

CONTACT

APRIL 2009

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



REBATE STARTS MAY 1 FOR NEW AC SYSTEM

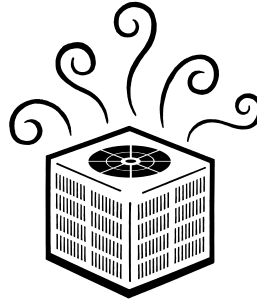
If you have been putting off replacing an older unit, now's the time to act. Get cash back with an SRP Cool Cash™ Rebate if you buy a qualifying unit from May 1 to Sept. 30, 2009.

Depending on the unit efficiency ratio (minimum 15 SEER) and the equipment configuration, the rebate ranges from \$200 to \$400 for customers who

replace existing heat pumps or central air conditioners with qualifying high-efficiency central cooling systems.

PEACE OF MIND AND A TAX CREDIT

To ensure maximum efficiency, SRP's rebate program requires contractors to conduct an industry-standard sizing calculation and verify that airflow and refrigerant charge are within manufacturer's specifications. You can be



confident you have a high-quality installation.

In addition to the Cool Cash Rebate, qualifying new systems placed in service from Jan.

1, 2009, through Dec. 31, 2010, may be eligible for a federal energy efficiency tax credit of up to \$1,500.

Cool Cash Rebate applications are due by Oct. 31, 2009. For more details regarding SRP's rebate or the federal tax credit, go to www.srpnet.com/coolcash or call (602) 236-9644.

JOIN US AT THE ZOO

SRP EarthWise™ Energy is sponsoring Earth Day at the Phoenix Zoo on April 19, from 9 a.m. to 3 p.m. SRP customers can receive \$2 off Earth Day admission by showing this newsletter.

Save \$5 on a Phoenix Zoo membership with this issue or by going to www.phoenixzoo.org and entering code SNL0409. These discounts cannot be combined with other offers or discounts. The membership discount offer expires on April 30.

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Phx Zoo

NEW OFFICE HOURS, CASH HANDLING

As of April 1, SRP walk-in offices are open from 10:30 a.m. to 6 p.m. on weekdays. In addition, our offices in some Food City and Fry's stores are open Saturdays from 10:30 a.m. to 6 p.m.

Only checks and money orders are accepted over the counter at our offices. Customers may continue to make cash payments at any SRP PayCenter® terminal free of charge.

Go to www.srpnet.com/offices or call **(602) 236-8888** for a complete list of office hours and locations.

SUMMER PERIOD BEGINS WITH MAY BILLS

To meet increased customer demand for electricity from May through October, SRP must use more expensive generation. These higher costs are reflected in the price you pay beginning with your May billing month. Look in the "Notes" section of your bill for a message on the billing period change.

DEMAND DRIVES PRICE

During the May and June billing months (Summer Billing Period), warmer weather raises customer demand, the cost to produce energy and the price you pay.

In July and August (Summer Peak Billing Period) when demand skyrockets, electricity is the most expensive to produce. As a result, your prices are highest during these two months.

TIMES TO SAVE CHANGE

If you are on the SRP Time-of-Use™ Price Plan, higher-priced (on-peak) hours run from 1 to 8 p.m., Monday through Friday, beginning May 1 and continuing through Oct. 31.

If you participate in the SRP EZ-3™ Price Plan, higher-priced hours run from 3 to 6 p.m., weekdays for your May through October bills. When this change starts and stops depends on your meter-read and bill-calculation dates. A message in the "Notes" section of your March bill will let you know the date the higher-priced hours start.

Less expensive (off-peak) hours include all other weekday hours, weekends and the Memorial Day (observed), July 4th, and Labor Day (observed) holidays.

These times represent 75% of the total hours in a week under the Time-of-Use plan and more than 90% for EZ-3. By shifting usage to these lower-priced times, customers enrolled in these two plans can save money on their monthly SRP bills.

MORE PLAN DETAILS

For customers on the Basic Price Plan, all times of the week are priced the same (no on-peak or off-peak hours). However, for the May through October billing months, the price "steps up" after the first 2,000 kilowatt-hours used per month.

To learn more about our price plans, visit www.srpnet.com/prices or call **(602) 236-8888**.

TRADE YOUR EXTRA FRIDGE FOR CASH

Bidding farewell to the extra refrigerator in the garage or on the patio can cut your energy costs by up to \$100 a year, keep reusable items (95% of each unit) out of landfills and reduce carbon dioxide emissions by as much as 10 tons.

The SRP Appliance Recycling Program offers free pickup and recycling and a \$30 reward. Call **(602) 236-4225** or visit www.srpnet.com/powerwise for more details.



STAY COOL FOR LESS

Follow these tips to increase cooling efficiency and hold down energy costs.

- ◆ Replace disposable or clean permanent cooling system air filters at least once a month. Clean debris and obstructions from around outdoor air conditioning components.
- ◆ Leave air vents open in your home. Closing air vents creates a pressure imbalance. This reduces the effectiveness of your cooling system.
- ◆ During the summer, set your thermostat between 78° and 80° when you are

home, and 85° or higher when you are away. For every degree you set your thermostat above 80°, you can save between 2% and 3% on cooling costs.

- ◆ Set your air conditioning fan to "Auto"; this reduces the negative impact of improper air balances, turns the fan motor off when the unit is not cooling and can save you between \$15 and \$25 each month on your energy costs.

You can find more energy-saving advice at www.srpnet.com/powerwise.

USE WATER WISELY

Replace older shower heads with models that use one-and-a-half gallons per minute or less — you'll save about three gallons for every minute you shower. Visit www.srpnet.com/wateradvice for more saving suggestions.



SAVE UP TO 20%
ON SHADE SCREENS.
KEEP HEAT OUT, MONEY IN.

Shade screens on sun-struck windows can reduce your cooling costs by about 25%.



Go to your local participating Ace Hardware store to take advantage of this discount.

Visit www.srpnet.com/powerwise for a discount coupon and a list of participating stores.



Offer Details:

- 20% off new or rebuilt shade screens; must purchase three or more shade screens to qualify
- 10% off shade screen materials to do it yourself
- Shade screen material purchased must block at least 80% of the sun's rays
- Purchase must be made between March 1 through May 31, 2009

This offer is not valid on previous orders and cannot be used in conjunction with other offers. It also does not apply to installation. SRP makes no representations and provides no warranty or guarantee with respect to the product or offer.

This Offer expires May 31, 2009, and requires a valid SRP account number.

TEACH CHILDREN TO USE 9-1-1

Calling the emergency number saves lives. So, teaching kids how and when to use 9-1-1 is important. Be sure to discuss these points with youngsters.

- ◆ Never refer to the number as "nine-eleven." To avoid confusion, tell them to dial "nine-one-one."
- ◆ Teach your children their home address, phone number and full name.
- ◆ Explain 9-1-1 is just for emergencies when they need to get police, firefighters or paramedics in a hurry.

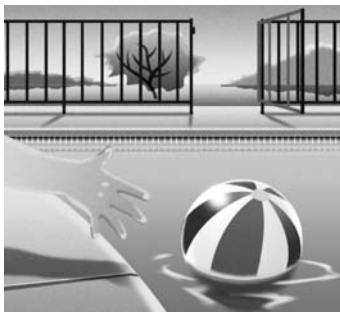
SRP SUPPORTS POOL FENCE PROGRAM

Pool barriers are a key factor in the prevention of child drowning accidents, which is why SRP has partnered with

the United Phoenix Firefighters Association and Valley of the Sun United Way to support the Adopt-a-Pool-Fence Program.

SRP has participated in the pool fence program since 2001. So far, pool fences have been installed for hundreds of families who otherwise could not afford to do it on their own.

As a water provider to the Phoenix metropolitan area, SRP is committed to pool and water



safety. Through SRP Safety Connection™, we support drowning prevention efforts, distribute

water safety information and conduct public presentations.

For details, visit www.srpnet.com/safetyconnection or call the Safety Connection hotline at **(602) 236-5646**.

For information on the Adopt-a-Pool-Fence Program or to make a donation to the program, please go to

www.saverkids.org or call **(602) 277-1500**.

CALL ON US

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

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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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CUSTOMER SERVICE OFFICES
For the location and hours of the SRP office and SRP PayCenter® near you, please call (602) 236-8888 or visit www.srpnet.com/paycenters.

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