Springerville that began operating in December 2009. The electricity produced at the new plant will serve SRP customers

and replaces the energy produced by a plant in Nevada, closed by its owners in 2005.

To meet stricter federal air-quality requirements, we are spending \$539 million to install additional technology to further reduce emissions at a power plant near St. Johns. This project will be complete in 2014.

For more information, visit www.srpnet.com/priceinfo.

Follow us on Twitter @SRPConnect and you'll receive a weekly energy-saving tip and monthly reminders to change the air filter for your cooling and heating system.

OFFERS FOR YOU

WEATHER-STRIPPING OFFER:
BUY TWO, GET ONE FREE

On the Web

WATER-SAVING
SHOWERHEADS SAVE
ENERGY TOO

On the Web

RECEIVE A DISCOUNT
ON A VARIETY OF
CFL BULBS

On the Web

WWW.SAVEWITHSRP.COM

THE RIGHT PLAN COULD SAVE YOU MONEY

SRP offers a choice of price plans designed to meet different household needs. The right plan could save you up to 7% per year on energy costs.

NEED HELP CHOOSING?

To determine which plan is the best fit for you, go to www.savewithsrp.com/prices. There you'll find details about the available plans.

MAKE IT PERSONAL

If you've signed up for SRP My Account™, log in at www.srpnet.com/myaccount and click on Right Price Plan Tools to use your personal energy usage information to help you select a price plan. The tool will enable you to compare your current plan with other options and calculate potential savings.

CONSIDER POWER LINES BEFORE PLANTING OR PRUNING

Trees can create safety hazards when they grow too close to overhead or underground power lines. To avoid these hazards in your yard, follow these suggestions.

- ◆ If you plan to add a new tree, find out the height and spread the tree will reach at maturity and locate it at least 10 feet away from overhead power lines using its mature size. For information about selecting and planting the right tree near power lines, visit www.srpnet.com/treeplant.
- ◆ Before you dig, stay safe by calling 811. One call notifies the appropriate local utilities, which send technicians to the requested site to mark the approximate location of existing underground lines. Go to www.call811.com for more details about this free service.
- ◆ For tree pruning near power lines that run to your home, SRP recommends you contact a Low Voltage Certified Tree Trimmer to perform this work safely. If you see a tree growing into power lines between two poles and want to have the tree evaluated for pruning or removal, call SRP at (602) 236-8888.



For more electric-safety tips, visit www.srpnet.com/powersafety.

SRP PROVIDES SOLAR ENERGY TO AREA SCHOOLS

Fourteen Arizona schools will receive photovoltaic systems for their rooftops later this year from the SRP Solar for Schools program. The program will fund the installation and maintenance of 10-kilowatt roof-mounted systems.

Combined, the systems will produce approximately 224,000 kilowatt-hours of energy per year, which will prevent the annual release of up to 161 metric tons of carbon dioxide.

SRP also will provide each of the selected schools with materials and training to educate students about solar energy. You can learn more about this program at www.srpnet.com/solarforschools.

POWER MONITOR REMOVAL BEGINS IN FEBRUARY

Placing a “power consumption monitor” on an SRP meter interferes with our ability to issue an accurate bill and represents a violation of our electric-service rules and regulations (see www.srpnet.com/rules). As a result, SRP will begin removing these devices in February.

SMART METERS TRACK USAGE

Instead of using a power monitor, customers with smart meters can view daily usage online through SRP My Account™. We already have installed more than 400,000 smart meters (nearly half our customers) across the Valley. Visit www.srpnet.com/smartmeters for details.

ENERGY INFORMATION AT YOUR FINGERTIPS

A message in the “Notes” section of your bill will indicate if you have a smart meter. If so, sign up for My Account to monitor how much energy you use and when you use it. You also can receive monthly bill estimates by e-mail or text message and set up alerts for when you exceed monthly bill estimates or daily usage thresholds. Just go to www.srpnet.com/myaccount to enroll in this free service.

If you already have signed up for My Account, keep your contact information updated to take full advantage of all the online information and features.

CHECK YOUR APPLIANCES’ APPETITE FOR ELECTRICITY

With the Kill A Watt™ energy meter available through SRP’s Energy Analyzer program you can discover how efficiently household appliances and electronics use electricity.

SRP customers now can borrow a Kill A Watt for up to 30 days free of charge by calling **(602) 236-9659**. We will mail you the device, along with a postage-paid return package.

HOW THE KILL A WATT WORKS

Plug the device into a standard 120-volt AC outlet. Then plug an appliance into the outlet on the front of the device. An LCD display on the energy meter will show you the appliance’s consumption in kilowatt-hours. With the figure and the instructions that accompany the energy meter, you can calculate the appliance’s energy costs by hour, day, week, month or even an entire year.

The Kill A Watt helps you identify some of the ways you use energy every day, including “vampire” appliances — the ones that use energy even when they are turned off. Armed with this information, you can take action to reduce your household energy usage and lower your monthly bills.

To learn more about the SRP Energy Analyzer program, go to www.savewithsrp.com.



KEEP MORE OF YOUR EARNINGS

If you earned less than \$48,279 in 2009, the Earned Income Tax Credit (EITC) could pay you as much as \$5,657 (credit and refund amounts vary). You don't have to owe federal taxes to receive this money, but you do need to file.

Free tax preparation assistance is available, based on eligibility, at a Volunteer Income Tax Assistance (VITA) site in your community. In addition, these trained tax volunteers can connect you with programs that can help you save money and reduce debt.

For more information, call the Community Information and Referral EITC Hotline at **(602) 263-8856** or at **(800) 352-3792** outside Maricopa County.

HELP FOR OLDER ADULTS

Recent economic conditions have increased the need for human services in the Valley. Duet plays an important role in meeting these essential needs.

Duet is a non-profit, interfaith, Valley-wide organization that provides free support services to older homebound and disabled adults, caregivers, faith communities and grandparents raising grandchildren. Formerly known as Beatitudes Center DOAR, Duet has provided these services for nearly 30 years.

Volunteers provide friendly visits, general assistance, computer training, food delivery, grocery

shopping and transportation to medical appointments.



As part of SRP's commitment to the communities we serve, SRP provides support to Duet's efforts to raise awareness of its services and funds Project Safe Home. This program offers safety inspections and simple repairs to the homes of the Valley's most vulnerable homebound residents.

For information about volunteer opportunities, contact Duet at **(602) 274-5022** or visit www.duetaz.org.

WATER EXPO SCHEDULED FOR MARCH

Learn about water conservation and receive a discounted price on a smart irrigation controller at the 2010 DesertWise Water Conservation Expo. The expo will be held March 6 in Tempe and March 27 in Glendale. Mark your calendar now. Additional event details will be available in February.

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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